



# PRINTING PROCESS AND OPERATIONS PLANNER

**Exam Code: 4GS09**

**Department:** Department of General Services

**Exam Type:** Departmental, Open

**Final Filing Date:** Continuous

## CLASSIFICATION DETAILS

**Printing Process and Operations Planner (7230) – \$5,176 - \$7,050** per month.

View the [Printing Process and Operations Planner](#) classification specification.

## APPLICATION DEADLINES

Applications are accepted on a continuous basis. Cut-off-dates for processing are as follows:

**June 28, 2024**

Check back periodically as cut-off dates may be added in the future. Cut-off dates are subject to change or can be cancelled at any time. Such changes or cancellations will be in accordance with civil service laws and rules. Additionally, applications may be processed on a flow basis prior to the cut-off date to meet the hiring needs of the Department.

## APPLICATION INSTRUCTIONS

### Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin by the cut-off date may apply for and take this examination.

Once you have taken this examination, you may not retake it for **six (6) months**.

### How To Apply:

Applicants are required to submit a completed, signed, and dated:

1. [State Application](#) (Std. Form 678), **AND**
2. Training and Experience Evaluation (found at the end of this bulletin)

For this examination either by mail, in person, or via email to the addresses listed below. Training and Experience Evaluations received without the State Application (Std. Form 678) will not be accepted.

**Via Email**

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

The preferred method of application 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 Drop Box  
West Sacramento, CA 95605  
Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays)

Do not submit applications to the California Department of Human Resources.

Applications with an original or electronic signature will be accepted.

Dates printed on mobile barcodes or equivalent mobile print technology shall not be considered postmarks and, as such, are not acceptable proof of the date an application was filed.

Applications **MUST** include “to” and “from” dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **MUST** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable). Applications received without this information may have delays in processing and/or may be rejected.

**Special Testing Arrangements:**

If you require special testing arrangements due to a verified disability or medical condition, please contact the department listed in the Contact Information section of this bulletin.

**MINIMUM QUALIFICATIONS**

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

## Printing Process and Operations Planner

### Either I

One year of experience in the Office of State Printing performing the duties of a Printing Operations Assistant or Printing Art Planner.

### Or II

**Experience:** Two years of experience in the printing trades which must have included responsibility for layout and markup in a printing plant with a planning section employing five or more technical persons. **And**

**Education:** Equivalent to graduation from college, preferably with specialization in printing technology. (Additional qualifying experience may be substituted for the required education on a year- for-year basis.)

### Or III

**Experience:** Two years of experience in printing estimating or process planning in a printing plant with a planning section employing five or more technical persons. **And**

**Education:** Equivalent to graduation from college, preferably with specialization in printing technology. (Additional qualifying experience may be substituted for the required education on a year- for-year basis.)

**Applicants using education to meet the minimum qualifications MUST provide a copy of their diploma, unofficial transcript, statement and/or evaluation from an accredited U.S. college/university with their Examination Application (Std. Form 678).**

## POSITION DESCRIPTION

### Printing Process and Operations Planner

Under general direction, to perform the full range of printing planning functions and work with clients to develop printing methods, layouts, and work processes which meet the client's printing needs and Office of State Printing capabilities.

Positions exist in Sacramento and Yolo Counties.

## EXAMINATION SCOPE

This examination consists of the following components:

**Training and Experience (T&E) Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **T&E Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their exam results within four (4) weeks of the cut-off date.

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

**Knowledge of:**

1. Current technology and production methods used at the Office of State Printing.
2. Basic data processing.
3. Paper, ink, and other materials required to produce printing products at the Office of State Printing.
4. Data processing tools available to assist in performing the typical tasks.
5. Standard hour estimating methods.
6. Photo-composition methods and techniques.

**Ability to:**

1. Use current data processing tools effectively.
2. Make schedule modifications that reflect current Office of State Printing criteria.
3. Interpret plant and customer work orders correctly.
4. Communicate/train customers in the Office of State Printing printing techniques/requirements.
5. Produce job tickets that correctly define the desired printed product, the production process needed and the logical sequence of the work activities.
6. Maintain effective working relationships.

## **ELIGIBLE LIST INFORMATION**

A departmental, open eligible list for the **Printing Process and Operations Planner** classification will be established for:

### **Department of General Services**

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans' status is verified by the California Department of Human Resources (CalHR). Information on this program and the [Veterans' Preference Application](#) (Std. Form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

## **PREPARING FOR THE EXAMINATION**

Here is a list of suggested resources to have available prior to taking the exam.

To streamline the examination process, please create a [CalCareer Account](#) with CalHR. A CalCareer Account is a one stop shop for taking civil service examinations, applying for state jobs, and provides storage and organization for your documents and communications stemming from job opportunities, all in a paperless format. To sign up for a CalCareer Account, or log in to your existing account, [Click here](#).

