



## **Business Service Assistant (Specialist)**

Exam Code: 3PB07

Department: State of California  
Opening Date: 5/30/2013  
Final Filing Date: Scheduling dates set periodically.  
Type of Examination: Service-wide, Open

### **CLASSIFICATION DETAILS**

**Business Service Assistant (Specialist)** – \$2,822.00 - \$4,318.00 per month

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this exam.

#### **How to Apply:**

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and exam locations will be posted. If you schedule an exam date and do not appear, you will not be able to re-schedule for at least 6 weeks.

**Once you have taken the written examination, you may not retake it for 12 months.**

Check this bulletin regularly for future exam dates.

**ON THE SELF-SCHEDULING DATE, PLEASE GO TO THE “Taking the Exam” SECTION OF THIS BULLETIN TO BEGIN THE SCHEDULING PROCESS.**

### **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.

### **Business Service Assistant (Specialist)**

#### **Either I**

One year of experience in the California state service performing duties comparable to those of an [Office Assistant \(General\), Range B](#), or [Management Services Assistant](#).

#### **Or II**

One year of experience in [technical capacity](#) with responsibility for one or a combination of business service activities such as [accountability and maintenance of office and industrial equipment](#), [major building maintenance](#), [managing of major commercial properties](#), or [fiscal management](#) and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to [Office Assistant \(General\), Range B](#).]

## **POSITION DESCRIPTION**

### **Business Service Assistant (Specialist)**

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate for Management Services Technician.)

Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties does not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.

## **EXAMINATION SCOPE**

This examination consists of the following components:

Written Test – Weighted 100% of the final score. The examination will consist of a multiple choice, written test designed to evaluate knowledge in the areas of:

**1. Arithmetic Calculations** – This test section is designed to assess knowledge and skill in solving a variety of arithmetic computations.

**2. Data Accuracy** - This test section is designed to assess accuracy in assessing, organizing, and reviewing data and information.

**3. Written Communication** – This section is designed to assess knowledge and skill in written communication, such as grammar, punctuation, spelling, sentence structure and work usage.

A final score of 70% must be attained to be placed on the eligible list.

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 on measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. English grammar and punctuation
2. Standard filing practices
3. Basic mathematics

Ability to:

1. Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials.
2. Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
3. Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
4. Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
5. Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
6. Ability to comprehend written instructions in order to carry out assigned tasks.
7. Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
8. Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
9. Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.

## ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the Business Service Assistant (Specialist)

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 **24 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

This examination will also allow for the use of calculators, and these will be issued to the candidate on the written test date by the California Department of Human Resources. The use of a candidate's personal calculator will not be permitted.

## 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.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAM

**You must schedule yourself to participate in this written examination.** Self-scheduling for this examination is offered on a first-come-first-served basis for each written date.

Although seating is limited and scheduling will conclude once all the available seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted in the future.

**Self-Scheduling Opens:**

**Written Exam Date:**

**Exam Location:**

Test dates are posted here as needs warrant. Please check this area periodically for open testing.

[Schedule](#) a written exam for the Business Service Assistant (Specialist) classification.

**Please note: If you have a disability and need special testing arrangements, please select the Reasonable Accommodation box during the self-scheduling process.**

**TESTING DEPARTMENTS**

State of California (all State of California departments)

**CONTACT INFORMATION**

Questions regarding this examination should be directed to:

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
[CalCareer@CalHR.CA.GOV](mailto: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.

**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**

The Examination/Employment Application (STD 678) is available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer account ([www.CalCareers.ca.gov](http://www.CalCareers.ca.gov)).

If you meet the requirements stated on this examination bulletin, you may take this competitive examination. 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 scores.

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 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 exam bulletin.

