



## **How to Apply:**

Applicants must complete and submit an [Examination Application \(STD. 678\)](#), **AND** Qualifications Assessment found at the end of this exam bulletin.

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

You may submit your examination application package by mail to:

**Attention: Examination Unit Office of Human Resources  
Department of General Services  
P.O. Box 989052  
West Sacramento, CA 95798-9052**

Or submit in person at:

**Office of Human Resources  
Department of General Services  
707 3rd Street, 7th Floor  
West Sacramento, CA 95605**

**Note:** If you personally deliver your Application and Qualifications Assessment, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, to the street address listed above.

The examination title(s) must be indicated on the Application (STD. 678). Resumes alone will not be accepted.

Faxed or emailed applications and Qualifications Assessments will not be accepted.

Completed and signed exam Applications (STD. 678), and Qualifications Assessments must be received or postmarked by the cut-off date to be considered. If an application is received after the cut-off date with a late or missing postmark, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked, if applying by U.S. mail, or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes available at the United States Postal Service (USPS) are not considered Postmark dates for the purpose of determining timely filing of an application.

## **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 95814**

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.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATIONS**

Applicants must complete and submit the Qualifications Assessment along with their Examination Application (STD. 678). Applicants who meet the Minimum Qualifications will have their Qualifications Assessment rated.

Applicants must meet the experience/education Minimum Qualifications by the cut-off date.

Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside of California state service, will count towards experience.

Qualifying experience may be combined on a proportionate basis if the Minimum Qualifications stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, applicants 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.

Applications and resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable.

Education information **MUST** include name of institution, course of study, semester or quarter units completed, degree (if applicable), and completion date.

Applications/resumes received without this information may be rejected.

**Your signature on your Examination Application indicates that you have read, understood, and possess the qualifications required.**

## **MINIMUM QUALIFICATIONS**

Applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

## **Mailing Machines Operator I**

### **Either I**

Completion of a formal work experience training program in machines operations, such as those offered under the Manpower Development Training Act (MDTA), the Job Corps, the Neighborhood Youth Corps, the Concentrated Employment Program (CEP), the Work Incentive Program (WIN), or similar programs operated by State, Federal or local agencies.

### **Or II**

One year of experience performing clerical duties related to outgoing mail functions in the California state service at a level of responsibility equivalent to that of Office Assistant I (General).

### **Or III**

One year of experience operating a variety of mailing machines in the processing of outgoing United States mail.

## **Mailing Machines Operator II**

### **Either I**

One year of experience performing the duties of a Mailing Machines Operator I, Range B.

### **Or II**

Three years of experience operating a variety of mailing machines in the processing of outgoing United States mail. (Experience in the California state service must include one year of performing the duties of a Mailing Machines Operator I, Range B.)

## **POSITION DESCRIPTIONS**

### **Mailing Machines Operator I**

This is the entry, learning and full working level for the series. Under close supervision and in accordance with established procedures, incumbents perform increasingly difficult duties related to the processing of large volumes of outgoing United States and other carrier mail; learn to operate the machinery required in the work; and perform other related work. Incumbents may perform in a lead capacity assisting subordinate clerical employees.

### **Mailing Machines Operator II:**

This is the mailing machine expert/specialist level in the series. Under general direction incumbents operate on a full-time basis the most complex multi-function machinery; may also act as a lead person over a small group of Mailing Machines Operators and clericals where the size of the work unit precludes allocation of a supervisory level within this series.

**Positions are anticipated at various departments, statewide.**

## EXAMINATION SCOPES

This examination consists of the following components:

### **Qualifications Assessment** - Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%.

Candidates must attain an overall minimum score of 70% to be placed on the eligible list.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Applicants who meet the minimum qualifications will have their Qualifications Assessment rated, and successful candidates will be placed on an eligible list. **Submission of the Qualifications Assessment is mandatory.** Applicants who do not submit a completed Qualifications Assessment will be eliminated from this examination.

