

California Department of Human Resources

OFFICE TECHNICIAN (GENERAL) and (TYPING) SERIES 7500-1138-9PB38

This multi-level examination is for:

7500-1138-9PB38 OFFICE TECHNICIAN (GENERAL)
7500-1139-9PB38 OFFICE TECHNICIAN (TYPING)

Department(s):	CalHR/Statewide for all State Departments
Opening Date:	1/11/2010 2:00 PM
Closing Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN, NONPROMOTIONAL
Salary:	MONTHLY-RANGED-SALARY: \$2,638.00 to \$ 3,264.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Statewide

INTRODUCTION AND NOTICE OF CORRECTION

PLEASE READ IMPORTANT EXAM INFORMATION

Message updated August 8, 2012

The scheduling of the current Office Technician (OT) Series examination will be reopened for a limited time period, beginning August 22, 2012, and ending September 19, 2012.

What you should know to apply for the current exam

- 1) If you are a first time applicant or it has been over 12 months from the date of your prior OT examination, you may apply.
- 2) If you have taken this examination within the last 12 months you are **not** eligible to apply. If you take this exam too soon, meaning more than once in a twelve month period, your results will be invalid.

Written Examination and List Eligibility Information

IMPORTANT: The scheduling of the current examination will be open until

September 19, 2012. **Please be aware that your results from this examination will only be valid for a limited period.** Therefore, even though you may take the examination now and become list eligible, you will only retain that eligibility until the new test is given.

Your eligibility and ability to apply for jobs does not change during this period. However, you may only have a couple of months of eligibility based on the current examination. This includes any and all individuals who have taken this examination in the past.

New Written Examination Information

NOTICE: The new OT series examination is anticipated to be given in the late fall. You must take the new examination to attain new list eligibility once it is offered. You are encouraged to check this bulletin periodically for updates on the posting of the new examination. If you have any questions, please call 1-866-844-8671.

Message updated August 8, 2012.
Examination Services
California Department of Human Resources

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for 12 months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Final File Date: *Continuous*

SELF-SCHEDULING OPENS

WRITTEN EXAM DATES

LOCATIONS

August 22, 2012 at 5:00 PM	August 27, 2012 thru August 31, 2012	Sacramento
August 30, 2012 at 5:00 PM	September 8, 2012 and September 9, 2012	Los Angeles
September 5, 2012 at 5:00 PM	September 10, 2012 thru September 14, 2012	Sacramento
September 19, 2012 at 5:00 PM	September 24, 2012 thru September 28, 2012	Sacramento

PLEASE CAREFULLY FOLLOW THE SELF-SCHEDULING DIRECTIONS BELOW:

The filing process consists of establishing a profile and scheduling yourself for a written exam date.

- 1) Go to website <http://jobs.ca.gov>
- 2) Find this Exam Bulletin in "Search Exam and Job Vacancies" window.
- 3) Read this Exam Bulletin carefully for; minimum qualifications, written test information, test dates and scheduling information.
- 4) Scroll to the bottom of the Exam Bulletin to the "Taking the Exam" header. Click on the "Click here to apply for and to self-schedule the Office Technician written exam" link.
- 5) Enter your User I.D. and Password, or create a new profile if you do not currently have one.
- 6) Answer the "Equal Employment Opportunity", "Personal Information", and the "Minimum Qualifications questions".
- 7) Review the available test dates and times, and make your selection.
- 8) Print out two copies of the "Notice to Appear". You will need to bring a copy to the exam. .

WHERE TO APPLY: Click on the link at the bottom of this bulletin.

TIPS

- 1) Save/Bookmark this bulletin page under your browser's favorites so that you do have to search for it again when you are about to schedule.
- 2) Keep in mind when signing-in that your User I.D. and Password are case sensitive.

3) Make sure you are using one of the following browsers.



TROUBLESHOOTING

1) I encounter an error message that looks like the following:

We're sorry -- An Error Occurred when you requested this page

Error Information

Date and time: Thu Apr 12 12:37:17 PDT 2012

Page: /exams/ot/process_exam_application.cfm

HTTP Referer: https://exams.spb.ca.gov/exams/ot/exam_application.cfm

Diagnostics: Error Executing Database Query. [Macromedia][SQLServer JDBC Driver][SQLServer]String or binary data would be truncated.

The error occurred on line 81.

Browser: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; Trident/4.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.04506.648; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729; .NET4.0C; .NET4.0E)

QueryString:

You are likely encountering the above error because you exceeded a character limit in the section(s) prior. Please go back and make sure the following conditions have been met.

