

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

## **Training and Experience Evaluation**

### **Licensing Program Analyst**

### **Department of Social Services**

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 education, training and experience relevant to the position.

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

## **Section 1: Tasks**

### **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.

1. Conducting education and/or work related research using a variety of sources (e.g., internet, databases, government records, community resources, interviews) to obtain required information.
2. Writing papers of moderate complexity (e.g., reports, fact sheets, detailed summaries, public correspondence) ensuring clarity of message and using proper grammar, spelling, punctuation, and sentence structure.
3. Communicating with the public to assist with understanding of complex and technical information (e.g., policies, laws, rules, regulations) over the phone or in person.
4. Analyzing and applying rules, policies, procedures, and/or regulations to work assignments to produce thorough and accurate work.
5. Working on multiple tasks, prioritizing, and completing work under critical timelines ensuring work is thorough, accurate, and meets company/department standards.
6. Inputting and/or updating data/information in computer databases or spreadsheets ensuring accuracy and timely completion of work.
7. Facilitating meetings, giving presentations, or conducting training in a group setting with diverse populations.