



Staff Services Manager 2 - Series

Class Code: 4801 – Exam Code: 9PB16 – Staff Services Manager 2 (Supervisory)
Class Code: 4969 – Exam Code: 9PB18 – Staff Services Manager 2 (Managerial)

Department(s): 22nd District Agricultural Association/Del Mar Fairgrounds
Board of Equalization
Board of Governors, California Community Colleges
Bureau of State Audits
Business, Consumer Services, and Housing Agency
Business, Transportation and Housing Agency
CA Debt and Investment Advisory Commission
CA Debt Limit Allocation Committee
CA Health & Human Services Agency
CA State Lottery
California Coastal Commission
California Conservation Corps
California Department of Human Resources
California Department of Technology
California Earthquake Authority
California Environmental Protection Agency
California Exposition and State Fair
California Gambling Control Commission
California Governor's Office of Emergency Services
California Health Benefit Exchange
California High-Speed Rail Authority
California Highway Patrol
California Housing Finance Agency
California Prison Health Care Services
California School Financing Authority
California Science Center
California Secure Choice Retirement Savings Investment Board
California State Library
California State Transportation Agency
California Student Aid Commission
California Tahoe Conservancy
California Workforce Development Board
Commission on State Mandates
Commission on Teacher Credentialing
Department of Aging
Department of Alcohol and Drug Programs
Department of Alcoholic Beverage Control
Department of Boating & Waterways
Department of Business Oversight
Department of Child Support Services
Department of Community Services and Development
Department of Conservation
Department of Consumer Affairs

Department of Corrections & Rehabilitation
Department of Developmental Services
Department of Education
Department of Fair Employment & Housing
Department of Finance
Department of Fish and Game
Department of Food & Agriculture
Department of Forestry & Fire Protection
Department of General Services
Department of Health Care Services
Department of Housing & Community Development
Department of Industrial Relations
Department of Insurance
Department of Justice
Department of Managed Health Care
Department of Parks & Recreation
Department of Pesticide Regulation
Department of Public Health
Department of Real Estate
Department of Rehabilitation
Department of Resources Recycling and Recovery
Department of Social Services
Department of State Hospitals
Department of Toxic Substances Control
Department of Transportation
Department of Veterans Affairs
Department of Water Resources
Employment Development Department
Employment Training Panel
Fair Political Practices Commission
Financial Information Systems for California
First 5 California
Franchise Tax Board
Governor's Office of Business and Economic Development
Government Operations Agency
Integrated Waste Management Board
Managed Risk Medical Insurance Board
Mental Health Services Oversight and Accountability
Military Department
Office of Environmental Health Hazard Assessment
Office of Legislative Counsel
Office of the State Public Defender
Office of Statewide Health Planning and Development
Office of Systems Integration
Office of the Chief Information Officer
Office of the Inspector General
Prison Industry Authority
Public Employees Retirement System
Public Utilities Commission
San Francisco Bay Conservation & Development Commission
Secretary of State
Seismic Safety Commission
Sierra Nevada Conservancy
State Air Resources Board

State Coastal Conservancy
State Compensation Insurance Fund
State Controller's Office
State Council On Developmental Disabilities
State Energy Resource Conservation and Development
Commission
State Lands Commission
State Personnel Board
State Teachers Retirement System
State Water Resources Control Board
Unemployment Insurance Appeals Board
Victim Compensation & Government Claims Board

Opening Date: 9/27/2009
Final Filing Date: Continuous
Type of Examination: Multi-Departmental Open
Salary: Staff Services Manager 2 (Supervisory)-\$6,005.00 - \$7,462.00
Staff Services Manager 2 (Managerial)- \$6,647.00 - \$7,551.00

EEO

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.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Qualifications Assessment at any time.

Once you have taken the Qualifications Assessment, you may not retake it for 9 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examinations Unit at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

SALARY INFORMATION

Staff Services Manager 2 (Supervisory): \$6,005.00-\$7,462.00 per month

Staff Services Manager 2 (Managerial): \$6,647.00 - \$7,551.00 per month

ELIGIBLE LIST INFORMATION

OPEN, MERGED eligible lists will be established by the California Department of Human Resources for

use by other State departments. The names of successful competitors will be merged onto the eligible lists in order of final scores regardless of test date. **Eligibility expires 12 months after it is established.** Competitors must then retake the Qualifications Assessment to reestablish eligibility.

