



**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**  
**TRAINING AND EXPERIENCE ASSESSMENT**  
**OFFICE SERVICES SUPERVISOR II (GENERAL)**

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This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for the Office Services Supervisor II (General) classification, with the California Department of Social Services (CDSS). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed on an eligible list for the classification listed above. The list will be used by CDSS to fill existing vacancies. A "Conditions of Employment" form is included in this examination which will allow you to select the location and time bases you are interested in working. It is required that you personally complete this examination accurately without assistance, and then sign the form.

Read the instructions below carefully before completing the assessment. Failure to do so may result in an inability to process your assessment and disqualification from this examination.

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**AFFIRMATION STATEMENT**

I hereby certify and understand that the information provided on this Training and Experience Assessment Questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, have adverse action taken against me which could result in loss of State employment, and/or suffer loss of right to compete in any future State examinations.

Name (Printed): \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Home/Work Phone Number: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## CONDITIONS OF EMPLOYMENT

If you are successful in this examination(s), your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form. Therefore, before you mark this form, there are some things you should consider. If you are not planning to relocate or are not willing to travel to a distant job location, do not select locations that are a long way from your residence.

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### LOCATION(S) YOU ARE WILLING TO WORK

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE - YOU WILL ONLY BE ELIGIBLE FOR EMPLOYMENT IN LOCATIONS THAT YOU MARK. Are these all the locations of positions are located?

- ANYWHERE IN THE STATE – *If this box is marked, no further selection is necessary.*
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Butte County     | <input type="checkbox"/> Fresno County    | <input type="checkbox"/> Los Angeles County |
| <input type="checkbox"/> Orange County    | <input type="checkbox"/> Oakland County   | <input type="checkbox"/> Sacramento County  |
| <input type="checkbox"/> San Diego County | <input type="checkbox"/> Riverside County |   |

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### TYPE OF APPOINTMENT YOU WILL ACCEPT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE.

- |   |  |
|---|--|
| <input type="checkbox"/> (D) Permanent Full-Time    | <input type="checkbox"/> (K) Limited-Term Full-Time    |
| <input type="checkbox"/> (V) Permanent Part-Time    | <input type="checkbox"/> (W) Limited-Term Part-Time    |
| <input type="checkbox"/> (T) Permanent Intermittent | <input type="checkbox"/> (X) Limited-Term Intermittent |

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## MAILING INSTRUCTIONS

Mail your completed examination along with a completed State Application Form, STD. 678 to the address listed below. You can print the [State Application Form](#) from the California Department of Human Resources (CalHR) website at <https://jobs.ca.gov/>.

### FILE BY MAIL

California Department of Social Services  
Attention: Examination Unit  
P.O. Box 944243, MS 8-15-58  
Sacramento, CA 94244-2430

### FILE IN PERSON

California Department of Social Services  
Attention: Examination Unit  
744 P Street, OB 8, 15<sup>th</sup> Floor  
Sacramento, CA 95814  
Monday-Friday, 8:00 AM-5:00 PM

## CRIMINAL RECORD CLEARANCE INFORMATION

Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

## **INSTRUCTIONS**

This examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option for each of the 2 scales provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

### **SCALE #1 – KNOWLEDGE RELATED TO PERFORMING THIS ACTION:**

#### **Extensive Knowledge**

I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations **and** I have instructed others on specific aspects of this knowledge.

#### **Moderate Knowledge**

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

#### **Basic Knowledge**

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

#### **Limited Knowledge**

I have some knowledge of how to perform this task, but I may require additional instruction to apply my knowledge effectively.

#### **No Knowledge**

I have no knowledge of how to perform this task or what it may entail.

### **SCALE #2 – EXPERIENCE RELATED TO PERFORMING THIS ACTION:**

#### **Extensive Experience**

I have more than 4 years of experience in regularly performing this action.

#### **Moderate Experience**

I have more than 3 years, but less than 4 years of experience in this action.

#### **Basic Experience**

I have more than 2 year, but less than 3 years of experience in this action.

#### **Limited Experience**

I have more than 1 year, but less than 2 years of experience in performing this action.

#### **No Experience**

I have never performed this action.

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1. Lead support staff who provide receptionist and secretarial duties.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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2. Oversee the development of composition of letters and memorandums, procedure manuals, and reports.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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3. Encourage support staff to deliver customer service to external and internal clients.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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4. Provide guidance to support staff to prepare documents, statistical and financial reports, and other record-keeping.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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5. Plan the work of a medium-sized group engaged in difficult clerical work to ensure the functions of the unit and program are met.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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6. Assign the work of a medium-sized group engaged in difficult clerical work to ensure the functions of the unit and program are met.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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7. Direct the work of a medium-sized group engaged in difficult clerical work to ensure the functions of the unit and program are met.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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8. Supervise support staff engaged in typing various documents (e.g., letters, memorandums, reports, etc.) to communicate information, keep accurate records, and document issues or situations, etc.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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9. Supervise support staff engaged in processing mail by distributing documents and/or correspondence to appropriate staff and/or programs in a timely manner.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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10. Supervise support staff engaged in filing and records management (e.g., documents and templates, reports, etc.) ensuring materials are available for future references.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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11. Supervise support staff engaged in ordering and maintaining supplies and equipment to maintain a well-equipped office.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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12. Maintain the supervisor's work files (e.g., leave requests, performance reviews and commendations, etc.) for support staff to maintain accurate records, inquiries, requests, etc.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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13. Review support staff leave requests for approval/denial to ensure adequate staffing needs are met.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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14. Assess support staff individual training needs to ensure staff are equipped with the skills and knowledge to perform their duties.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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15. Develop support staff individual training needs to ensure staff are equipped with the skills and knowledge to perform their duties.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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16. Recommend approval/denial of support staff merit salary adjustments and performance probation reports to acknowledge their performance capabilities.

