



## **Office Technician (General) and (Typing)**

### **Exam Codes: 4PB2401 (General) and 4PB2402 (Typing)**

**Department:** State of California  
**Exam Type:** Servicewide, Open  
**Final Filing Date:** Continuous

#### **CLASSIFICATION DETAILS**

**Office Technician (General)** – \$3,308.00 - \$4,145.00 per month

**Office Technician (Typing)** – \$3,369.00 - \$4,217.00 per month

[View the Office Technician 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:**

The link to connect to the online multiple choice examination is located on this bulletin in the **“Taking the Examination”** section. Once you have taken this examination, you may not retake it for **twelve (12) months**.

##### **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 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
Email: [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.

## **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.

### **Office Technician (General)**

#### **Either 1**

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 2**

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 1**

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 2**

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)**

This is the advanced journey level which 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 and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures (e.g., positions such as secretaries to major division chiefs and one-person field office assignments comprised of a wide variety of responsibilities). Good judgment and the ability to communicate effectively is of primary importance at this level. Typically, the work at this level is rarely reviewed. In addition, positions may have responsibility for functional guidance in training and assisting less experienced employees.

### **Office Technician (Typing)**

In addition to performing the above mentioned Office Technician (General) duties, the Office Technician (Typing) duties include the ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**On-line Multiple Choice Examination** – Weighted 100% of the final score.

The online multiple choice examination is comprised of three sections:

1. Arithmetic Calculations
2. Written Communication
3. Reading Comprehension

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

### **Knowledge of:**

1. Modern office methods, supplies and equipment
2. Business English and correspondence
3. Principles of effective training

### **Ability to:**

1. Perform difficult clerical work, including ability to spell correctly
2. Use good English
3. Make arithmetical computations
4. Operate various office machines
5. Follow oral and written directions
6. Evaluate situations accurately and take effective action
7. Read and write English at a level required for successful job performance
8. Make clear and comprehensive reports and keep difficult records
9. Meet and deal tactfully with the public
10. Apply specific laws, rules and office policies and procedures
11. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling
12. Communicate effectively
13. Provide functional guidance

## **Office Technician (Typing) only:**

### **Ability to:**

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

## **ELIGIBLE LIST INFORMATION**

A servicewide, open eligible list for the **Office Technician (General) and (Typing)** 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 **twenty-four (24) months** after it is established. Applicants must then retake the online 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 be applied to state employees' final passing score who have obtained permanent civil service status with the State of California.

## **EXAMINATION INFORMATION**

A study guide is available for your reference. [View the Office Technician study guide](#)

## **PREPARING FOR THE EXAMINATION**

Here is a list of suggested resources to have available prior to taking or applying for the examination.

**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.**

When you select the link below, you will be directed to the Office Technician on-line examination. When you complete the on-line examination, it will be instantly scored.

This is a 90-minute timed examination. There is no way to pause, stop or reset the timer once you start. Please ensure you have the full 90 minutes to take the online examination. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. If you are unable to complete the 90-minute timed examination, it is recommended you do not take the examination until you are able to do so.

**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 Office Technician online multiple choice 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 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
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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

Bulletin Date: 09/26/2023

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 12<sup>th</sup> 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.