**Scope:** Emphasis in the examination will be on measuring competitively, relative to job demands, each applicant's:

### **Mailing Machines Operator I and II:**

#### **A. Knowledge of:**

1. Postal regulations related to postage
2. Types of mail
3. Zip code sorting techniques
4. The operation and maintenance of mailing machines and related equipment

#### **B. Ability to:**

1. Carry out oral and written directions
2. Learn rapidly the operating details of mailing machines and related equipment
3. Operate, adjust, and maintain equipment in good operating condition
4. Meet deadlines
5. Read and write at a level required for successful job performance
6. Maintain records
7. Work well with others

#### **C. Special Personal Characteristics**

1. A mechanical aptitude and interest in machinery
2. Neatness
3. Orderliness
4. Alertness
5. Manual dexterity
6. A willingness to follow a prescribed routine
7. Ability to stand for long periods of time and work in noisy surroundings
8. Good eyesight

## ELIGIBLE LIST INFORMATION

Service-wide, open eligible lists for the **Mailing Machines Operator I** and **Mailing Machines Operator II** classifications 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 lists in order of final score, regardless of exam date. Eligibility expires **twenty-four (24) months** after it is established. Candidates must then retake the examination to reestablish eligibility.

## VETERANS' PREFERENCE

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, they shall be ranked in the top rank of the resulting eligible list.

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

## CAREER CREDITS

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.

## PREPARING FOR THE EXAMINATION

Suggested resources to have available prior to taking the exams:

**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.

## CONTACT INFORMATION

If you have questions concerning this announcement, please contact:

[California Department of General Services](#)  
**Office of Human Resources – Examination Unit**  
707 3rd Street, 7th Floor  
West Sacramento, CA 95605  
Phone: (916) 376-5400  
Email: [Exams@dgs.ca.gov](mailto:Exams@dgs.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.

## 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 workplace. 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 Department of General Services (DGS) 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.

**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.

**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.

**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.



## MAILING MACHINES OPERATOR I AND II Qualifications Assessment

### TABLE OF CONTENTS

General Instructions .....	1
Required Documents.....	2
Mailing Instructions.....	2
Candidate Information.....	3
Prior State Employment Information.....	3
Conditions of Employment .....	4
Address or Availability for Employment Changes.....	4
Locations You are Willing to Work .....	5
Experience Qualifications Assessments.....	6
Affirmation Statement.....	25

### GENERAL INSTRUCTIONS

#### READ INSTRUCTIONS CAREFULLY

This Qualifications Assessment is the examination for the Mailing Machines Operator I and II classifications. These examinations provide you the opportunity to demonstrate your knowledge and experience in a variety of areas.

The information you provide will be rated based on objective criteria created by Subject Matter Experts. The ratings are used to determine your final score in this examination. If successful, your name will be placed onto an eligible list. The list will be used by all state departments to fill existing positions. A “Conditions of Employment” form is included in this examination which will allow you to select the location(s) and time base(s) you are interested in working.

It is required that you personally complete this examination accurately and without assistance. This process is the entire examination for this classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score. Additional instructions are provided on the following pages.



## **YOUR RESPONSES ARE SUBJECT TO VERIFICATION**

Please keep in mind that all information provided on this Qualifications Assessment is subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents their experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list / certification list
- Loss of State employment
- Loss of rights to compete in any future state examination

## **REQUIRED DOCUMENTS**

The Qualifications Assessment Package consists of the following:

- Completed, signed, and dated State of California [Examination / Employment Application \(STD. 678\)](#). Refrain from writing “see resume” under the duties performed on the application.
- Your completed Qualifications Assessment.
- All documents required for completion: Candidate Information, Prior State Employment Information, Conditions of Employment, and signed Affirmation Statement.
- Any supporting documentation to meet the minimum qualifications (see bulletin for Minimum Qualifications). For example, if you meet the Minimum Qualifications with education, you must include a copy of your degree and/or official transcript(s). A copy of the official transcript is sufficient. The seal may be broken on the envelope upon your receipt of your transcript.

If any of the above-mentioned documents are not completed and/or submitted, you may be disqualified from this examination.