- Your Last Name is limited to 21 characters.
- Your First Name is limited to 16 characters.
- The Mailing Address is limited to 28 characters.
- The City is limited to 21 characters.
 - **Note: The City must use alpha characters only (i.e., if you live in 29 Palms, you must enter Twenty Nine Palms)**

2) I am unable to click on the “Click here to go to schedule written exam” link at the bottom of the bulletin.

Please copy/paste <https://exams.spb.ca.gov/exams/ot/> (<https://exams.spb.ca.gov/exams/oa/>) into your browser to get to the next page.

3) The User I.D. I created is already in the system, but I have never registered nor registered under this user name.

The User I.D. you created belongs to another user. Please make sure you create a unique User I.D. For example, instead of R_Smith, use R_Smith27894.

- 4) I receive a notice after the minimum qualifications portion informing me that I am not qualified, yet I meet at least one of the qualification paths specified in this exam bulletin.**

Please restart the self-scheduling process and make sure you accurately enter all answers to the minimum qualifications questions.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the CalHR, examination and Selection Services Section at (866) 844-8671, TDD (916) 323-6207, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-(800)735-2929 or from voice phones at 1-(800) 735-2922.

SALARY

Office Technician (General) \$2,638.00 to \$3,209.00
Office Technician (Typing) \$2,686.00 to \$3,264.00

ELIGIBLE LIST INFORMATION

A candidate may be tested only once in an 12 month period. Names of successful competitors are merged onto an existing eligible list in order of final scores, regardless of test date. The names will remain on the eligible list for a period of 24 months.

Disclaimer: as a reminder, the choice is yours, you may take the current examination during the time specified and have a limited amount of eligibility or you may wait and take the new examination once it is offered.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Note: All applicants must meet the education and/or experience requirements on the date they complete and submit their application and schedule a written test appointment via the Office Technician Internet Application Process.

MINIMUM QUALIFICATIONS

OFFICE TECHNICIAN (GENERAL)

EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

OR II

Experience: Two years of clerical experience. [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. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

OFFICE TECHNICIAN (TYPING)

EITHER I

One year of experience in California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.

OR II

Experience: Two years of experience in typing and clerical work. [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. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

POSITION DESCRIPTION

OFFICE TECHNICIAN (GENERAL)

An Office Technician (General) is an advanced journey level that regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level regularly require detailed and sensitive public contact, the use of good judgment and the ability to communicate effectively. Typically, the work at this level is rarely reviewed and some positions may have responsibility for functional guidance and training and assisting less experienced employees.

OFFICE TECHNICIAN (TYPING)

In addition to performing the above mentioned Office Technician (General) duties, an Office Technician (Typing) typically has typing duties encompass a significant proportion of their work time. Some positions may perform as secretaries to major division chiefs and/or one-person field office assignments.

EXAMINATION INFORMATION

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Reading comprehension.
2. Mathematical calculations.
3. Writing skills.

B. Ability to:

1. Perform difficult clerical work, including ability to spell correctly.
2. Use good English.
3. Make arithmetical computations.
4. Follow oral and written directions.
5. Evaluate situations accurately and take effective action.
6. Read and write English at a level required for successful job performance.
7. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling.

8. Communicate effectively.

VETERANS PREFERENCE

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS PREFERENCE CREDITS.

CAREER CREDITS

Career Credits will be added to the final score of competitors who are successful in this examination.

DISTINGUISHING CHARACTERISTICS

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

CONTACT INFORMATION

If you have any questions concerning this announcement, please contact:

The California Department of Human Resources
Examination and Selection Services Section
1515 S St., North Bldg.
Sacramento, CA 95811
(866) 844-8671, TDD (916) 654-6336.

SPECIAL REQUIREMENTS

Office Technician Typing Only:

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

GENERAL INFORMATION

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 at <http://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 <link to class spec>.

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 Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov> or from the Department of Veterans Affairs.

TAKING THE EXAM

PLEASE NOTE: The self-schedule link shown below will be clickable on the “Self – Scheduling Opens” dates as follows:

<u>Self-Scheduling Opens</u>	<u>Written Exam Dates</u>	<u>Locations</u>
August 22, 2012 at 5:00 PM	August 27-31, 2012	Sacramento
August 30, 2012 at 5:00 PM	September 8-9, 2012	Los Angeles
September 5, 2012 at 5:00 PM	September 10-14, 2012	Sacramento
September 19, 2012 at 5:00 PM	September 24-28, 201	Sacramento

[Click here to apply for and to self-schedule the Office Technician written exam](#)