



INSPECTOR II, DEPARTMENT OF CONSUMER AFFAIRS

Examination Code: 2CABB

Department: Department of Consumer Affairs (DCA)

Examination Type: Departmental Open

Final Filing Date: Continuous Filing

CLASSIFICATION DETAILS

Salary – \$4,348.00 - \$5,389.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the [classification specification](#).

APPLICATION INSTRUCTIONS

Application Requirements

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Applications must have an original signature. Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

Cut-off Dates and Timely Filing

Applications are accepted continuously throughout the year and will be processed during the administration period following the cut-off dates listed below:

- March 15, 2024
- June 17, 2024
- September 16, 2024
- December 16, 2024

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked after the cut-off or received via hand delivery or interagency mail after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark 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. Applications received via email or fax 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.

Once you have taken this examination, you may not retake it for nine (9) months.

How to Apply

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- [Examination/Employment Application \(STD. 678\)](#)
- [Conditions of Employment form](#)
- Proof of education, if applicable (copies are acceptable for the purpose of the examination)

Where to Apply

You may send your application package by mail or hand deliver to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (R. Kinney)
1625 North Market Blvd., Suite N-321

Sacramento, CA 95834

Indicate the examination title on your application.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination 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.

Either I

Experience: One year of experience performing the duties of an Inspector I, Department of Consumer Affairs, in the California state service.

Or II

Experience: Three years of experience with a governmental agency in one or a combination of the following:

1. Inspection of business establishments for compliance with laws, rules, regulations and standards. or
2. In law enforcement which has included some investigation work.
(Equivalent to completion of two years of college with at least 12 units in police science or criminology may be substituted for two years of the required experience.)

Education: Equivalent to completion of the twelfth grade. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Under general direction, to assure compliance with the provisions of the Administrative and Business and Professions Codes and (1) in an assigned geographic area or small field office, to act as a field representative of the Department, and to conduct independent inspections in all activities assigned to the Division of Investigation, Department of Consumer Affairs, including the

most difficult and complex assignments; or (2) to assist an Inspector III, Department of Consumer Affairs, in the supervision and administration of a larger district; or (3) to act as a leadperson and provide training for lower level inspection staff; and to do other related work.

POSITION LOCATION

Positions exist statewide.

EXAMINATION SCOPE

Education & Experience, Examination – Weighted 100%

This examination consists of an Education & Experience, examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

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

Knowledge of

1. Inspection techniques and procedures.
2. State laws, rules, and regulations regarding individuals and businesses licensed by various agencies with the Department of Consumer Affairs.
3. Practices, problems and difficulties of the barber, cosmetology, dry cleaning, furniture and bedding industry, veterinary hospitals and yacht and ship brokerage establishments.
4. Principles and techniques of training.
5. Laws of arrest and rules of evidence and procedures followed in court and administrative hearings.
6. Techniques of identifying, gathering, preserving and presenting evidence.

Ability to

1. Deal with the public and licensees in a courteous and fair-minded manner.
2. Work independently.
3. Think and act quickly in emergencies.
4. Interpret and apply to specific cases provisions of the laws, rules, or regulations enforced or administered.

5. Effectively read and write at a level required for successful job performance.
6. Accurately document and report information based on both written and verbal observations.
7. Determine if violations of the Board or Bureau regulations or State laws, exist, assess fines, and issue citations and abatement instructions.
8. Drive for long periods of time.
9. Analyze data and draw sound conclusions.
10. Speak effectively and prepare complete and concise reports.
11. Stand or sit for long periods of time.
12. Establish and maintain cooperative relations with Federal, State, and local and other law enforcement agencies.
13. Review and evaluate the work of others and give staff training, guidance and counsel in work methods and procedures.
14. Lift and examine regulated products.

SPECIAL PERSONAL AND PHYSICAL CHARACTERISTICS

Ability to walk long distances; willingness to work odd and irregular hours in various locations throughout the State; keenness of observation; and neat personal appearance.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for DCA. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Code sections 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 who have achieved permanent civil service status are not eligible to receive veterans' preference.

Veterans status is verified by the CalHR. Information on this program and the Veterans' Preference Application (CALHR 1093) can be found on the [CalHR Veterans Information webpage](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits do NOT apply.

PREPARING FOR THE EXAMINATION

Below is a list of information you should gather and have available prior to completing your examination package.