## **MAILING INSTRUCTIONS**

You may mail or deliver your completed Qualifications Assessment Examination Package to the following address:

**Attention: Examination Unit  
Office of Human Resources  
Department of General Services  
PO Box 989052  
West Sacramento, CA 95798-9052**

OR submit in person at the following address:

**Attention: Examination Unit  
Office of Human Resources  
Department of General Services  
707 3rd Street, 7th Floor  
West Sacramento, CA 95605**

**Note:**

- Qualifications Assessment Examination Packages postmarked, personally delivered, or received via interoffice mail **after** the cut-off date will be included in the next administration for processing.
- Make sure your envelope has **adequate postage including a Postmark date**, if submitting via mail.
- Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are no considered Postmark dates for the purpose of determining timely filing of an application.
- Facsimiles (Faxes) OR email copies will **NOT** be accepted under any circumstances.
- Keep a photocopy of your completed Qualifications Assessment Package for your records.

**CANDIDATE INFORMATION**

**Printed Name:** \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**Home Telephone Number:** \_\_\_\_\_

**Work Telephone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**PRIOR STATE EMPLOYMENT INFORMATION**

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU**, please skip this section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if they obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

**YES**

**NO**

## CONDITIONS OF EMPLOYMENT

### PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE

Positions are available **statewide**.

If you are successful in one or both of these examinations, your name will be placed on an active employment list, or lists, and referred to fill vacancies according to the conditions you specify on the form below.

### TYPE OF APPOINTMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "**(A) Any**" if you are willing to accept any type of employment.

- (D) Permanent Full-Time**                       **(R) Permanent Part-Time**  
 **(K) Limited-Term Full-Time**                       **(A) Any**

If all boxes are marked and you receive an appointment other than Permanent Full-Time, your name will continue to be considered for Permanent Full-Time positions.

## ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES

After list release, successful candidates may update any address and/or availability for employment preference information by accessing their [CalCareer Account](http://www.calcareers.ca.gov) ([www.calcareers.ca.gov](http://www.calcareers.ca.gov)) on the California Department of Human Resources (CalHR) website or by notifying Department of General Services at the following address:

Attention: Examination Unit  
Office of Human Resources  
Department of General Services  
707 3<sup>rd</sup> Street, 7<sup>th</sup> Floor  
West Sacramento, CA 95605

Phone: (916) 376-5400

## LOCATIONS YOU ARE WILLING TO WORK

(0005) **ANYWHERE IN THE STATE.** If checked, no further selection is necessary.

### NORTHERN CALIFORNIA COUNTIES

- |                                              |                                               |                                          |
|----------------------------------------------|-----------------------------------------------|------------------------------------------|
| <input type="checkbox"/> (0100) Alameda      | <input type="checkbox"/> (1800) Lassen        | <input type="checkbox"/> (4500) Shasta   |
| <input type="checkbox"/> (0200) Alpine       | <input type="checkbox"/> (2100) Marin         | <input type="checkbox"/> (4600) Sierra   |
| <input type="checkbox"/> (0300) Amador       | <input type="checkbox"/> (2300) Mendocino     | <input type="checkbox"/> (4700) Siskiyou |
| <input type="checkbox"/> (0400) Butte        | <input type="checkbox"/> (2500) Modoc         | <input type="checkbox"/> (4800) Solano   |
| <input type="checkbox"/> (0500) Calaveras    | <input type="checkbox"/> (2800) Napa          | <input type="checkbox"/> (4900) Sonoma   |
| <input type="checkbox"/> (0600) Colusa       | <input type="checkbox"/> (2900) Nevada        | <input type="checkbox"/> (5100) Sutter   |
| <input type="checkbox"/> (0700) Contra Costa | <input type="checkbox"/> (3100) Placer        | <input type="checkbox"/> (5200) Tehama   |
| <input type="checkbox"/> (0800) Del Norte    | <input type="checkbox"/> (3200) Plumas        | <input type="checkbox"/> (5300) Trinity  |
| <input type="checkbox"/> (0900) El Dorado    | <input type="checkbox"/> (3400) Sacramento    | <input type="checkbox"/> (5500) Tuolumne |
| <input type="checkbox"/> (1100) Glenn        | <input type="checkbox"/> (3800) San Francisco | <input type="checkbox"/> (5700) Yolo     |
| <input type="checkbox"/> (1200) Humboldt     | <input type="checkbox"/> (3900) San Joaquin   | <input type="checkbox"/> (5800) Yuba     |
| <input type="checkbox"/> (1700) Lake         | <input type="checkbox"/> (4100) San Mateo     |                                          |

