



SUPPORT SERVICES ASSISTANT (INTERPRETER)

Exam Code: 2RHAB

Department: Department of Rehabilitation

Exam Type: Departmental Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Classification Code: 9820

Salary Ranges

Range A: \$4,218.00 - \$4,343.00 per month or \$24.34 - \$25.06 per hour

Range B: \$4,401.00 - \$4,532.00 per month or \$25.39 - \$26.15 per hour

Range C: \$4,814.00 - \$4,958.00 per month or \$27.77 - \$28.60 per hour

Hiring-Above-Minimum rate included in salary ranges.

View the [Support Services Assistant \(Interpreter\)](#) classification specification.

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.

How to Apply

Submit an [Examination/Employment Applications \(STD 678\)](#) by mail or in person to:

**Department of Rehabilitation
Selections and Special Projects Unit
721 Capitol Mall
Sacramento, CA 95814**

Applications are also available at the California Department of Human Resources (CalHR), the local offices of the Employment Development Department, and through your [CalCareer](#) account.

Special Testing Arrangements

If you have a disability and need special testing arrangements, mark the appropriate box in item #10 of your application. You will be contacted to make specific arrangements.

TESTING PERIOD

Test dates are determined by the Department and can be set at any time as needs warrant. Applicants will be notified by mail when test dates are set.

Testing periods for this examination are **January 1 - June 30** and **July 1 - December 31**. An applicant may be tested once during any testing period.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this bulletin by the cut-off date for each examination administration. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Special Requirement: Proficiency in facilitating communication between hearing impaired and hearing persons individually and/or in large groups using American Sign Language and spoken language.

And

Experience: Equivalent to six months' experience providing interpreting services to hearing impaired persons. **Or**

Certificate: Possession of at least one valid certificate issued by the Registry of Interpreters for the Deaf.

Note: Applicants must include their certificate #, title, and expiration date on the application.

SPECIAL PERSONAL CHARACTERISTICS

Neatness, willingness to follow directions; sensitivity to the communication process between hearing impaired and hearing persons and the needs of the persons involved in that process; and ability to maintain confidentiality. Some positions may require driving. For those positions, possession of a valid California driver license will be required. Applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

POSITION DESCRIPTION

A Support Services Assistant (Interpreter), under direct supervision, facilitates communication between hearing impaired and hearing persons; serves as interpreter; accompanies staff members to places of business where services are otherwise unavailable; performs interpreting services individually or in group settings, including hearings, for an audience, at an assembly or meeting, or for consumers who are State employees; may perform other services unique to hearing impaired persons and other job-related services as required.

Positions exist in various locations throughout the state.

EXAMINATION SCOPE

Qualifications Appraisal Interview - Weighted 100% of the final score

This examination consists of a qualifications appraisal interview. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants who do not appear for the interview will be disqualified.

Applicants will be required to demonstrate their ability to perform the items listed below.

Ability to:

1. Demonstrate sensitivity to the communication process
2. Demonstrate proficiency in facilitating communication between hearing impaired and hearing persons
3. Interpret voiced communication into Signed English
4. Interpret Signed English and voice into proper English
5. Interpret voiced communication into American Sign Language and voice into proper English

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

Knowledge of:

1. The concerns and needs of hearing impaired persons
2. Professional ethics of interpreting

Ability to:

1. Relate well to individuals, representatives, or other State agencies and communities

ELIGIBLE LIST INFORMATION

A departmental open eligible list for the Support Services Assistant (Interpreter) classification will be established for the Department of Rehabilitation. The names of successful competitors will be merged onto the eligible list in order of final score regardless of examination date. Eligibility expires 48 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 \(CalHR 1093\)](#) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits will not be granted in this examination.

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 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), 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

If you meet the requirements stated on this examination 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 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.

It is the applicant's responsibility to contact the Department of Rehabilitation's Selections and Special Projects Unit at (916) 558-5545 three weeks after submission of application if he/she has not received a progress notice.

If an applicant's notice of interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

The Department of Rehabilitation 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 law and rules and all applicants will be notified.

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. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

General Qualifications: Applicants 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 classification. 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 this bulletin.

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

Department of Rehabilitation

Selections and Special Projects Unit

721 Capitol Mall

Sacramento, CA 95814

Phone: (916) 558-5545

California Relay Service: (800) 735-2929 (TTY), (800) 735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY device.

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