



ENFORCEMENT REPRESENTATIVE II, CONTRACTORS STATE LICENSE BOARD (NON-PEACE OFFICER)

Examination Code: 5CAVV

Department: Department of Consumer Affairs (DCA)

Examination Type: Departmental Promotional

Final Filing Date: Continuous Filing

CLASSIFICATION DETAILS

Salary – \$5,438.00 - \$6,762.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the [classification specification](#).

APPLICATION INSTRUCTIONS

Application Requirements

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Applications must have an original signature. Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

Cut-off Dates and Timely Filing

Examination/Employment Applications (STD. 678 or application) are accepted continuously throughout the year; and will be processed during the administration period following the cut-off dates listed below:

- May 1, 2020
- October 15, 2020

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked after the cut-off or received via hand delivery or interagency mail after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered postmark dates for the purpose of determining timely filing. Applications received via email or fax will not be accepted.

Who Should Apply

1. Applicants must have a permanent civil service appointment with DCA by the final filing date in order to take this examination; or
2. Meet the provisions of California Code of Regulations, title 2, sections 234, 235 or 235.2; or
3. Must be a current or former employee of the Legislature for two or more years as defined in Government Code section 18990; or
4. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years, as defined in Government Code section 18992; or
5. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code section 18991. (Applicants must submit a copy of form DD214 along with their application.)

6. Applicants who meet the minimum qualifications stated in this announcement and who have not taken the examination in the last nine (9) months may apply for this examination.

How to Apply

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- [Examination/Employment Application \(STD. 678\)](#)
- [Conditions of Employment form](#)

Where to Apply

You may send your application package by mail or via hand delivery to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (T. Patel)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Indicate the examination title on your application.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination 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.

Either I

Experience: Two years of experience in the California state service performing duties equivalent in level of responsibility to an Enforcement Representative I, Contractors State License Board, Range B, or an Enforcement Representative I, Contractors State License Board (Non-Peace Officer), Range B.

(Promotional candidates who are within six months of satisfying the requirements for this class will be admitted to the examination, however they must fully meet the two-year experience requirement before being eligible for appointment.)

Or II

Experience: One year of experience in the California state service performing duties equivalent in level of responsibility to an Enforcement Representative I, Contractors State License Board, Range B, or an Enforcement Representative I, Contractors State License Board (Non-Peace Officer), Range B. and

Four years of progressively responsible experience performing field investigation work.

POSITION DESCRIPTION

This is the full journey specialist level class. Under general direction, incumbents may act as a lead person or technical resource person; independently design proactive investigations, and research and investigate the most complex cases and applications for licensure; lead and coordinate targeted investigations including organized crime and major financial diversion; coordinate and plan the disciplinary process; serve as the technical expert in Contractors State License Board laws, rules, regulations, and licensing classification structure; serve as a liaison to the Attorney General's Office and the District Attorney's Office; represent the Contractors State License Board at administrative hearings to present evidence, examine witnesses, and make legal arguments in non- licensee citation appeals; train and mentor lower-level Enforcement Representatives; review, analyze, and make recommendations on case closures; authorize search warrants and temporary restraining orders; assist managers with the day-to-day operations; and do other related work.

POSITION LOCATION

Positions exist statewide.

EXAMINATION SCOPE

Qualification Appraisal Panel (QAP) Examination – Weighted 100%

This examination consists of a Qualification Appraisal Panel (QAP) examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

If conditions warrant, this examination may instead utilize an Education & Experience examination which is an evaluation of your education and

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experience. For this reason, it is especially important that you ensure your application is accurate and complete. Be sure to list all experience relevant to the minimum qualifications listed above.