### CENTRAL CALIFORNIA COUNTIES

- |                                        |                                            |                                                 |
|----------------------------------------|--------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> (1000) Fresno | <input type="checkbox"/> (2200) Mariposa   | <input type="checkbox"/> (4000) San Luis Obispo |
| <input type="checkbox"/> (1400) Inyo   | <input type="checkbox"/> (2400) Merced     | <input type="checkbox"/> (4300) Santa Clara     |
| <input type="checkbox"/> (1500) Kern   | <input type="checkbox"/> (2600) Mono       | <input type="checkbox"/> (4400) Santa Cruz      |
| <input type="checkbox"/> (1600) Kings  | <input type="checkbox"/> (2700) Monterey   | <input type="checkbox"/> (5000) Stanislaus      |
| <input type="checkbox"/> (2000) Madera | <input type="checkbox"/> (3500) San Benito | <input type="checkbox"/> (5400) Tulare          |

### SOUTHERN CALIFORNIA COUNTIES

- |                                             |                                                |                                               |
|---------------------------------------------|------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> (1300) Imperial    | <input type="checkbox"/> (3300) Riverside      | <input type="checkbox"/> (4200) Santa Barbara |
| <input type="checkbox"/> (1900) Los Angeles | <input type="checkbox"/> (3600) San Bernardino | <input type="checkbox"/> (5600) Ventura       |
| <input type="checkbox"/> (3000) Orange      | <input type="checkbox"/> (3700) San Diego      |                                               |

## EXPERIENCE QUALIFICATIONS ASSESSMENTS

### START THE MAILING MACHINES OPERATOR I AND II QUALIFICATIONS ASSESSMENTS HERE

Read each statement carefully and select the option that best relates to your experience. Your experience includes your education, training courses, and/or work experience (paid or unpaid).

1. Process mail and packages arriving to the facility utilizing Pitney Bowes system, scanning bar codes, and assigning tracking numbers as appropriate.
  - A. Select one that best relates to the length of your experience performing this task:
    - 60 or more months
    - 43 to 59 months
    - 31 to 42 months
    - 13 to 30 months
    - 0 to 12 months
  - B. Select one that best relates to the frequency; how often you performed this task:
    - Daily
    - Weekly
    - Monthly
    - Yearly
    - Never
  
2. Operate machinery in processing large volumes of outgoing mail, including meter mailing machines and scales.
  - A. Select one that best relates to the length of your experience performing this task:
    - 60 or more months
    - 43 to 59 months
    - 31 to 42 months
    - 13 to 30 months
    - 0 to 12 months
  - B. Select one that best relates to the frequency; how often you performed this task:
    - Daily
    - Weekly
    - Monthly
    - Yearly
    - Never

3. Clear jams in sortation equipment as necessary to ensure efficient unit operations.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

4. Lift and unload containers of mail or parcels onto equipment for transportation to sortation stations using proper lifting techniques.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

5. Confirm mail and parcel items are addressed correctly, marked with proper postage and in suitable condition for processing.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

6. Follow postage regulations and apply rates related to the processing of first, second, third, and fourth-class, registered parcel post, air certified, insured, United Parcel Mail, Federal Express, and other carriers as appropriate to ensure proper delivery.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

7. Weigh letters or packages to determine postage needed using weighing scales and rate charts as necessary.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

8. Place incoming and outgoing letters or packages into sacks or bins based on destination or type and attach identifying tags to ensure efficient unit operations.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never



9. Oversee the sorting and distribution of internal and external mails by driving, walking, pushing, and pulling of mailroom cart throughout facility grounds as necessary.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

10. Process all outgoing mail and United Parcel Services, Federal Express packages in accordance with USPS and carrier's requirements.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

11. Inspect incoming customer packages to accurately identify and process contraband to assist in maintaining the safety and security of the facility.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

12. Process all incoming patient packages and prepare them for delivery to units.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

13. Research insufficiently addressed incoming mail for customers and employees to ensure proper delivery.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

14. Log United Parcel Services pick-ups and deliveries for all certified, insured, express, and special delivery letters and packages to maintain accurate records and documentation.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

15. Complete scheduled pick-ups and deliveries to facilities.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

16. Prepare and maintain accurate records, using a basic understanding of recordkeeping to ensure an accurate inventory.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

