



# Support Services Assistant (General)

**Exam Code: 0PB56**

**Department:** Department of Rehabilitation

**Exam Type:** Departmental, Open

**Final Filing Date:** Continuous

## CLASSIFICATION DETAILS

**Support Services Assistant (General) –**

**Range A** - \$2,855.00 - \$3,575.00.00 per month

**Range B** - \$3,049.00-\$3,813.00 per month

View the [classification specification](#) for the Support Services Assistant (General) classification.

## APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

### **Who Should Apply:**

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

Once you have taken this examination, you may not retake it for **six (6) months**.

### **How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

### **Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact section of this bulletin.

## MINIMUM QUALIFICATIONS

### Support Services Assistant (General)

Not applicable.

## POSITION DESCRIPTION

### Support Services Assistant (General)

Under direct supervision, to provide reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant or State employee; perform reading services; serve as a messenger; transport and accompany staff members to places of business where services are otherwise unavailable; perform simple clerical services; and to do other related work.

Please Note: All of the Support Services Assistant (General) positions with the Department of Rehabilitation are filled on a Permanent Intermittent basis. However, other State departments that use this list may employ on a Full Time, Permanent basis.

## EXAMINATION SCOPE

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

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. The concerns and special needs of persons with disabilities as it relates to the community and working environment.
2. Various disabilities to enhance delivery of services.

#### **Ability to:**

1. Read and write English at a level required for successful job performance.
2. Utilize various computer software (e.g., word processing, spreadsheets) to enhance work efficiency.
3. Read aloud and speak intelligibly to facilitate effective communication.

4. Adapt to changes in priorities, work assignments, and other factors to ensure job expectations are met.
5. Be organized with attention to detail to ensure job efficiency.
6. Actively listen to others to facilitate communication.
7. Maintain professional standards in compliance with applicable policies and procedures.

## ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human resources for the Support Services Assistant (General) classification for use by:

### Department of Rehabilitation

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (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. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## DISTINGUISHING CHARACTERISTICS

This class is distinguished from other clerical support classifications by the services to be performed. Incumbents in the class of Support Services Assistant (General) are regularly and routinely required to perform reading, driving and/or work related attendant care services for the disabled. This class is not to be used in lieu of other clerical classes which provide assistance to an applicant/employee in an office or unit.

## SPECIAL PERSONAL CHARACTERISTICS

Neatness; willingness to follow directions; ability to read aloud and speak intelligibly. For those positions requiring driving, possession of a valid driver license will be required. Applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

## EXAMINATION INFORMATION

[Preview Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

Take the online [Training and Experience Evaluation](#) for the **Support Services Assistant (General)** classification.

## TESTING DEPARTMENTS

Department of Rehabilitation

## CONTACT INFORMATION

Questions regarding this examination should be directed to:

California Department of Human Resources  
Attn: Examination Services  
1515 S Street  
Sacramento, CA 95811

1-866-844-8671

California Relay Service (7-1-1)  
Telecommunications Device for the Deaf (TTY) (916) 654-6336  
TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

## 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 Human Resources (CalHR) 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.

**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.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> 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.