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

Knowledge of

1. Organizing and analyzing caseloads to prioritize investigations.
2. The California Business and Professions code as it relates to contractors.
3. Contractors State License laws, rules and regulations such as Federal, State, and local laws and administrative regulations, policies and procedures relating to the industry.
4. Methods and practices for dealing with irate or upset people.
5. Evidence necessary to begin an investigation and support a violation, such as contracts, cancelled checks, and other documentation.
6. Criminal, administrative, and civil court systems of California.
7. Techniques and procedures for administrative investigations.
8. Terminology and procedures used in the construction industry.
9. Methods and procedures for acquiring and maintaining evidence.
10. Review techniques including planning and organizing.
11. General principles and concepts used in project review, writing, and analysis.
12. Administrative and criminal investigation.
13. Mediation techniques.
14. Modern office methods and equipment.
15. Contractors State License Board organization and functions.
16. Related legal opinions, methods, evidence, and procedures controlling the activities of contractors.
17. Investigation methods, evidence, and procedures applicable to criminal and administrative proceedings.
18. Performance measurement principles.
19. Strategic planning processes.

Skill to

1. Independently gather, compile, analyze, and interpret data gathered during an investigation and draw accurate conclusions.
2. Communicate with supervisor about job tasks and other information.
3. Communicate clearly with outside agencies including the District Attorney's office.
4. Interview consumers, witnesses, and contractors to gain fact-based information about complaints.
5. Communicate effectively with supervisors and co-workers about investigations, work processes, and other matters.
6. Use Contractors State License Board-specific computer programs such as Teale and Imaging and Workflow Automated System (IWAS).
7. Calculate financial injuries using mathematics such as addition, subtraction, multiplication, division, geometric formulas, and percentages.
8. Read and comprehend written documents containing legal and construction terminology.
9. Consult with and advise interested parties on complaints and/or related evidence.
10. Negotiate settlements between consumers and contractors.
11. Remember faces, names and incidents related to investigations.

Ability to

1. Ascend and descend stairs.
2. Work in rough terrain.
3. Prepare complete correspondence and reports in a clear and concise manner.
4. Willingness to learn and use various computer software.
5. Reason logically and creatively and use a variety of analytical techniques.
6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
7. Consult and advise interested parties on cases or related materials.
8. Gain and maintain the confidence and cooperation of law enforcement officials and others.

9. Interpret and apply the provisions of the Contractors State License law and related legal opinions and court decisions and Contractors State License Board policies, procedures, rules and regulations.

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces, and incidents.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for DCA. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Veterans' preference is not granted in promotional exams.

Career credits do NOT apply.

PREPARING FOR THE EXAMINATION

Below is a list of information you should gather and have available prior to taking 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

Qualification Appraisal Panel Examination: If you meet the minimum qualifications for this classification, you will be notified by mail to appear for an interview examination. The notice you receive will provide the date, time and exact location of the interview. Your responses to the interview questions will be scored against predetermined rating criteria.

The interview panel examination may be given in June and December of 2020 in the following location(s): Sacramento and Norwalk

Or, if conditions warrant, an Education & Experience Examination may be utilized: If you meet the minimum qualifications for this classification, your education and experience listed on your application will be scored against predetermined rating criteria. You will *not* appear to take an examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please provide your name and the examination title and contact us at:

Department of Consumer Affairs
Examination Services Unit
1625 North Market Blvd., Suite N-321
Sacramento, California 95834
Phone: (916) 574-8370
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice).

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

Department of Consumer Affairs website: www.dca.ca.gov

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/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.

DCA 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.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the cut-off date if he/she has not received a progress notice.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

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 classification. A medical examination may be required. In 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 list must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility

list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) an entrance examination is defined, under the law, as any open competitive examination; and 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by CalHR. The Veterans' Preference Application (CALHR 1093) is available on the [CalHR Veterans Information webpage](#).

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 classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

CONDITIONS OF EMPLOYMENT
FORM 631

ENFORCEMENT REPRESENTATIVE II, CONTRACTORS STATE
LICENSE BOARD (NON-PEACE OFFICER)
CANDIDATE NAME: _____

**POSITIONS ARE AVAILABLE
THROUGHOUT THE STATE**

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form.

**TYPE OF APPOINTMENT
YOU WILL ACCEPT**

Please check – you may check all if you are willing to accept any type of employment.