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

Education & Experience Examination: If you meet the minimum qualifications for this classification, your education and experience listed on your application will be scored against predetermined rating criteria. You will *not* appear to take an examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please provide your name, examination title and contact us at:

Department of Consumer Affairs
Examination Services Unit
1625 North Market Blvd., Suite N-321
Sacramento, California 95834
Phone: (916) 574-8370

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.

Department of Consumer Affairs website: www.dca.ca.gov

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/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.

DCA 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.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the cut-off date if he/she has not received a progress notice.

All examination application documents submitted to our department become the property of the Examination Services Unit and shall not be returned to the applicant.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

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 classification. A medical examination may be required. In 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 list must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code sections 18973.1 and 18973.5, Veterans' Preference will be awarded 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 CalHR. The Veterans' Preference Application (CALHR 1093) is available on [the CalHR Veterans Information webpage](#).

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 classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the

provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

CONDITIONS OF EMPLOYMENT - FORM 631

CANDIDATE NAME:

EXAMINATION TITLE: INSPECTOR II, DEPARTMENT OF CONSUMER AFFAIRS

Positions are available throughout the state - If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form. Please place a check mark ✓ next to your choices below.

Type of appointment you will accept	<input type="checkbox"/> Permanent Full time D	<input type="checkbox"/> Other than Permanent Full time R	<input type="checkbox"/> Both A
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Locations in which you are willing to work - Please place a check mark ✓ next to your choices – You will not be offered a job in locations not checked. If more than 15 selections are made, you may be considered available for work anywhere in the state.

☐ **Anywhere in the state** - If checked, no further selection is necessary.

☐ **Anywhere in the northern region (8004)** or make northern county choices below.

<input type="checkbox"/> Butte 0400	<input type="checkbox"/> Colusa 0600	<input type="checkbox"/> Del Norte 0800
<input type="checkbox"/> Glen 1100	<input type="checkbox"/> Humboldt 1200	<input type="checkbox"/> Lake 1700
<input type="checkbox"/> Mendocino 2300	<input type="checkbox"/> Modoc 2500	<input type="checkbox"/> Nevada 2900
<input type="checkbox"/> Placer 3100	<input type="checkbox"/> Plumas 3200	<input type="checkbox"/> Shasta 4500
<input type="checkbox"/> Sierra 4600	<input type="checkbox"/> Siskiyou 4700	<input type="checkbox"/> Sutter 5100
<input type="checkbox"/> Tehama 5200	<input type="checkbox"/> Trinity 5300	<input type="checkbox"/> Yuba 5800

☐ **Anywhere in the central region (8001)** or make central county choices below.

<input type="checkbox"/> Alameda 0100	<input type="checkbox"/> Alpine 0200	<input type="checkbox"/> Amador 0300
<input type="checkbox"/> Calaveras 0500	<input type="checkbox"/> Contra Costa 0700	<input type="checkbox"/> El Dorado 0900
<input type="checkbox"/> Fresno 1000	<input type="checkbox"/> Madera 2000	<input type="checkbox"/> Marin 2100
<input type="checkbox"/> Mariposa 2200	<input type="checkbox"/> Merced 2400	<input type="checkbox"/> Monterey 2700
<input type="checkbox"/> Napa 2800	<input type="checkbox"/> Sacramento 3400	<input type="checkbox"/> San Benito 3500
<input type="checkbox"/> San Francisco 3800	<input type="checkbox"/> San Joaquin 3900	<input type="checkbox"/> San Mateo 4100
<input type="checkbox"/> Santa Clara 4300	<input type="checkbox"/> Santa Cruz 4400	<input type="checkbox"/> Solano 4800
<input type="checkbox"/> Sonoma 4900	<input type="checkbox"/> Stanislaus 5000	<input type="checkbox"/> Tuolumne 5500
<input type="checkbox"/> Yolo 5700		

☐ **Anywhere in the southern region (8011)** or make southern county choices below.

<input type="checkbox"/> Imperial 1300	<input type="checkbox"/> Inyo 1400	<input type="checkbox"/> Kern 1500
<input type="checkbox"/> Kings 1600	<input type="checkbox"/> Los Angeles 1900	<input type="checkbox"/> Mono 2600
<input type="checkbox"/> Orange 3000	<input type="checkbox"/> Riverside 3300	<input type="checkbox"/> San Bernardino 3600
<input type="checkbox"/> San Diego 3700	<input type="checkbox"/> San Luis Obispo 4000	<input type="checkbox"/> Santa Barbara 4200
<input type="checkbox"/> Tulare 5400	<input type="checkbox"/> Ventura 5600	