



**PRINTING PROCESS AND OPERATIONS SUPERVISOR  
Training and Experience Evaluation**

**GENERAL INFORMATION**

This Training and Experience (T&E) Evaluation will be used to measure your experience, training, and/or education relevant to this classification. It will ask you to rate yourself on the experience, training, and/or education that you will bring to the job with Department of General Services (DGS).

**This T&E Evaluation is a scored component accounting for 100% of your score in this examination.** To obtain a position on the eligible list, a minimum rating of 70% must be attained. It is important to complete the T&E Evaluation carefully and accurately. Your responses are subject to verification before appointment to a position. It is essential to **take your time and read all questions and responses carefully** before selecting your response.

The eligible list resulting from this examination will be used by DGS to fill our existing and/or future vacancies. A “Conditions of Employment” form is included in this T&E Evaluation that will allow you to select the location(s), tenure(s), and time base(s) that you are interested in working.

**AFFIRMATION STATEMENT**

I hereby certify and understand that the information provided by me on this examination is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I understand that if it is later determined that I have made any false or inaccurate representations in any of the information I have provided, I will be removed from the eligible list resulting from this examination and may not be allowed to compete in future examinations for State employment. If already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal. I also understand that I am solely responsible for the accuracy of the responses I provide.

Print Name \_\_\_\_\_

CalCareer ID #: \_\_\_\_\_ Email: \_\_\_\_\_

Cell Phone #: \_\_\_\_\_ Work Phone # \_\_\_\_\_

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

**FILING INSTRUCTIONS**

You are required to submit **this completed T&E Evaluation** as follows:

**Via Email**

[DGSExams@dgs.ca.gov](mailto:DGSExams@dgs.ca.gov)

*The preferred method of T&E submittal is via email as it is the most **expeditious** method of communication.*

**By Mail**

Department of General Services  
Office of Human Resources  
Attn: Recruitment and Examination Services Unit  
P.O. Box 989052  
West Sacramento, CA 95798-9052

**In Person**

Department of General Services  
707 3<sup>rd</sup> Street, Lobby\*  
West Sacramento, CA 95605

*\*Visitors to the Department of General Services must be escorted at all times. Applicants must use the telephone provided in the Lobby to contact the Office of Human Resources at (916) 376-5400 OR email [DGSExams@dgs.ca.gov](mailto:DGSExams@dgs.ca.gov) to set up an appointment to drop off their application.*

**TRAINING AND EXPERIENCE EVALUATION**

**INSTRUCTIONS:** Read each statement carefully and select one option for each of the scales provided that best relates your experience. In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or unpaid.

1. Present promotional information and presentation materials for specific market audiences to promote printing products and services.
  - A. Select one that best relates to the **length** of your experience performing this task.
    - 60 or more months
    - 24 to 59 months
    - 0 to 23 months
  - B. Select one that best relates to the **frequency** (how often) you performed this task.
    - Weekly
    - Monthly/Quarterly
    - Semi-Annually/Annually
    - Never

2. Initiate or reply to customer's inquiries providing prompt customer service.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
3. Provide printing and publishing consultation services to all clients/customers to develop specifications and ensure timely delivery of printing and publishing services.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

4. Develop specifications for projects to provide detailed proposal documents to customers and production staff.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
5. Plan print, advertising, fulfillment, mass mailing, and vend-out projects by providing detailed written instructions to production staff.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

6. Supervise estimates of print projects, advertising projects, fulfillment projects, mass mailing projects, and vend-out projects to provide detailed written specifications and cost and time analysis to the customer and production staff.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
7. Act as liaison between the customer and production staff to define and ensure specification accuracy and timely delivery using markup lasers, proofs, disc information, scheduling, and cost analysis information.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

8. Supervise the review of proofs with customers to ensure product is constructed correctly for the proposed method of manufacturing.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
9. Provide documentation and report alteration costs to customer and accounting to ensure product is constructed correctly for proposed method of manufacturing.
- A. Select one that best relates to the **length** of your experience performing this task.
- 60 or more months
  - 24 to 59 months
  - 0 to 23 months
- B. Select one that best relates to the **frequency** (how often) you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

10. Resolve production problems with internal staff to define and ensure specification accuracy and timely delivery.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

11. Conduct presentations for specific market audiences to promote products and services.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

12. Participate in staff and production meetings to represent the planning/estimating, advertising, scheduling, or customer service department.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

13. Participate in training to keep up with industry trends and technology.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never



14. Conduct cost analysis and track contract expenditures on in-progress and completed projects.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

15. Promote advertising benefits to target customer audiences.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

16. Perform office and field work by traveling to customer's locations to review and pick up proofs and related materials, and present products and services.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

17. Act as Project Manager to complete large and sensitive printing projects ensuring customer satisfaction.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

18. Oversee contact of advertising prospects to place paid advertising in publications following leads attained through industry publications and established customers or developed through other sources.

