



## ADMINISTRATIVE OFFICER I

1FS20

**DEPARTMENT(S):** Department of Forestry & Fire Protection  
**OPENING DATE:** JULY 19, 2021  
**FINAL FILING DATE:** AUGUST 16, 2021  
**EXAM TYPE:** OPEN  
**SALARY:** \$4,043.00 - \$5,999.00  
**LOCATIONS:** Statewide

### 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 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.

### WHO CAN APPLY

Persons who meet the minimum qualifications of the classification, as stated on this examination bulletin. All applicants must meet the education and/or experience requirements by the final filing date of **AUGUST 16, 2021** unless otherwise noted on the class specification.

### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the application and you **MUST** submit the [Accommodation Request Form](#)

EXAM BULLETIN – ADMINISTRATIVE OFFICER I  
EXAM CODE – 1FS20 **FINAL FILING DATE 08/16/2021**

[\(STD. 679\)](#) with your application. This can also be found on the California Department of Human Resources website.

## HOW TO APPLY

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

- [Examination/Employment Application \(STD.678\)](#). This can also be found on the California Department of Human Resources' website. *You may submit your application by mail or in person.*
- *\*If you are using education to meet the minimum qualifications, please attach a copy of your diploma and/or transcripts showing proof of coursework/completion/graduation, to your application packet.*

### **SUBMIT BY MAIL OR IN PERSON:**

Department of Forestry and Fire Protection  
710 Riverpoint Court  
West Sacramento, CA 95605  
Examination Unit – (Attn: Ashley Stewart)

### **DO NOT SUBMIT APPLICATIONS VIA E-mail**

Applications postmarked or personally delivered after the final filing date, **AUGUST 16, 2021** will not be accepted for any reason.

All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.

***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.***

## EXAMINATION INFORMATION

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:*

### **STRUCTURED INTERVIEW (QUALIFICATIONS APPRAISAL PANEL) WEIGHTED AT 100%**

In this type of exam candidates will be asked pre-determined, job-related questions by a two or three-person panel and rated against pre-determined benchmarks. *Candidates will be provided with scratch paper and a pencil.*

It is anticipated interviews will be held in **September/October 2021**.

**PLEASE NOTE:** All exam questions are based on the Knowledge, Skills and Abilities listed in this bulletin and the [Administrative Officer I](#) classification specification which is located on the CAL HR website. Use this information when preparing for this exam and retain this bulletin for your reference.

**CANDIDATES WHO DO NOT APPEAR FOR THE STRUCTURED INTERVIEW EXAMINATION WILL BE DISQUALIFIED.**

## **MINIMUM QUALIFICATIONS**

### **EITHER I**

**EXPERIENCE:** One year of experience in the California state service performing duties at a level of responsibility equivalent to that of a Regional Administrative Technician or Management Services Technician, Range B. (Applicants who have completed six months of this service will be admitted to the examination, but they must satisfactorily complete one year of experience to be eligible for appointment.)

### **OR II**

**EXPERIENCE:** Two years of experience in the California state service performing duties at a level of responsibility equivalent to an Office Services Supervisor or Office Technician.

### **AND**

**EDUCATION:** Thirty semester or forty-five quarter units of college courses in public or business administration, accounting, economics, statistics, or a closely related field.

### **OR III**

**EXPERIENCE:** One year of technical experience in one or a combination of the following fields: fiscal management, budgeting, administrative analysis, personnel, or business service administration. (Experience in the California state service applied toward this requirement must have been performing duties at a level of responsibility not less than that of a Management Services Technician, Range B.)

### **AND**

**EDUCATION:** Equivalent to graduation from college, preferably with a major in public or business administration. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## **ADDITIONAL DESIRABLE QUALIFICATIONS**

Demonstrated capacity for assuming increasing administrative responsibility.

## **ELIGIBLE INFORMATION**

A Departmental eligible list will be established for the Department of Forestry and Fire Protection. This 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.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination AND the notice to appear showing the scheduled date and time of the exam.

## **POSITION DESCRIPTION**

This is the entry and working supervisory level in this series. Incumbents are responsible for either: (1) planning, organizing, and directing the administrative and staff services functions in a division, office, region, district, or one of the largest area offices; or (2) assisting a higher-level administration in planning, organizing, directing, controlling two or more administrative staff functions in a large district or in a division. Incumbents in this class typically direct and train clerical and technical staff performing administrative service duties, such as clerical office support, dispatching, personnel, business services, concession/contract preparation, or accounting; and may personally perform the professional administrative functions.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### ***Knowledge of:***

1. Basic grammar (e.g., sentences, phrases, words) to communicate effectively.
2. Computer software programs (e.g., Microsoft Office Suite) to electronically compile data, communicate with others, and perform research.
3. The analytical process (e.g., identify problems, make recommendations) for effective work performance.
4. Accounting and purchasing principles and practices to ensure fiscal accountability.

