



# **Business Service Assistant (Specialist) (LEAP) LEAP MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION)**

**Exam Code: 0PBFG**

**Department: State of California**

**Exam Type: Open/Servicewide**

**Final Filing Date: Continuous**

## **CLASSIFICATION DETAILS**

**Business Service Assistant (Specialist) (LEAP) – \$3,130.00 - \$3,921.00 per month**

[View the Business Service Assistant \(Specialist\) classification specification](#)

## **INTRODUCTION TO THE LEAP PROGRAM**

The Limited Examination and Appointment Program (LEAP) is an alternative examination and appointment process designed to facilitate the recruitment and hiring of persons with disabilities into the State of California civil service. The LEAP examination process is a two-part process that consists of: (1) a Minimum Qualifications Assessment (Readiness Evaluation) **and** (2) a Job Examination Period that is administered and evaluated in the work setting.

To qualify to take this LEAP Minimum Qualifications Assessment (Readiness Evaluation), you **must** first have LEAP certification issued by the Department of Rehabilitation (DOR). For information regarding obtaining LEAP certification from the DOR, visit the [Department of Rehabilitation website](#) and use the search term LEAP Certification. There you will find a link to Find an Office. Alternatively, to find a DOR office near your home, call (916) 5585300, TTY (916) 558-5302.

The legal authority for the Limited Examination and Appointment Program is Government Code Sections 19240-19244.

## APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

### Who Should Apply:

Persons who meet **all** of the following criteria:

1. Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities;
2. Individuals who have Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation
3. Individuals who satisfy the minimum qualifications as stated in the minimum qualifications section below

Once you have passed this Minimum Qualifications Assessment (Readiness Evaluation), you may not retake it for **24 months**.

### How To Apply:

The link to connect to the **Business Service Assistant (Specialist) (LEAP)** Minimum Qualifications Assessment (Readiness Evaluation) is located on this bulletin in the Taking the Minimum Qualifications Assessment (Readiness Evaluation) section.

### Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95811  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

## MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be able to pass this LEAP Minimum Qualifications Assessment (Readiness Evaluation). Part-time or full-time jobs, regardless of whether paid or volunteer or inside or outside California state service, may count toward experience.

### Business Service Assistant (Specialist)

Either I

One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

**Or II**

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant (General), Range B.]

**POSITION DESCRIPTION**

**Business Service Assistant (Specialist)**

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.)

Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties do not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.

**MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) SCOPE**

This assessment consists of the following test component:

**Minimum Qualifications Assessment (Readiness Evaluation) – Pass or Fail**

To obtain a position on the **Business Service Assistant (Specialist)** referral list, a pass result must be received. Applicants will receive their result upon completion of this Minimum Qualification Assessment.

**REFERRAL LIST INFORMATION**

A servicewide, open referral list for the **Business Service Assistant (Specialist)** classification will be established for the State of California (all State of California departments, statewide).

The names of persons who successfully pass this Minimum Qualifications Assessment (Readiness Evaluation) will be merged onto a LEAP Referral List for the **Business Service Assistant (Specialist)** classification. Candidates who pass the Minimum Qualifications Assessment (Readiness Evaluation) will remain on the list for 24 months. All State

departments may use the **Business Service Assistant (Specialist)** Referral List to select candidates for vacant positions.

LEAP Referral List eligibility expires 24 months after it is established. Competitors must then retake the **Business Service Assistant (Specialist)** Minimum Qualifications Assessment to reestablish list eligibility

## **LEAP EXAMINATION PROCESS INFORMATION**

### **PART 1: MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) – Weighted 100%**

This LEAP Minimum Qualifications Assessment (Readiness Evaluation) consists solely of minimum qualification questions that assess the training, experience and education that you have previously obtained. Your responses to the questions will determine if the training, experience, and education you have, meet the minimum qualifications for the Business Service Assistant (Specialist) classification. If your Minimum Qualifications Assessment (Readiness Assessment) result is “pass”, your name will be placed on the Business Service Assistant (Specialist) Referral List and you will have referral list eligibility to apply for Business Service Assistant (Specialist) vacancies.

Applicants who obtain Business Service Assistant (Specialist) LEAP Referral List eligibility must compete for state of California job vacancies in order to begin PART 2 of this process, which is called the JOB EXAMINATION PERIOD (JEP).

### **PART 2: JOB EXAMINATION PERIOD (JEP)**

The JEP begins after you are hired and obtain an examination appointment. When you perform the duties of your state job, you will be evaluated on your job performance every four weeks or more often. Your evaluation will be based on the classification specification and the duty statement of the position.

The JEP will be the same length as the length of the probationary period for the same nonLEAP classification.

**After successful completion of both the Minimum Qualifications Assessment and the JEP, the result will be a transition from an examination appointment to a standard appointment as a Business Service Assistant (Specialist). If appointed through the LEAP examination process, you will not be required to serve a probationary period.**

## **TAKING THE MINIMUM QUALIFICATIONS ASSESSMENT (Readiness Evaluation)**

Take [the Minimum Qualifications Assessment \(Readiness Evaluation\) for Business Service Assistant \(Specialist\)](#)

## **TESTING DEPARTMENTS**

State of California (all State of California departments).

## CONTACT INFORMATION

If you have any questions concerning this examination, please contact:

California Department of Human Resources  
CalCareer Service Center  
1810 16th Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and 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 minimum qualifications stated on this bulletin, you may take this assessment. The assessment described in this bulletin will be rated and all applicants who pass will be placed on the **Business Service Assistant (Specialist)** referral list.

The California Department of Human Resources (CalHR) reserves the right to revise the examination to better meet the needs of the service, if the circumstances under which this assessment 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.