



Business Service Officer 3

Class Code: 4785 – Exam Code: 3PB19

Department(s): State of California
Opening Date: 3/26/2014
Final Filing Date: Continuous
Type of Examination: Servicewide, Open

EEO

An equal opportunity employer to all regardless of age, ancestry, color, denial of family and medical care leave, disability, gender identity or expression, genetic information, marital status, medical condition, military and veteran status, national origin, political affiliation, race, religion, sex, or sexual orientation of any person.

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?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 12 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

SALARY INFORMATION

\$5,176.00 - \$6,341.00

ELIGIBLE LIST INFORMATION

An open, service wide eligible list will be established by the California Department of Human Resources for use by the other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER I

One year of experience in the California state service performing the duties of a Business Service Officer II (Specialist) or (Supervisor), or Procurement and Services Officer II.

OR II

Two years of experience in the California state service performing the duties of a Business Services Officer I (Specialist) or (Supervisor), Procurement and Services Officer I, or Hospital General Services Administrator I.

OR III

Experience: Three years of progressively responsible and varied experience in the business service field in a public or private organization, at least one year of which must have been in a supervisory capacity. [Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer II (Specialist) or (Supervisor) or two years performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist) or (Supervisor).] **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Under direction, incumbents typically supervise (1) all business service functions in a medium to large business service office, or; (2) in larger offices, may supervise two or more functions as assistant to a higher level manager. In addition, incumbents may personally perform technical or analytical business service work of highest complexity.

Typically incumbents are second or third level supervisor over 13-20 staff with 3-5 subordinate professional staff. Other classes supervised may include those listed above for the level 2 supervisor.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. English grammar and punctuation
2. Principles and practices of public administration
3. Financial record keeping
4. Office and automotive equipment and supplies.
5. Bases for property values and the legal forms
6. Procedures and requirements necessary in property transactions
7. Building management including office layout, lighting, heating and ventilation.
8. Personnel management and supervision
9. The department's Affirmative Action Program objectives
10. A supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to:

1. Communicate effectively
2. Learn rapidly
3. Follow directions
4. Analyze data accurately
5. Reason logically
6. Maintain the confidence and cooperation of those contacted during the course of work
7. Utilize good work habits.
8. Write specifications and determine whether incoming materials, supplies and equipment meet the standards Set up in these specifications
9. Utilize office and automotive equipment and supplies effectively and economically
10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs
11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend Replacements
12. Plan and direct the work of others
13. Successfully negotiate agreements for office space, equipment, supplies and services
14. Prepare budgetary data on such needs
15. Analyze situations and problems accurately and take an effective course of action.
16. Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs
17. Effectively contribute to the department's affirmative action objectives.

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, widow 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.

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.

CONTACT INFORMATION

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

California Department of Human Resources
Attn: Examination Services
1515 S Street
Sacramento, CA 95811

1-866-844-8671
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GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

If a candidate's notice of written test fails to reach him/her 3 days prior to their scheduled appointment., he/she must contact CalHR at 1-866-844-8671.

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 may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

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 on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should 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.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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.

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, and 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.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 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 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 [online](#) and at the Department of Veterans Affairs.

Bulletin Revision Date: 08/09/2017

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Evaluation.](#)