17. Advise management in the selection, ordering, and storing of supplies and equipment.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

**STOP IF YOU ARE ONLY TAKING THE MAILING MACHINES OPERATOR I EXAMINATION, SKIP STATEMENTS #18 – 39, AND CONTINUE TO PAGE 25 AND COMPLETE THE AFFIRMATION STATEMENT.**

**IF YOU ARE TAKING THE MAILING MACHINES OPERATOR II EXAMINATION, CONTINUE BELOW AND COMPLETE STATEMENTS #18 – 39 AND THE AFFIRMATION STATEMENT ON PAGE 25.**

18. Operate complex multi-functional machinery such as inserting machines, electronic postal scales, labeling machines, and folding machines to prepare and produce mail for both internal and external customers.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

19. Operate a variety of mailing machines in the processing of outgoing mail to ensure efficient operations.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

20. Performs the pre and post operation inspection including cleaning of mail processing equipment for each processing area to ensure safe and efficient operations.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

21. Coordinate workload flow, establish job priorities, and review job assignments to ensure best utilization of equipment, and project deadlines are met.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

22. Act as a liaison with customer coordinators to communicate updates on job status, best mailing practices for special jobs, and postal rate information utilizing email, telephone, Microsoft Teams/Skype, or in person.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

23. Label material for both internal and external customers to ship packages via U.S. mail and/or small package carrier utilizing labeling machines.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

24. Sort and/or package material for both internal and external customers to ship packages via U.S. mail and/or small package carrier utilizing mailing machines, following facility and United States Postal Service regulations and guidelines.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never



25. Process priority and overnight packages to complete shipping functions while complying with the facility's rules and regulations regarding priority and overnight mailings.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

26. Insert, weigh, and meters material for both internal and external customers to ship packages via U.S. mail or small package carriers utilizing electronic postal scales, adding machines, and mailing machines following facility and United States Postal Service regulations and guidelines.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

27. Bundle, bag, tray, and labels materials for various types of non-indicia mail including presorted mail, 1st class permit, periodicals, presort standard, nonprofit permit, and bound printed matter for United State Postal Service utilizing mailing machines.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

28. Sort, prepare, and transport mail to the post office to accomplish daily mail operation.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

29. Maneuver full mail cages weighing up to 1000 pounds through the mail center while maintaining facility's safety protocols.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

30. Complete paperwork that accompanies mail to the U.S. Post Office or presort vendor utilizing computers, and Postal Software.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

31. Inspect the physical condition of mailing equipment to adhere to facility's safety guidelines and procedures.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

32. Utilize a computer system to input labor hours, material, and mail data to generate reports in response to customer's requests.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

33. Perform routine maintenance on mailing machines as necessary to maintain equipment in optimum operating condition.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

34. Maintain daily records including mail volumes, production time, postage usage, and machine down time.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

35. Account for spoiled postage and complete postal forms to deliver to post office for reimbursement utilizing a personal computer (PC) or laptop.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

36. Provides production billing data to customers utilizing a computer system.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

37. Report procedural discrepancies regarding mail processing to supervisor.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

38. Notify management of low supplies and material levels to ensure efficient operations.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

39. Collaborate with supervisors and managers to solve work-related problems.

**A. Select one that best relates to the length of your experience performing this task:**

- 60 or more months
- 43 to 59 months
- 31 to 42 months
- 13 to 30 months
- 0 to 12 months

**B. Select one that best relates to the frequency; how often you performed this task:**

- Daily
- Weekly
- Monthly
- Yearly
- Never

**THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT  
PLEASE COMPLETE AFFIRMATION STATEMENT BELOW**

**AFFIRMATION STATEMENT**

I hereby certify and understand the information provided by me on this Qualifications Assessment AND the Examination Application (STD. 678) is true and correct to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal. Your signature on your application indicates you have read, understood, and possess the qualifications required.

It is a violation of Government Code Section 18935 “to practice any deception or fraud” on your application, on this Qualifications Assessment, or any other documentation you submit to obtain state employment eligibility.

**SIGNATURE:**

---

**PRINTED NAME:**

---

**DATE:**

---

**THIS COMPLETES THE QUALIFICATIONS ASSESSMENT PACKAGE**