**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.

## TESTING DEPARTMENTS

Department of General Services

## CONTACT INFORMATION

If you have any technical or administrative questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

Department of General Services  
Office of Human Resources  
Attn: Recruitment and Examination Services Unit  
707 3<sup>rd</sup> Street  
West Sacramento, CA 95605

Phone: (916) 376-5400  
Email: [DGSExams@dgs.ca.gov](mailto:DGSExams@dgs.ca.gov)  
California Relay Service: 7-1-1 (TTY and voice)

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

## 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 workplace. 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 and/or Employment Application (Std. Form 678) forms are available at CalHR, 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.

Department of General Services 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.

**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 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) servicewide promotional, 5) departmental open, 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.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> 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 classes, substitution of business college work in place of high school on a year-for-year basis.

This bulletin cancels and supersedes all previously issued bulletins.



## PRINTING PROCESS AND OPERATIONS PLANNER 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 Drop Box  
West Sacramento, CA 95605  
Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays)

**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. Initiate contact and/or reply to customer inquiries through mail, email, fax, and phone.
  - A. Select one that best relates to the **length** of your experience performing this task.
    - 24 or more months
    - 7 to 23 months
    - 0 to 6 months
  - B. Select one that best relates to how often you performed this task.
    - Weekly
    - Monthly/Quarterly
    - Semi-Annually/Annually
    - Never



2. Provide printing and publishing consultation services 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.
    - 24 or more months
    - 7 to 23 months
    - 0 to 6 months
  - B. Select one that best relates to how often you performed this task.
    - Weekly
    - Monthly/Quarterly
    - Semi-Annually/Annually
    - Never
3. Develop specifications (e.g., concept, models, scope, plan diagrams, estimate average hourly speed, rate of production equipment and services) for a project to provide detailed proposal documents to customers and production personnel.
  - A. Select one that best relates to the **length** of your experience performing this task.
    - 24 or more months
    - 7 to 23 months
    - 0 to 6 months
  - B. Select one that best relates to how often you performed this task.
    - Weekly
    - Monthly/Quarterly
    - Semi-Annually/Annually
    - Never
4. Plan print, advertising, fulfillment, mass mailing, vend-out, etc., projects to provide detailed written instructions to production personnel.
  - A. Select one that best relates to the **length** of your experience performing this task.
    - 24 or more months
    - 7 to 23 months
    - 0 to 6 months
  - B. Select one that best relates to how often you performed this task.
    - Weekly
    - Monthly/Quarterly
    - Semi-Annually/Annually
    - Never

5. Estimate print, advertising, fulfillment, mass mailing, etc., projects to provide detailed written specifications and cost and time analysis to customers and production personnel.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
6. Act as liaison between the customer and production personnel to define and ensure specification accuracy and timely delivery of project.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
7. Review proofs with customers 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.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

8. Provide documentation alteration costs to customers and billing personnel 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.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
9. Resolve production problems with internal personnel to define and ensure specification accuracy and timely delivery of project.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
10. Produce reports (e.g., project, sales, costs, production, estimating) for the sales and/or performance of a specific account or project.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

11. Participate in staff and/or production meetings to represent the planning/estimating, advertising, scheduling, customer service, or other departments.

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

12. Conduct cost analysis and track expenditures on in-progress and completed projects to accurately bill, cover production costs, and resolve billing discrepancies.

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

13. Act as the project manager on large and sensitive printing projects to complete the project and meet the needs of the customer.

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

14. Develop master schedules to establish time limits and sequences of manufacturing operations.

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

15. Schedule production and revise schedules from receipt of print project to shipping to maximize available resources and customer requirements of delivery (e.g., availability of stock, equipment, mandated deadlines.)

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

16. Maintain estimating software knowledge to remain current with industry standards and acquire new equipment.

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

- 24 or more months
- 7 to 23 months
- 0 to 6 months

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

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

17. Investigate customer complaints to recommend an appropriate action and/or solution.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
18. 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.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never
19. Notify procurement personnel of the need for production materials to ensure timely delivery and meet customer specifications.
- A. Select one that best relates to the **length** of your experience performing this task.
- 24 or more months
  - 7 to 23 months
  - 0 to 6 months
- B. Select one that best relates to how often you performed this task.
- Weekly
  - Monthly/Quarterly
  - Semi-Annually/Annually
  - Never

20. Utilize website content, various computer software technology, writing skills, organizational skills, reference materials, and technical expertise to meet customer project needs.

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

24 or more months

7 to 23 months

0 to 6 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"/> Permanent, Full Time    | <input type="checkbox"/> Limited Term, Full Time    |
| <input type="checkbox"/> Permanent, Part Time    | <input type="checkbox"/> Limited Term, Part Time    |
| <input type="checkbox"/> Permanent, Intermittent | <input type="checkbox"/> Limited Term, Intermittent |

## LOCATION(S) YOU ARE WILLING TO WORK

**(0005) EITHER LOCATION LISTED BELOW** – if this box is marked, no further selection is necessary.

### 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.