5. Laws, rules, regulations, principles, and practices with reference to fiscal and personnel management to ensure effective work performance.
6. Department organizational structure and hierarchy to effectively communicate within the department.
7. Auditing (e.g., expenditures, journal entries, general ledger reports) to ensure entries and calculations are posted correctly.
8. Laws, rules, and regulations governing employer/employee relations and administrative practices in the California state service.
9. Planning, organizing, and directing the work of others to accomplish assigned duties.
10. Department specific administrative programs for successful job performance.
11. Organizational, interpersonal, and political relationships and their impact on the work environment.
12. Government accounting and budgeting processes to ensure the accounting work is done properly.
13. The principles of business management, including office methods and procedures to properly supervise the unit.
14. Technological equipment (e.g., cell phones, tablets, laptops) used to effectively communicate.
15. The Department's safety procedures and programs (e.g., Injury and Illness Prevention Program, Violence in the Workplace, Workers' Compensation Program, California Occupational Safety Health Administration [CAL/OSHA]) to achieve workplace safety.
16. The progressive discipline process to manage employees.
17. Resources for supervision (e.g., progressive discipline, Equal Employment Office guidelines) located on the Department's intranet for guidance and tools for managing employees.
18. Mission, vision, goals, values, and organization of the Department to complete work assignments.
19. The Department's Employee Support Services (ESS) Program (e.g., Employee Assistance Program [EAP], Peer Counseling, Critical Incident Stress Management [CISM], Substance Abuse Assistance Program [SAAP]) to encourage health and wellbeing of staff in accordance with Department policies and procedures.
20. Principles and practices to disseminate information appropriately.
21. State Bargaining Unit's Memorandums of Understanding (MOU) to ensure compliance with the terms of the agreement.

***Skill to:***

1. Communicate effectively both verbally and in writing for audiences with varying levels of understanding.
2. Use technology to communicate with various departments and/or internal and external stakeholders.
3. Keep detailed and organized documentation of work activities for successful job performance.
4. Effectively disseminate information to complete tasks.

5. Effectively supervise and manage employees for successful job performance.
6. Interpret laws, rules, and regulations of public and business administration with reference to fiscal and personnel management.
7. Effectively use personnel, time, and other resources necessary for mission accomplishment.

**Ability to:**

1. Multitask, set priorities, and use time effectively to ensure assignments are completed.
2. Maintain confidentiality to ensure security of information.
3. Follow written and verbal direction to ensure tasks are completed accurately.
4. Communicate effectively with employees, management, and outside agencies to ensure information is disseminated correctly and accurately.
5. Lead a group to successfully complete assigned objectives.
6. Analyze problems and implement solutions to improve efficiency.
7. Interpret and explain policies, procedures, rules, and/or regulations to Department employees, the public, vendors, and other State agencies for compliance.
8. Stay impartial when dealing with all issues to ensure a fair and equitable work environment.
9. Develop and implement new and revised methods and procedures to enhance current business practices.
10. Effectively promote Equal Employment Opportunity (EEO) and maintain a work environment that is free of discrimination and harassment.
11. Deliver presentations or trainings to ensure a knowledgeable workforce.

## **VETERANS' PREFERENCE**

Veterans' Preference will be granted for this examination, 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 Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at [CAL HR Veterans Information](#) , and the [Department of Veterans Affairs](#).

## CONTACT INFORMATION

Department of Forestry and Fire Protection  
(916) 894-9580

[CALFIREexams@fire.ca.gov](mailto:CALFIREexams@fire.ca.gov)

TDD is Telecommunications Device for the Deaf and is reachable only from phones  
Equipped with a TDD Device

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is  
reachable at

1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)

## GENERAL INFORMATION

**For all examinations (with or without a written feature),** it is the candidate's responsibility to contact the Department of Forestry and Fire Protection, (916) 894-9580, three weeks after the cut-off/final filing date if he/she has not received a progress notification or notice to appear.

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

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** online at CalHR, local offices of the Employment Development Department and the testing Department on this job bulletin.

**If you meet the requirements** stated on this bulletin, 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 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.

**The Department of Forestry and Fire Protection** 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 competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform

the assigned duties of the classification. 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) service-wide 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.

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college 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; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Confidentiality and Security:** Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in State civil service.

**How to apply for Veterans' Preference:** The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference at [CAL HR Veterans Information](#), and the Application for Veterans' Preference Application for (CalHR 1093). Additional information is also available on the [Department of Veterans Affairs](#) website.