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**Knowledge related to performing this action**

**Experience related to performing this action**

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17. Recommend approval/denial of support staff training requests, leave usage, schedule change, etc.

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**Knowledge related to performing this action**

**Experience related to performing this action**

## KNOWLEDGE, SKILL, OR ABILITY (KSA) ASSESSMENT

Rate your knowledge, skill, or ability performing specific job-related actions, using the rating scale below.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option for the scale provided. Responses may not be changed or added once submitted to the Department of Social Services Examination Unit. Missing responses will result in a lower score.

In responding to each statement, you may refer to your formal education, formal training courses, and/or work experience whether paid or not paid.

### SCALE - KNOWLEDGE, SKILL, OR ABILITY RELATED TO THIS STATEMENT

#### **Extensive Knowledge, Skill, or Ability**

I have applied this KSA in an actual setting while performing a job and have used it to instruct others on the specific task.

#### **Moderate Knowledge, Skill, or Ability**

I have applied this KSA in an actual setting while performing a job.

#### **Limited Knowledge, Skill, or Ability**

I have education or training relevant to this KSA, but have not applied it to an actual job.

#### **No Knowledge, Skill, or Ability**

I have no experience, education, or training relevant to this KSA

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1. Supplies e.g., forms, writing instruments and toners, etc.

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#### **Knowledge, Skill, or Ability related to performing this action**

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2. Grammatical structure e.g., proper sentence structure, spelling, punctuation, etc.

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#### **Knowledge, Skill, or Ability related to performing this action**

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3. Principles and techniques, and effective supervision and training.

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#### **Knowledge, Skill, or Ability related to performing this action**



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4. Department's Equal Employment Opportunity (EEO) Program objectives.

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**Knowledge, Skill, or Ability related to performing this action**

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5. Supervisor's role in the Department's Equal Employment Opportunity (EEO) Program and the processes available to meet affirmative action objectives.

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**Knowledge, Skill, or Ability related to performing this action**

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6. Modern office methods e.g., written/verbal communication and time management, etc.

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**Knowledge, Skill, or Ability related to performing this action**

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7. Mathematical computations to calculate employee time.

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**Knowledge, Skill, or Ability related to performing this action.**

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8. Operating equipment e.g., computer software/programs, fax machines and copier/printer, etc.

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**Knowledge, Skill, or Ability related to performing this action**

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9. Receive oral and written directions to resolve technical and other problems.

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**Knowledge, Skill, or Ability related to performing this action**

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10. Evaluate situations accurately and take effective action.

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**Knowledge, Skill, or Ability related to performing this action**

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11. Communicate effectively.

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**Knowledge, Skill, or Ability related to performing this action**

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12. Make clear and comprehensive reports and keep difficult records.

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**Knowledge, Skill, or Ability related to performing this action**

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13. Meet and deal tactfully with the public.

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**Knowledge, Skill, or Ability related to performing this action**

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14. Apply specific laws, rules, and office policies to abide to mandated rules and regulations.

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**Knowledge, Skill, or Ability related to performing this action**

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15. Work effectively and independently.

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**Knowledge, Skill, or Ability related to performing this action**

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16. Modify established procedures and methods.

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**Knowledge, Skill, or Ability related to performing this action**

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17. Supervise the work of a medium size group.

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**Knowledge, Skill, or Ability related to performing this action**

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18. Develop and evaluate unit policies and procedures.

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**Knowledge, Skill, or Ability related to performing this action**

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19. Communicate effectively verbally to disseminate information, respond to inquiries, and deal tactfully internally and externally.

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**Knowledge, Skill, or Ability related to performing this action**

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20. Make clear and comprehensive reports and/or maintain sensitive records.

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**Knowledge, Skill, or Ability related to performing this action**

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21. Apply the rules governing civil services to gather and provide information, Train staff, and respond to inquiries.

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**Knowledge, Skill, or Ability related to performing this action**

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22. Plan and direct the work of others to train staff and ensure staff operates within policies, procedures, and laws.

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**Knowledge, Skill, or Ability related to performing this action**

**THIS CONCLUDES THE ASSESSMENT FOR THE  
OFFICE SERVICES SUPERVISOR II (GENERAL)  
EXAMINATION**

**Please refer to Page 2 for filing/ mailing instructions.**