



OFFICE SERVICES SUPERVISOR II

Exam Code:2WR05

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: June 23, 2022

CLASSIFICATION DETAILS

OFFICE SERVICES SUPERVISOR II – \$3,721 -\$4,661 per month

[View the Office Services Supervisor II classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: **June 23, 2022**

Examination Applications (STD. 678) must be postmarked or submitted in person no later than the final filing date. Applications postmarked or submitted after 4:30pm on the final filing date will not be accepted for any reason. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS or equivalent mobile print technology, are not acceptable proof of the date the application and any other required documents or materials were filed/mailed. Faxed or emailed applications will not be accepted.

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

How To Apply:

It is the personal responsibility of each examination candidate to submit their application materials within the timeframe and in the manner specified on this examination bulletin.

Bulletin Date: 5/23/2022

Examination Applications (STD 678) may be mailed or submitted in person by the final filing date to the mailing address below or submitted in person by the final filing date to the address and specific floor listed below. **Applications mailed or submitted in person to any other location shall not be accepted.**

MAILING ADDRESS:

Department of Water Resources
P.O. Box 1079
Sacramento, CA 95812

OR

SUBMIT IN PERSON:

Department of Water Resources
Division of Human Resources
715 P Street, 7th floor
Sacramento, CA 95814

DO NOT MAIL OR SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES OR DEPARTMENT OF WATER RESOURCES' FIELD OFFICES.

Examination Applications must be dated and signed with an original signature. Applications must include "to" and "from" dates (month/day/year), job title, time base, and duties performed. Applications received without this information will be rejected. Resumes and other attachments will not be accepted in lieu of a completed application.

Special Testing Arrangements:

If you need special testing arrangements, mark the appropriate box in Question 10 of the Examination Application (STD. 678) and submit the Accommodation Request form (STD. 679) with your application. You will then be contacted to make specific arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the minimum qualifications for this examination by the final filing date.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

OFFICE SERVICES SUPERVISOR II

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

POSITION DESCRIPTION

OFFICE SERVICES SUPERVISOR II

This is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

EXAMINATION SCOPE

Applicants who meet the minimum qualifications will be emailed the link to the qualifications assessment. **Be sure to include your current/valid email address on your application.** Failure to provide your current/valid email address will prevent you from taking the examination.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

- 1) Modern office methods, supplies and equipment.
- 2) Business English and correspondence.
- 3) Principles and techniques of effective supervision and training.
- 4) Department's Equal Employment Opportunity objectives.
- 5) A supervisor's role in the Equal Employment Opportunity and the processes available to meet Equal Employment Opportunity objectives.

Ability to:

- 6) Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
- 7) Follow oral and written directions.
- 8) Evaluate situations accurately and take effective action.
- 9) Read and write English at a level required for successful job performance.
- 10) Make clear and comprehensive reports and keep difficult records.
- 11) Meet and deal tactfully with the public.
- 12) Apply specific laws, rules, and office policies and procedures.
- 13) Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling.
- 14) Communicate effectively.
- 15) Plan, organize, direct, and supervise the work of others.

- 16) Effectively contribute to the department's Equal Employment Opportunity objectives.
- 17) Organize and accomplish work with a high degree of independence and direct the work of a large group through subordinate supervisors.

EXAMINATION INFORMATION

This examination will consist of a **Training and Experience Evaluation** weighted **100%**. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Competitors who do not complete the Training and Experience Evaluation will be disqualified.

Applicants who meet the minimum qualifications will be emailed the link to the qualifications assessment. **Be sure to include your current/valid email address on your application.** Failure to provide your current/valid email address will prevent you from taking the examination.

ELIGIBLE LIST INFORMATION

A Servicewide, open eligible list for the Office Services Supervisor II classification will be established for the State of California (all State of California departments, statewide).

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **12 months** after it is established.

Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans' status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

EXAMINATION DATE

It is anticipated that the qualified applicants will receive the Training & Experience Evaluation the month of July 2022. The qualified applicants will then have 10 business days from the day the link is sent to take the qualifications assessment.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

For information regarding this examination, please contact Jennifer Ainsworth at (916)902-7178.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

DRUG-FREE STATEMENT

It is an 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.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Water Resources 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 applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Examination Locations: When a written or performance test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

If a candidate's notice of oral interview 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. **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) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. **California Relay Telephone Service** for the Deaf or hearing impaired: From TDD phones: 1-800-735-2929; From Voice phones: 1-800-735-2922.

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 competitor 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.