



Information Officer 2

Exam Code: 1PB3103

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Information Officer 2 – \$5,949 - \$7,392 per month

View the [classification specification](#) for the Information Officer 2 classification.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

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 **6 months**.

How To Apply:

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

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 16th Street
Sacramento, CA 95814

Phone: (866) 844-8671

Email: 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

MINIMUM QUALIFICATIONS

All 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.

Information Officer 2

Either I

Two years of experience in the California state service performing [duties equivalent to](#) those of an Information Officer I.

Or II

Experience: Broad and successful experience which has demonstrated the ability to plan and direct a comprehensive public information program. This must have included at least five years' professional experience in preparing and disseminating information, a substantial part of which also included supervising the writing of others. [Writing experience](#), while an integral part of the above, will not be considered qualifying in itself.

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

Information Officer 2

Analyzes the extent of public understanding of the program administered by the agency and determines the need for further public information and education activity; establishes the objectives of the agency's information program and develops and actuates the techniques and procedures to accomplish these objectives; directs a staff in the conduct of the program; evaluates its effectiveness and recommends appropriate changes; coordinates and evaluates the information and education activities of the agency's field personnel; meets with top management and advises on any public relations implication of proposed actions; attends staff conferences at top management level as a regular participating member; contacts individuals and members of interested organizations to keep them informed of the agency's activities; makes speeches before

various groups; promotes the knowledge and use of the agency's services; performs to the extent required any or all of the typical tasks of an Information Officer I

Distinguishing Characteristics

An Information Officer 2 is delegated full responsibility for all aspects of information activities in an agency that meets one or more of these criteria; its program either directly affects a large and heterogeneous public, or it affects a public with strong personal interests in its administration; it usually has economic, political, or social implications of considerable impact; it often elicits continuous interest and critical review by political bodies of interest groups; administration of its program is often subject to question, misconceptions, and conflicting views.

An Information Officer 2 reports directly to top management who rely upon the incumbent for advice on good public relations consistent with overall goals; develops special channels for earning public or specific group support; may appear as agency spokesperson before large groups; frequently supervises professional, technical and clerical subordinates.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

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. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

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

Knowledge of:

1. Methods used to determine needs for public information and education.
2. Techniques of preparing, producing and disseminating information, utilizing all major media of communication.
3. Principles and techniques of establishing and maintaining good public relations.
4. California State Government.
5. Principles of public administration.
6. Effective supervision.

7. Department's Affirmative Action Program objectives.
8. A manager's role in the Affirmative Action Program and the processes available to meet
9. Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to:

1. Organize and direct a statewide program of public information and education.
2. Write effectively.
3. Analyze data.
4. Supervise the work of an information staff.
5. Stimulate interest in an agency's program and secure the cooperation of diverse groups in conducting that program.
6. Understand and effectively carry out State Departmental equal employment opportunity and affirmative action policies.

Additional Desirable Qualifications:

1. Training or experience developing skills in management or public administration, including budgeting skills.

Special Personal Characteristics:

1. Appreciation of news value, ability to analyze situations accurately and adopt or recommend for adoption by top management an effective course of action; ability to gain the confidence or respect of persons contacted in the work; ability to establish and maintain cooperative working relations with the news media and other public groups; emotional stability under stress; application of the need to inform and educate the public on various phases of an agency's program.

ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the Information Officer 2 classification will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **12 months** after it is established. Applicants must then retake the examination to reestablish eligibility.

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, he or she shall be ranked in the top rank of the resulting eligible list.

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

Career Credits are not granted for examinations administered on an Open basis or Promotional basis.

EXAMINATION INFORMATION

[Preview Training and Experience Evaluation](#)

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

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

Take the online [Training and Experience Evaluation](#) for the Information Officer 2 classification.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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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 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 California Department of Human Resources (CalHR) 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.

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.

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) servicewide 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.

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.