



STAFF SERVICES ANALYST

Exam Code: 3PBAU

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Staff Services Analyst – \$3,534.00 - \$5,744.00 per month

[View the Staff Services Analyst 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.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

How To Apply:

The link to the online multiple choice examination 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.

Staff Services Analyst

Candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.

Equivalent to completion of the 12th grade; **and**

Four years of experience performing analytical, technical, clerical, and/or customer service duties. Academic education from an accredited college/university may be substituted for the required experience on a year-for-year basis.

POSITION DESCRIPTION

Staff Services Analyst

This specification describes a recruiting and developmental multi-range class used throughout state service to perform a broad range of interdisciplinary activities consisting primarily of analytical, consultative, and specialized evaluative tasks related to the administration of state programs such as providing program evaluation; development; budgeting; planning; training; management; and personnel analysis.

Under supervision, incumbents may audit, calculate, gather, tabulate, compile, reconcile, interpret, and analyze data and other materials; develop creative solutions, provide recommendations and develop procedures; plan, implement, monitor, forecast, and evaluate assignments, projects and program initiatives; conduct administrative compliance reviews and field evaluations; plan, implement, and conduct training; respond to public complaints and inquiries; coordinate with colleagues, coworkers,

management, and/or other stakeholders to perform various tasks; plan and perform administrative analysis; review and analyze proposed legislation and advise management on the potential impact; conduct eligibility analysis, contract/grant administration, and case management activities; and other program analysis. Duties and responsibilities require research, analysis, and the use of independent judgment and discretion to interpret and apply statutes, regulations, and policies and procedures.

EXAMINATION SCOPE

This examination consists of the following components:

Multiple Choice Written Examination – Weighted 100% of the final score.

The written test is designed to evaluate a candidate's knowledge in the areas of:

1. Written Communication
2. Mathematical Computations
3. Reading Comprehension/Data Analysis and Interpretation

To obtain a position on the eligible list, a minimum score of 70% must be attained. 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. Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis
2. Governmental functions and organization

Ability to:

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems
2. Develop and evaluate alternatives
3. Analyze data and present ideas and information effectively
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas
5. Gain and maintain the confidence and cooperation of those contacted during the course of work

All employees shall have general qualifications as described by California Code of Regulations, title 2, section 172.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Staff Services Analyst classification will be established for the 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 **twelve (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.

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

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.

EXAMINATION INFORMATION

[View the Staff Services Analyst Study Guide](#)

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

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

Note: This examination is being given online and you are able to take the examination at any time on any day of the week. Once you click the [Take the Staff Services Analyst examination](#) classification button, your time will begin. There is no way to pause, stop, or reset the timer once you start. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. At this time, if you are unable to complete the timed examination, it is recommended you do not continue until you are able to do so.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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.

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.