

***This is only a **preview** of the exam statements for the Training & Experience Examination. You will be asked to respond to each statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the “Click here to go to the Internet exam” link at the bottom of the bulletin.

Training and Experience Evaluation

Business Service Officer 3

Multi-departmental

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the hiring process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Number of Questions: 1 – 15

To answer all the test items in this exam, you will be required to choose from among the provided answers, and to enter (type in) specific information about your experience and your formal training. Work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience. Also, be prepared to provide specific information about your training. Providing the type of formal training courses will also be necessary to complete this online examination.

Verification of References

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experience, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

Instructions

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills, and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks for Business Service Officer 3:

1. Determining and allocating work priorities, scope of assignments, and deadlines for a work unit and/or other staff to meet work objectives.
2. Providing coaching, mentoring, and training to others on standard work processes to develop skills and improve workplace productivity.
3. Monitoring the work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.
4. Planning and implementing measures to improve employee performance such as the development of performance standards, utilization of employee appraisal processes, identification of training needs, and the implementation of employee disciplinary processes.
5. Overseeing the receiving, logging, sorting, loading, and delivering of mail, goods, and equipment.
6. Providing oversight on purchase and contract functions for equipment, commodities, and services to meet business needs.
7. Overseeing the contract/procurement processes to ensure the bidding process is equitable and complies with procurement standards and to evaluate contracted vendor performance.
8. Overseeing equipment inventory processes and activities to ensure sufficient supplies are available to maintain business operations.
9. Overseeing customer service practices and performance levels by evaluating staff interactions and responses to customer inquiries.
10. Supervising the safe operation and maintenance of warehouse and stockroom equipment to maintain worker safety and comply with safety regulations.
11. Analyzing and evaluating the effectiveness of programs, policies, or procedures related to the progress of work projects or assignments to increase workplace efficiency and develop program improvements.
12. Developing immediate and long-range work objectives for programs, projects, and operations to structure departmental undertakings.

13. Planning, updating, implementing, and enforcing changes to standards, policies, and procedures pertaining to the use of equipment, facilities, or services to improve the quality of business service functions.
14. Conducting audits of program materials to ensure accuracy of records and compliance with existing accounting procedures.
15. Overseeing fleet vehicle operations and usage in accordance with control agency guidelines and regulations.