A. Select one that best relates to the **length** of your experience performing this task.

- 60 or more months
- 24 to 59 months
- 0 to 23 months

B. Select one that best relates to the **frequency** (how often) you performed this task.

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

19. Supervise the preparation of sales promotional letters and rate sheets to sell advertising space in publications.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

20. Review the production schedule and revisions from receipt of print project to shipping to maximize available resources and customer requirements of delivery (e.g., availability of stock, equipment hours, mandated deadlines.)

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

21. Investigate customer complaints to recommend appropriate action.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

22. Develop sales forecasts to estimate production time using historical documents, estimates, and customer consultation.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

23. Provide input to management to reschedule projects interfacing with sales, estimating, planning, production, and scheduling units.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

24. Notify procurement of the need for production materials to ensure timely delivery to meet customer specifications.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

25. Research and evaluate studies, surveys, and reference materials to provide recommendations/alternatives to management on pricing and product development.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

26. Conduct staff meetings to communicate information necessary for job performance and to discuss and resolve issues pertinent to related work.
- A. Select one that best relates to the length of your experience performing this task:
- 60 or more months
  - 24 months to 59 months
  - 0 to 23 months
- B. Select one that best relates to how often you performed this task:
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
27. Establish and implement consistent performance standards and expectations to ensure uniformity of products and services.
- A. Select one that best relates to the length of your experience performing this task:
- 60 or more months
  - 24 months to 59 months
  - 0 to 23 months
- B. Select one that best relates to how often you performed this task:
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

28. Plan, organize, and direct the work activities of staff to provide quality services to achieve operational efficiency and mitigate potential risks.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

29. Recognize the efforts and accomplishments of staff to promote morale, achieve operational efficiency, and provide a safe and productive work environment.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never



30. Evaluate and provide feedback to staff to aid in their professional development and ensure performance objectives/standards are met.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

31. Promote Equal Employment Opportunity program objectives in the hiring process and maintain a work environment that is free of discrimination and harassment.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

32. Facilitate the hiring process by conducting interviews and evaluating and recommending candidates for appointment.
- A. Select one that best relates to the length of your experience performing this task:
- 60 or more months
  - 24 months to 59 months
  - 0 to 23 months
- B. Select one that best relates to how often you performed this task:
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
33. Interpret and administer provisions of collective bargaining agreements to ensure compliance for represented employees.
- A. Select one that best relates to the length of your experience performing this task:
- 60 or more months
  - 24 months to 59 months
  - 0 to 23 months
- B. Select one that best relates to how often you performed this task:
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

34. Establish goals and objectives to ensure operational effectiveness by providing relevant, reliable, and timely information.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

35. Apprise management of status and progress of unit operations, including the delivery of products and services, issues, or problems with potential impact on the completion of work assignments/projects.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

36. Conduct meetings and participate as a member of various committees with staff to achieve desired outcomes or objectives.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

37. Oversee staff in negotiating with vendors and service providers regarding delivery dates, prices, and the resolution of problems.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

38. Maintain an accurate reporting of staff attendance to ensure timely payroll.

A. Select one that best relates to the length of your experience performing this task:

- 60 or more months
- 24 months to 59 months
- 0 to 23 months

B. Select one that best relates to how often you performed this task:

- Weekly
- Monthly/Quarterly
- Semi-Annually/Annually
- Never

## CONDITIONS OF EMPLOYMENT

Please mark the appropriate box(es) of your choice – you will not be offered a job in locations not marked.

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. 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.

## TYPE OF EMPLOYMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "Any" if you are willing to accept any type of employment. If all are marked and you receive an appointment other than Permanent Full-Time, your name will continue to be considered for Permanent, Full-Time positions.

- |  |   |
|--|---|
| <input type="checkbox"/> Any                     | <input type="checkbox"/> Limited Term, Full Time    |
| <input type="checkbox"/> Permanent, Full Time    | <input type="checkbox"/> Limited Term, Part Time    |
| <input type="checkbox"/> Permanent, Part Time    | <input type="checkbox"/> Limited Term, Intermittent |
| <input type="checkbox"/> Permanent, Intermittent |   |

## LOCATION(S) YOU ARE WILLING TO WORK

### NORTHERN CALIFORNIA COUNTIES

- (3400) Sacramento
- (5700) Yolo

## ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES

If you would like to change your address, phone number(s), email address, and/or locations and tenure/time base preferences, please log into your CalCareer Account, and click on the Eligibilities tab.