



TELEPHONE OPERATOR

Departmental – Open Examination

Location: SPOT - Del Mar Fairgrounds

Exam Code: 6A902 Class Code: 1635

FINAL FILING DATE: August 12, 2016

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..

INTRODUCTION

This is an Open – SPOT examination for the Del Mar Fairgrounds. Candidates may only establish eligibility for this location in San Diego County. Actual testing will be given at this location only. Candidates are asked to travel to this testing facility at their own expense.

WHO SHOULD APPLY

Candidates, who meet the minimum qualifications as stated on this examination announcement by the final filing date, may apply. All applicants must meet the experience requirements as stated on this examination announcement.

HOW TO APPLY

Click on the following documents: [Qualification Assessment for Telephone Operator](#) and [State Application Form STD. 678](#), to be completed and submit to the address below, by mail or in person no later than the final filing date. Please indicate the *Examination Title* on the application.

FILE BY MAIL OR IN PERSON:

**22nd DAA / DEL MAR FAIRGROUNDS
HUMAN RESOURCES DEPT / EXAMS
2260 JIMMY DURANTE BLVD
DEL MAR, CA 92014**

Submit applications only to the address indicated above. Do not submit applications to the California Department of Human Resources (CALHR). Standard State Applications are also available at the 22nd DAA/Del Mar Fairgrounds Human Resources Department or at the CalHR website: <http://jobs.ca.gov>

FINAL FILING DATE

Friday, August 12, 2016.

Application forms (STD. 678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. **Faxed or e-mailed applications will not be accepted.**

TEST DATE

Candidates **must** complete and return the **Qualifications Assessment for Telephone Operator along with his/her completed Standard State Application (Std. 678) by the FINAL FILING DATE: August 12, 2016.** Candidates who meet the “Minimum Qualifications” will have their **Qualifications Assessment** rated. Also, **Qualification Assessments not received with application will be disqualified from the examination.**

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special arrangements, mark the appropriate box in #2 of the application. You will be contacted to make specific arrangements. If you have not been contacted by the time you receive a notice to appear at a test, call the 22nd DAA / Del Mar Fairgrounds Human Resources Exams Office at (858) 794-1089.

MONTHLY SALARY RANGE

\$2,384.00 - \$2,983.00

NOTE: The salaries used in this bulletin are the latest available from the State Controller’s Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.

ELIGIBLE LIST INFORMATION

A Departmental “Open” eligible list will be established to fill vacancies at the Del Mar Fairgrounds only. The eligible list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

MINIMUM QUALIFICATIONS

One year of experience in the operation of a telephone switchboard or console.

SPECIAL PERSONAL CHARACTERISTICS

Pleasing voice, clear enunciation and good hearing.

EXAMINATION PLAN

EXAMINATION INTERVIEWS WILL NOT BE HELD. This examination will consist of a Qualifications Assessment weighted 100%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Qualifications Assessment.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate’s knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the “Minimum Qualifications” will have their Qualifications Assessment rated and successful candidates will be placed on an eligible list. **SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY ALONG WITH THEIR COMPLETED STATE APPLICATION (STD. 678).** Candidates who do not submit a completed Qualifications Assessment and State Application will be eliminated from this examination.

Qualifications Assessment -- Weighted 100.00%

SCOPE

Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate’s:

- A. Knowledge of:**
 - 1. Telephone techniques and switchboard procedure.
- B. Ability to:**
 - 1. Use telephone directories.
 - 2. Think and act quickly in emergencies.
 - 3. Do clerical work of average difficulty.
 - 4. Understand and carry out oral and written directions.
 - 5. Communicate at a level required for successful job performance.
 - 6. Effectively contribute to the department’s Equal Employment Opportunities.

POSITION DESCRIPTION

Telephone Operator, this is the entry and working level in this series. Incumbents in this class operator console equipment or a telephone switchboard in a State agency or institution; give information to the public; and perform clerical work of average difficulty. There may be lead responsibilities over others.

All positions exist in San Diego County (Del Mar).

EDUCATION AND EXPERIENCE

If conditions warrant, this examination may utilize an evaluation of each competitor's experience and education compared to a standard developed from the class specification. **For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application.** List all experience relevant to the "minimum qualifications" shown on this examination announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "minimum qualifications" carefully to see what kind of information will be useful to the staff doing the evaluation.

VETERANS PREFERENCE / CAREER CREDITS

California law allows the granting of Veterans' Preference in any **Open** examination. **Veterans' Preference will be awarded as follows, starting on January 1, 2014:** 1) any veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, who achieves a passing score in an open 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) Veterans' Preference is not granted once a person achieves permanent civil service status.

Career credits will not be granted in this examination.

QUESTIONS?

If you have any questions regarding this examination announcement, please contact the 22nd DAA / Del Mar Fairgrounds Human Resources Examinations/Certifications Office at (858) 794-1089; Exams@sdfair.com or at address above.

GENERAL INFORMATION

For an examination without a written feature it is the candidate's responsibility to contact the 22nd DAA/Del Mar Fairgrounds Human Resources Examinations/Certifications Office at (858) 794-1089, three (3) weeks after the final filing date if he/she has not received his/her notice.

If you meet the requirements stated on this 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 will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

General Qualifications: Candidates 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 class. If an offer of employment is made, a medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required. All job offers are subject to an approval process.

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. Eligible lists will expire in from one (1) to four (4) years unless otherwise stated on this bulletin.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress s/he has made in his/her efforts toward self-development.

Veterans' Preference: California Law (Government Code 18971 – 18978) allows the granting of Veterans' Preference points in Open entrance and Open, Non-Promotional entrance examinations. **Effective January 1, 2014, Veterans' Preference** will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All Open Exams/Eligible lists will award Veterans' Preference, regardless of the Classification. Employees who have achieved permanent State civil service status are not eligible to receive Veteran's Preference. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to received Veterans' Preference. Veteran status is verified by the California Department of Human Resources (CalHR). Directions on how to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/PDF/SPB1093.pdf> and the Department of Veterans' Affairs.

High School Equivalence: Equivalence to completion of the twelfth (12th) grade may be demonstrated in any on 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 candidate 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.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

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CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING IMPAIRED:

FROM TDD PHONES:

1-800-735-2929

FROM VOICE PHONES:

1-800-735-2922

THIS CANCELS AND SUPERSEDES ALL PREVIOUSLY ISSUED BULLETINS