



OFFICE SERVICES SUPERVISOR II (GENERAL)

EXAM CODE: 9BP02

CLASS CODE: 1150

Department: DEPARTMENT OF SOCIAL SERVICES
Final Filing Date: CONTINUOUS FILING
Exam Type: DEPARTMENTAL PROMOTIONAL
Salary: MONTHLY SALARY RANGE: \$3,439.00 - \$4,307.00
Location: STATEWIDE

EQUAL EMPLOYMENT OPPORTUNITY

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(s), 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.

WHO SHOULD APPLY

This is a Departmental Promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the California Department of Social Services as of the final filing date in order to participate in this examination, or
2. Must be a current or former employee of the Legislature with two or more consecutive years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991. Candidates filing under Government Code Section 18991 need to submit a legible copy of the DD214 along with the completed Veterans' Preference application form (CalHR 1093) to California Department of Human Resources.

FILING INSTRUCTIONS

Applicants must submit the [State Examination/Employment Application \(STD. 678\)](#) by mail or in person to:

FILE BY MAIL:

California Department of Social Services
Attention: Examinations Unit
P.O. Box 944243, MS 8-15-58
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Attention: Examinations Unit
744 P Street, OB 8, 15th Floor
Sacramento, CA 95814
M-F, 8:00 a.m. to 5:00 p.m.

NOTE: Only applications with an original signature will be accepted. Facsimile (FAX) or e-mailed applications will not be accepted under any circumstances.

SPECIAL TESTING ARRANGEMENTS

If you require special testing arrangements due to a verified disability, medical condition or religious accommodation, you will be able to request a reasonable accommodation during the exam filing process. Please mark the appropriate box for Question 2 on the State Examination/Employment Application (Std. 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

An eligible list will be established for use by the California Department of Social Services. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of examination date. Eligibility expires twelve (12) months after it is established, unless the needs of the service and conditions of the list(s) warrant a change in this period. Competitors must then retake the examination to re-establish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination at the time the application is submitted. Your signature on the application indicates that you read, understood and possess the minimum qualifications required.

Applications must include: "to" and "from" dates (month/day/year), time base, hours worked per week, civil service or private sector titles, and the duties performed. Applications without this information may be rejected from this examination. If using education to qualify, applicant must include copies of unofficial transcripts. College course information must include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

MINIMUM QUALIFICATIONS

OFFICE SERVICES SUPERVISOR II

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office

Technician.) **and**

In meeting the requirements under the II pattern, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

NOTE: Applicants must submit a copy of their unofficial college transcripts along with the application when using education to meet the entrance requirements for this examination.

POSITION DESCRIPTION

Office Services Supervisor II: This is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

EXAMINATION INFORMATION

Qualifications Assessment Application – Weighted 100%

The examination will consist of a Qualifications Assessment (QA) weighted 100%. Candidates must attain an overall minimum score of 70% to be placed on the eligible list. The QA is designed to elicit specific information regarding each candidate's education and experience relative to the testing classification. Responses to the QA will be assessed based on pre-determined rating criteria. **CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT ONLINE MAY BE DISQUALIFIED.**

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Principles and techniques of effective supervision and training.
2. Promoting equal opportunity in hiring, employee development, promotion, and maintaining a work environment that is free of discrimination or harassment.
3. Microsoft Suite and other software programs.
4. Business English and correspondence.
5. The Department's Equal Employment Opportunity Program objectives.
6. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

B. Ability to:

1. Establish and maintain a positive work environment that is conducive to professional development and to the fulfillment of the Department's mission.
2. Promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
3. Plan, organize, direct, and supervise the work of others.
4. Follow oral and written directions.
5. Meet and deal tactfully with the internal and external customers.

6. Use good judgment in handling sensitive and confidential material and in releasing information.
7. Analyze situations accurately and take effective action.
8. Apply specific laws, rules, and office policies and procedures.
9. Establish and maintain priorities and exercise flexibility.
10. Read and write English at a level necessary for successful job performance.
11. Make clear and comprehensive reports and keep difficult records.
12. Prepare correspondence.
13. Make arithmetical computations.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widows or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released. Veterans who have achieved permanent civil service status are not eligible to receive veterans' credits.

CAREER CREDITS

Career Credits do not apply in this examination.

CLASSIFICATION SPECIFICATION

Please click on the link below to review the official California Department of Human Resources (CalHR) classification specification.

[Office Services Supervisor II \(General\)](#)

CONTACT INFORMATION

California Department of Social Services

Attention: Examinations Unit

P.O. Box 944243, MS 8-15-58

Sacramento, CA 94244-2430

Email: Examinations@dss.ca.gov

California Relay Service for the Deaf or Hearing Impaired from TDD phones call: 1-800-735-2929 or from voice phones call: 1-800-745-2922.

GENERAL INFORMATION

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 examination, and all candidates who pass will be ranked according to their scores.

It is the candidate's responsibility to contact CDSS' Examinations Unit at Examinations@dss.ca.gov or call (916) 657-1762 within three weeks after the final filing date if he/she has not received a progress notice.

The Department of Social Services 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.

Applications are available at the CalHR's website at [State Examination/Employment Application \(STD. 678\)](#), Employment Development Department offices and the California Department of Social Services.

The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race, color, national origin, ancestry, religion, creed, sex, marital status, sexual orientation, pregnancy, age, veteran status, political affiliation, or disability as required by Title II of the Americans with Disabilities Act (ADA).

Candidates needing special testing arrangements due to a disability, must mark the appropriate option in Question #2 on the Examination Application form STD.678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice line at 1-800-735-2922.

Criminal Record Clearance Information: Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

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 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) 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.

TAKING THE EXAMINATION

Applications will be reviewed by the Examinations Unit to determine if the applicant meets the minimum qualifications. All applicants who meet the minimum qualifications will be sent an email to the email address on their application with a link to the Survey Monkey examination. After the examination is completed, it will be scored, and a notification of results letter will be mailed within three weeks.