



ANNOUNCEMENT FOR PROMOTIONAL TESTING

Administrative Assistant II

Final Filing Date: April 6, 2016

Bulletin Release Date: March 16, 2016

KG30 - 5358 6HA13

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 an objective of the State of California to achieve a drug-free 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 SHOULD APPLY: This is a promotional examination for the Department of Health Care Services. Competition is limited to individuals who meet the minimum qualifications and:

- 1. Have a permanent civil service appointment with the Department of Health Care Services. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations; or
2. Are a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Are a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Are a person retired from the United States military, honorably discharged from active military duty with a service disability, or honorably discharged from active duty as defined in Government Code 18991.

HOW TO APPLY: To learn more about the job and testing arrangements, contact the testing office shown below. Applications are available at https://www.jobs.ca.gov/pdf/std678.pdf, and may be filed in person or by mail with:

DEPARTMENT OF HEALTH CARE SERVICES (916) 552-8339
Selection and Certification Unit
In Person: 1501 Capitol Avenue, Suite 1501
By Mail: MS 1300
P.O. BOX 997411
Sacramento, CA 95899-7411

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR).

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by April 6, 2016, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the filing deadline will not be accepted.

SALARY RANGE: \$4,600 - \$5,758 per month.

POSITION DESCRIPTION: The Administrative Assistant II assists and advises a chief administrator and relieves him/her of administrative details such as: 1) consults with and interprets matters of policy to the operating divisions; 2) studies and reviews the activities of the departmental programs to determine conformance with administrative policy and develops criteria for evaluating the effectiveness of departmental programs; 3) assists department and division heads on administrative problems and procedure; 4) makes special studies and investigations and prepares administrative reports; 5) assists in the installation of new programs and procedures; 6) cooperates with other agencies, groups, and individuals in connection with the coordination of departmental activities; 7) studies proposed legislation and advises the administrator regarding its possible effect on departmental programs; 8) confers with other staff members in regard to the need for legislation and reports such need to the administrator; and 9) represents the department at conferences, meetings, and legislative hearings. Incumbents may supervise and review the work of the staff of the administrator's immediate office, prepare articles for publication, address interested groups, dictate correspondence, and prepare reports.

Positions exist with the Department of Health Care Services in Sacramento.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by April 6, 2016, the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include "to" and "from" dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

Either I

One year of experience in the California state service performing staff work in a class equivalent in level to Administrative Assistant I.

Or II

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

Or III

Three 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 wide knowledge of the field of management, at least two years of which shall have involved the independent development of administrative recommendations.

(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.) **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 the education requirement on a year-for-year basis.)

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION: The entire examination will consist of an Evaluation of Training and Experience weighted 100%. No written test is required, and no interview will be conducted. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be emailed a training and experience questionnaire. **Be sure to include your current email address on your application.** The questionnaire is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education over and above that required under "Minimum Qualifications."

The Department of Health Care Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

SCOPE: In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:

1. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and/or reviewed are complete, concise, and error-free.
2. Customer service and public relations methods and techniques to promote a positive and professional work environment.
3. Effective time management techniques to provide for efficient prioritization and completion of work assignments/projects.
4. Electronic methods of calendaring functions, scheduling appointments/meeting arrangements, and setting reminders.

5. Electronic-mail functions (email), including sending and receiving messages, attaching documents, appending carbon copies (CC), and blind carbon copies (BCC).
6. Office management principles, methods, and procedures to complete work assignments.
7. State government functions and processes to determine program compliance and/or identify program impact.
8. Records management principles and procedures including effective record sorting/filing techniques and record retention practices.
9. Administrative survey techniques and application to complete work assignments/projects.

Skill to:

1. Communicate effectively verbally to ensure that the information presented is clear, concise, and accurate.
2. Proofread and edit a variety of correspondence for content, composition, grammatical structure, and format to ensure concise and accurate documents.
3. Efficiently manage/prioritize tasks and projects, which aids in meeting overall objectives and specific deadlines.
4. Write effectively in order to prepare well-organized and accurate documents such as reports, briefs, memos, and correspondence.
5. Coordinate and plan activities/events (i.e. board events, team building activities, off-site meetings, hearings) without causing disruption to work unit operations.
6. Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
7. Adapt new methods, techniques and procedures to carry out work assignments.
8. Elicit required information by listening and asking appropriate questions.
9. Train staff on various assignments and/or projects to ensure consistency in procedures and processes.
10. Negotiate and compromise in order to resolve issues that involve conflicting viewpoints/opinions.
11. Conduct research and compile data for assigned projects and/or work assignments.
12. Direct and guide interest groups on various State processes (i.e. websites, tools, programs, application processes) to provide information and/or resolve issues/problems.
13. Implement and monitor new policies, procedures, and/or programs to ensure conformance with existing laws and regulations.
14. Analyze written or numerical data pertaining to department or program operations in order to apply information to program/project activities.
15. Evaluate the effectiveness of programs, policies, and/or procedures and its impact on the department.

Ability to:

1. Recognize confidential information and exercise discretion in the communication and handling of such information.
2. Plan, organize, and manage appointments/meetings and arrange schedules accordingly.
3. Use work-related computer applications, including e-mail, word processing, spreadsheets, databases and the Internet.
4. Reason logically and creatively when interpreting and summarizing complex information (i.e. departmental policies, agency and/or Governor's office directives).
5. Work independently and as part of a team to complete assignments in a timely and efficient manner.
6. Work well under pressure and handle stressful situations.
7. Think clearly and assess situations accurately and take prompt, effective action with minimal supervision.
8. Follow written and verbal instructions with ease and precision.
9. Handle multiple tasks without losing focus on objectives/ goals.
10. Act as lead or subject matter expert on program related issues and procedures.
11. Exercise sound judgment in critical situations when direction or supervision may not be available.
12. Formulate conclusions and/or alternatives and develop effective recommendations.
13. Delegate and coordinate workflow for efficient completion of tasks and assignments.
14. Facilitate sensitive and confidential discussions/meetings with various stakeholders.

Personal Characteristics:

1. Willingness to collaborate with others.
2. Willingness to lead and take on/accept increasing responsibilities.

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. A departmental promotional list will be established for use by the department(s) listed on this announcement. The list will expire **12 months** after it is established unless the needs of the service and conditions of the list warrant a change in this period.

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, and 6) open. When there are two lists of the same kind, the older must be used first.

VETERANS PREFERENCE: Veterans preference credits are not granted in promotional examinations.

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

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929 MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378 Sprint from voice telephone: 1-888-877-5379