☐ (D) PERMANENT FULL TIME ☐ (R) OTHER THAN PERMANENT FULL TIME ☐ (A) BOTH

**LOCATIONS IN WHICH YOU
ARE WILLING TO WORK**

Please place a check mark (✓) next to your choices – **You will not be offered a job in locations that are not checked.** If more than 15 selections are made, you may be considered available for work anywhere in the State.

☐ **ANYWHERE IN THE STATE** – If checked, no further selection is needed.

☐ **8004 ANYWHERE IN THE NORTHERN REGION** or make Northern Region county choices below.

- | | | |
|---|---|--|
| <input type="checkbox"/> 0400 Butte | <input type="checkbox"/> 2300 Mendocino | <input type="checkbox"/> 4600 Sierra |
| <input type="checkbox"/> 0600 Colusa | <input type="checkbox"/> 2500 Modoc | <input type="checkbox"/> 4700 Siskiyou |
| <input type="checkbox"/> 0800 Del Norte | <input type="checkbox"/> 2900 Nevada | <input type="checkbox"/> 5100 Sutter |
| <input type="checkbox"/> 1100 Glen | <input type="checkbox"/> 3100 Placer | <input type="checkbox"/> 5200 Tehama |
| <input type="checkbox"/> 1200 Humboldt | <input type="checkbox"/> 3200 Plumas | <input type="checkbox"/> 5300 Trinity |
| <input type="checkbox"/> 1700 Lake | <input type="checkbox"/> 4500 Shasta | <input type="checkbox"/> 5800 Yuba |

☐ **8001 ANYWHERE IN THE CENTRAL REGION** or make Central Region selection choices below.

- | | | |
|--|---|---|
| <input type="checkbox"/> 0100 Alameda | <input type="checkbox"/> 2200 Mariposa | <input type="checkbox"/> 4100 San Mateo |
| <input type="checkbox"/> 0200 Alpine | <input type="checkbox"/> 2400 Merced | <input type="checkbox"/> 4300 Santa Clara |
| <input type="checkbox"/> 0300 Amador | <input type="checkbox"/> 2700 Monterey | <input type="checkbox"/> 4400 Santa Cruz |
| <input type="checkbox"/> 0500 Calaveras | <input type="checkbox"/> 2800 Napa | <input type="checkbox"/> 4800 Solano |
| <input type="checkbox"/> 0700 Contra Costa | <input type="checkbox"/> 3400 Sacramento | <input type="checkbox"/> 4900 Sonoma |
| <input type="checkbox"/> 0900 El Dorado | <input type="checkbox"/> 3500 San Benito | <input type="checkbox"/> 5000 Stanislaus |
| <input type="checkbox"/> 1000 Fresno | <input type="checkbox"/> 3800 San Francisco | <input type="checkbox"/> 5500 Tuolumne |
| <input type="checkbox"/> 2000 Madera | <input type="checkbox"/> 3900 San Joaquin | <input type="checkbox"/> 5700 Yolo |
| <input type="checkbox"/> 2100 Marin | | |

☐ **8011 ANYWHERE IN THE SOUTHERN REGION** or make Southern Region county choices below.

- | | | |
|---|--|---|
| <input type="checkbox"/> 1300 Imperial | <input type="checkbox"/> 2600 Mono | <input type="checkbox"/> 4000 San Luis Obispo |
| <input type="checkbox"/> 1400 Inyo | <input type="checkbox"/> 3000 Orange | <input type="checkbox"/> 4200 Santa Barbara |
| <input type="checkbox"/> 1500 Kern | <input type="checkbox"/> 3300 Riverside | <input type="checkbox"/> 5400 Tulare |
| <input type="checkbox"/> 1600 Kings | <input type="checkbox"/> 3600 San Bernardino | <input type="checkbox"/> 5600 Ventura |
| <input type="checkbox"/> 1900 Los Angeles | <input type="checkbox"/> 3700 San Diego | |

