

**\*\*\*** This is only a preview of the exam task statements for the Training & Experience Examination. You will be asked to respond to each task 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**

### **Management Services Technician**

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.

**VERY IMPORTANT: PLEASE READ THIS ENTIRE SECTION CAREFULLY.**

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, experiences, 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.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided, you may be disqualified from this process, suffer loss of State employment, and/or suffer loss of right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of the State. Be advised that you are expected to answer truthfully and accurately.

**Verification References**

Provide references who can verify the information you provide in this exam. Prior to receiving an offer for employment, these references will be contacted to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this exam. List all references that apply.

**EMPLOYMENT**

**Job Reference 1**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

**Job Reference 2**

Job Title:

Organization Name and Address:

Date Worked: From:  To:

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities:

Contact Phone Number(s) of the above Individual(s):

**EDUCATION**

**Education Reference 1**

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

**Education Reference 2**

School Name and Address:

Degree(s) Earned:

Date(s) Attended: From:  To:

**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.

ITEM	<b>SEE BELOW</b>			
		<b>TIME/DURATION:</b>	<b>QUALIFICATIONS:</b>	<b>REFERENCES:</b>
<b>EXPERIENCE</b>	Describe your work experience relevant to performing <u>this task</u> , either paid, as a volunteer, or in an educational setting.	I have <b>Choose an item. experience performing this task. *You will be provided with options during the actual examination</b>	Provide relevant examples of the more complex work you have been responsible for that demonstrates your ability to perform <u>this task</u> (1000 characters max): <input type="text"/>	Identify the references who can verify this information. Or identify the educational setting where you performed this task:  <input type="checkbox"/> job ref. 1 <input type="checkbox"/> job ref. 2 <input type="checkbox"/> job ref. 3 <input type="checkbox"/> job ref. 4  <input type="checkbox"/> educ. ref. 1 <input type="checkbox"/> educ. ref. 2 <input type="checkbox"/> educ. ref. 3 <input type="checkbox"/> educ. ref. 4
<b>EDUCATION</b>	Describe your education relevant to performing <u>this task</u> .	I have <b>completed Choose an item.units of college level courses directly related to performing this task.</b>	List the courses you have taken which are relevant to performing <u>this task</u> and are verifiable on a transcript (1000 characters max): <input type="text"/>	Identify the university where this education was received:  <input type="checkbox"/> educ. ref. 1 <input type="checkbox"/> educ. ref. 2 <input type="checkbox"/> educ. ref. 3 <input type="checkbox"/> educ. ref. 4
<b>TRAINING</b>	Describe your training relevant to performing <u>this task</u> .	I have <b>completed Choose an item.hours of training directly related to performing this task.</b>	List all class titles relevant to performing <u>this task</u> , and any certifications or acknowledgements received (1000 characters max): <input type="text"/>	Provide the name and contact information of someone who can verify this information: <input type="text"/>

<b>ITEM #</b>	<a href="#">SEE BELOW</a>
<b>1</b>	<b>Assisting customers, coworkers, or school colleagues with questions concerning correct formats, procedures, and requirements needed to obtain information from databases and/or spreadsheets.</b>
<b>2</b>	<b>Maintaining and utilizing filing and/or tracking systems to ensure that information is organized and accessible.</b>
<b>3</b>	<b>Researching and gathering information from various sources, in response to verbal or written inquiries, or to complete a research project or assigned task.</b>
<b>4</b>	<b>Updating and maintaining databases or spreadsheets to track data, perform data analysis, and/or generate reports.</b>
<b>5</b>	<b>Performing computations (e.g., addition, subtraction, multiplication, division) in a college or work setting to process, summarize, or verify data.</b>
<b>6</b>	<b>Preparing documents (e.g., letters, emails, invoices, procurement documents, reports, timekeeping) in a college or work setting to provide information to supervisors, co-workers, professors, and/or the public.</b>
<b>7</b>	<b>Reviewing and editing documents in a college or work setting to ensure accuracy and completeness of final documents.</b>
<b>8</b>	<b>Analyzing and interpreting policies, procedures, laws, rules, and regulations and applying them appropriately to issues in a college or work setting.</b>