The Staff Services Manager 2 (Supervisory) and Staff Services Manager 2 (Managerial) lists may be used by departments to fill vacancies in other comparable classifications as an appropriate as determined by the hiring department consistent with applicable laws and rules.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER 1

One year of experience in the California State service performing the duties of a Staff Services Manager I.

OR 2

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **And**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

OR 3

Two years of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

OR 4

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California State service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience, more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

A Staff Services Manager 2 (Supervisory) or Staff Services Manager 2 (Managerial) for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory and/or managerial abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers 2 (Supervisory) and (Managerial) are responsible for the effective resolution of a broad range of governmental, supervisory, and/or managerial problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager 2 (Supervisory) is the full supervisory level over analytical and administrative

work. Staff at this level are typically in charge of a well-established and fully-developed Staff Services function. The Staff Services Manager 2 (Managerial) is the first management level over analytical and administrative work. Staff at this level have significant responsibilities for formulating or administering agency or departmental policies and programs.

Positions exist throughout the State of California in various departments.

EXAMINATION INFORMATION

Qualifications Assessment – Weighted 100.00%

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager 2 (Supervisory) and Staff Services Manager 2 (Managerial) exam. To obtain a position on the eligible list(s), a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

[Click here to preview the Qualifications Assessment questions.](#)

KNOWLEDGE AND ABILITIES

Core Leadership Competencies

Analytical Thinking

The ability to approach a problem by using a logical, systematic, sequential approach.

Change Leadership

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

Customer Focus

The ability to identify and respond to current and future customer's needs.
The ability to provide excellent service to internal and external customers.

Communication

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

Conflict Management

The ability to prevent, manage, and/or resolve conflict.

Decision-Making

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

Developing Others

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

Ethics and Integrity

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

Fostering Diversity

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote

equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's or manager's responsibility for promoting equal opportunity in hiring and employee development and promotion.

Interpersonal Skills

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

Personal Credibility

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

Planning & Organizing

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

Team Leadership

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

Thoroughness

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

Vision and Strategic Thinking

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

Workforce Management

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

Occupation (Classification) Specific Competencies

Creative Thinking

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

Diagnostic Information Gathering

The ability to identify the information needed to clarify a situation, and to draw out the information when others are reluctant to disclose it.

Empowering Others

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; to share significant responsibility and authority; and to allow employees' freedom to decide how they will accomplish their goals and resolve issues.

Organizational Awareness

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

Professional and Personal Development

The commitment to improve one's technical and personal growth.

Resource Management

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, real property, and business information.

Results Orientation

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

BENEFITS

- Employer/employee paid health and dental insurance
- Employer paid vision insurance
- Paid Vacation/Sick/Annual Leave Benefits
- Twelve (12) paid holidays
- Employer paid disability insurance
- Defined Benefit Retirement Program (upon vesting)
- Employee paid deferred compensation program (401K and 457)
- Flexible work schedules and work hours
- Pre-tax reimbursement for medical care, child care, and parking programs
- Employee Assistance Program
- Career development/professional advancement

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CAREER CREDITS

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.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
1515 "S" Street, North Bldg. Ste. 400
(866) 844-8671, TDD (916) 323-6207
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

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 on this bulletin will be rated against a predetermined job-related rating, and all candidates 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, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will 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 he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

General Qualifications: Candidates 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 bulletin.

IMPORTANT CHANGES TO VETERANS' PREFERENCE – EFFECTIVE JANUARY 1, 2014

[Assembly Bill 372](#), signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California. **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 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.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at [Veterans Information](#) and the Department of Veterans Affairs.

Bulletin Revised Date: 05/03/2017

TAKING THE EXAM

When you click the link below, you will be directed to the Qualifications Assessment. At the end of the Qualifications Assessment, it will be instantly scored.

[Click here to go to the Qualifications Assessment.](#)