



ADMINISTRATIVE ASSISTANT I

EXAM CODE:	9JU12
EXAM TYPE:	DEPARTMENTAL – PROMOTIONAL
LOCATION:	STATEWIDE
BULLETIN RELEASE DATE:	FRIDAY, AUGUST 23, 2019
FINAL FILING DATE:	MONDAY, SEPTEMBER 9, 2019
SALARY INFORMATION:	A: \$4,281 - \$5,360; B: \$4,478- \$5,608* <i>*The salaries used in this bulletin are the latest available from the state controller's office, but may not reflect the most recent salary adjustment.</i>
CLASS & SCHEM CODE:	5361 / KG40

EQUAL EMPLOYMENT & DRUG FREE STATEMENTS

The state of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO CAN APPLY

Persons who meet the minimum qualifications by the announced final filing date. Applicants must have a permanent civil service appointment with the Department of Justice within three years of the final filing date in order to take this examination. Employees who have limited-term appointments in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the department. Otherwise, employees must be:

- 1) A current or former employee of the legislature for two or more years as defined in government code (GC) section 18990; OR
- 2) A current or former non-elected exempt employee of the executive branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in GC section 18992; OR
- 3) Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.



SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "examination application." You will be notified in writing to determine what assistance can be provided.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

FINAL FILING DATE

MONDAY, SEPTEMBER 9, 2019

Examination applications (form STD 678) must be postmarked (U.S. mail) or personally delivered no later than the final filing date. Applications must have an original signature. Applications without original signature will be rejected from the examination. Please Note that dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

APPLICATIONS POSTMARKED OR PERSONALLY DELIVERED AFTER THE FINAL FILING DATE WILL NOT BE ACCEPTED FOR ANY REASON.

MINIMUM QUALIFICATIONS

EITHER I

Twelve months of work experience in the California state service performing staff work in a class with a level of responsibility equivalent to that of Junior Staff Analyst, Range B, or Staff Services Analyst, Range B

OR II

Eighteen months of experience in the California state service performing the duties of an Executive Secretary I.

OR III

Experience: Two years of progressively responsible experience in one or a combination of the following:

1. Relieving an administrator of assigned administrative detail and preparing reports and/or recommendations for administrative action. (Experience in California state service must be at a level of responsibility equivalent to that of Office Services Supervisor I.); or
2. Professional or technical experience in a field usually requiring an education of collegiate grade and involving duties and responsibilities which develop a working knowledge of the field of management, at least one year of which shall have been in a higher than trainee capacity. (Possession of a Master's Degree in Public, Personnel, or Business Administration or related field may be substituted for one year of the required experience. Possession of a Master's Degree in Hospital Administration with a one-year internship in a hospital or its equivalent may be substituted for the required experience.)

AND

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for four years of the required education on a year-for-year basis. Any work experience gained in State service may be used to meet this education requirement on a year-for-year basis.)

(In appraising experience, more weight will be given to the breadth of experience and the evidence of the candidate's ability to accept and fulfill increasing responsibility than to the length of his/her experience.)



DEFINITION OF TERMS

“...**level of responsibility equivalent to...**” – means the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

“...**performing the duties of...**” – means the applicant must have State service experience of appropriate type and length in the class specified.

“**Equivalent to graduation from college**” – means possession of a bachelor’s degree from an accredited college. The applicant must show receipt of a bachelor’s degree if qualifying with this requirement.

POSITION DESCRIPTION

Assists an administrator by relieving him/her of administrative detail; makes special studies and investigations and prepares administrative reports; assists in interpreting departmental policies to operating divisions; assists operating heads on administrative problems and procedures; makes studies and evaluations of operating programs and procedures and assists in the installation of new programs and procedures; develops criteria on which to evaluate the personnel needs, operating effectiveness, and budgetary requirements; prepares manuals of procedures; cooperates with other agencies, groups, and individuals in connection with the coordination of departmental activities; studies proposed legislation and advises the administrator regarding its possible effect on departmental programs; on occasion, represents the department at conferences, meetings, and legislative hearings; may supervise and review the work of the staff of the administrator’s immediate office; prepares articles for publication; addresses interested groups; dictates correspondence and prepares reports.

Positions exist in Sacramento and San Francisco.

EXAMINATION INFORMATION

In order to obtain a position on the eligible list, applicants must receive a minimum rating of 70% on the examination. This exam will consist of the following:

QUALIFICATION APPRAISAL PANEL (QAP) – 70%

The QAP consists of an oral interview that will contain a set of job-related questions. Candidates will be provided a copy of the interview questions to review and take notes for a period of time before entering the interview room. Candidates’ verbal responses will be evaluated by a panel of Subject Matter Experts against job-related scoring criteria.

PERFORMANCE EXERCISE – 30%

The performance exercise consists of candidates completing tasks that simulate those performed on the job. Scores will be based on the number of correct responses and will be scored by a testing expert.

TEST DATE

It is anticipated that the test will be conducted the week of **October 7, 2019**. The test will be administered in Sacramento.



KNOWLEDGE, SKILLS, & ABILITIES

The **QAP** and **Performance Exercise** will measure the following:

KNOWLEDGE OF:

1. Office administration principles, methods, and procedures.
2. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, design forms, and other office procedures and terminology.
3. The English language--including grammar, spelling, and syntax--at a level that permits the employee to effectively proof and edit a variety of office documents including letters, memos, email messages, reports, and articles for publication.
4. Microsoft Word sufficient to create and format professional documents using tables, text formatting, table of contents, mail merge, etc.
5. Microsoft Excel sufficient to create basic spreadsheets to store data and perform basic operations (addition, subtraction, multiplication, and division) as well as basic formatting using color coding, graphs and charts.
6. Email and calendar management software (e.g., Groupwise, Outlook) sufficient to create correspondence and manage multiple calendars.
7. The basic administrative/organizational structure of the California Department of Justice.

ABILITY TO:

1. Attend to fine details in one's own work and the work of others to identify potential problem or errors.
2. Quickly analyze and solve problems that are likely to occur in an office environment.
3. Independently carry out assignments with minimal instructions.
4. Utilize effective time management skills to accomplish work according to required timelines and schedules.
5. Determine the appropriate technique for providing high-quality customer service including accessing customer needs, meeting quality standards for services, and evaluation of customer satisfaction.
6. Maintain a calm demeanor under pressure and react to tense situations with constructive solutions.
7. Manage multiple tasks at once while ensuring that a steady rate of progress is maintained on each one.
8. Establish and maintain cooperative and effective working relationships.
9. Verbally communicate in an effective manner when talking to others to answer questions, gather, or convey information.
10. Effectively utilize active listening skills.
11. Think critically when solving a wide variety of office-related problems including identifying the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

SPECIAL CHARACTERISTICS

PERSONAL CHARACTERISTICS:

Demonstrated capacity for assuming increasing responsibility, originality, open-mindedness, and tact.

VETERANS' PREFERENCE

Veterans' preference **does not** apply for this examination.

CAREER CREDITS

Career credits **do not** apply for this examination.



FILING INSTRUCTIONS

To apply for this examination, please complete and return the following:

- [Standard State Employment Application \(Form STD 678\)](#)
- [Conditions of Employment \(Form 631\)](#)
- Official school transcripts (if applicable to meeting minimum qualifications): *Candidates unable to obtain official transcripts before the final filing date may submit unofficial transcripts for the examination process. However, candidates will be required to submit official transcripts upon appointment to a position.*

MAILING ADDRESS:

DEPARTMENT OF JUSTICE
TESTING & SELECTION UNIT
ATTN: ADMIN ASSISTANT I EXAMINATION
P.O. BOX 944255
SACRAMENTO, CA 94244-2550

FILE-IN-PERSON:

DEPARTMENT OF JUSTICE
TESTING & SELECTION UNIT
ATTN: ADMIN ASSISTANT I EXAMINATION
1300 "I" STREET, 7th FLOOR RECEPTIONIST
SACRAMENTO, CA 95814

DO NOT SUBMIT APPLICATIONS

- TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)
- THROUGH EMAIL
- THROUGH FAX
- THROUGH INTER-AGENCY MAIL

CONTACT INFORMATION

Any questions regarding the minimum qualifications, applying for the examination, being scheduled for the examination, reasonable accommodations, the examination components, scoring, etc., may be directed to the contact information below:

PHONE NUMBER: 916-210-6021
FAX NUMBER: 916-445-1218
EMAIL ADDRESS: TSU@DOJ.CA.GOV



GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, seven days prior to the test date if he/she has not received his/her notice. For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, 916-210-6021, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at California Department of Human Resources Offices (www.jobs.ca.gov), and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: Tests will be given in such places in California as the number of candidates and conditions warrant. Tests are not always given where positions currently exist.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the performance of the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight will be given to the breadth of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans Preference: Pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows: 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as any open competitive examination. 3. Veterans Preference is not granted once a person achieves permanent civil service status.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form 100-678. (Section 4 of article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento)

Department of Justice, Office of the Attorney General
Office of Human Resources, Testing & Selection Unit
1300 I Street, Sacramento, CA 95814
916-210-6021

If hearing impaired, call the California Relay Service.
1-800-735-2929 (From TDD Phone)
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.



DEPARTMENT OF JUSTICE
ADMINISTRATIVE ASSISTANT I
DEPARTMENTAL PROMOTIONAL
STATEWIDE

CONDITIONS OF EMPLOYMENT
FORM 631
IDENTIFICATION #: _____
(Personnel Office Use ONLY)

NAME _____ (PLEASE PRINT)
Last First M.I.

If you are successful in the above examination, your name will be placed on the active list and certified to fill vacancies according to the conditions you have specified on this form.

Note: The location of offices may vary depending on the hiring Department.

PLEASE SELECT YOUR CHOICE(S) INDICATING LOCATION(S) YOU ARE WILLING TO WORK:

- ___ Sacramento (3400)
- ___ San Francisco (3800)

PLEASE INDICATE THE TYPE OF APPOINTMENT(S) YOU WILL ACCEPT

Please Check Your Choice(s):

- ___ (D) Permanent - full time only.
- ___ (R) Permanent - part time or intermittent.
Temporary - full time, part time, or intermittent.
- ___ (A) All of the above

NOTE: PLEASE NOTIFY THE DEPARTMENT OF JUSTICE/ TESTING AND SELECTION UNIT, IN WRITING, OF ANY CHANGE IN YOUR ADDRESS OR AVAILABILITY FOR EMPLOYMENT.

DEPARTMENT OF JUSTICE
TESTING & SELECTION OFFICE
1300 "I" STREET
SACRAMENTO, CA 95814