



Automotive Pool Attendant I, II and III

Class Codes: 6898, 6897, and 6894

Examination Codes: OGS14-01,-02,-03

Examination Type: Service-wide, Open

Bulletin Release Date: August 5, 2020

Final Filing Date: August 28, 2020

CLASSIFICATION DETAILS

Salary Range:

Automotive Pool Attendant I: \$2,995.00 - \$3,409.00

Automotive Pool Attendant II: \$3,246.00 - \$3,706.00

Automotive Pool Attendant III: \$3,114.00 - \$3,871.00

View the [classification specifications](#) for the Automotive Pool Attendant series.

APPLICATION INSTRUCTIONS

Who Should apply:

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take the examination(s).

Applications will not be accepted on a promotional basis. Career Credits do not apply.

How to Apply:

All applicants must complete and submit an [Examination Application \(STD. 678\)](#) **AND** the Qualifications Assessment. The Qualifications Assessment can be found towards the end of this exam bulletin.

If you meet the minimum qualifications for more than one classification, you may apply for all examinations (Automotive Pool Attendant I, II, and III) on a single application form (STD 678).

Note: The examination title(s) must be indicated on the application. Resumes alone will not be accepted. Faxed or emailed applications and Qualifications Assessments will not be accepted.

You may submit your examination package by mail to:

**Department of General Services
Office of Human Resources
Attention: Larisa Harpst
P.O. Box 989052
West Sacramento, CA 95798-9052**

Applications (STD. 678) and the Qualifications Assessments must be POSTMARKED no later than the final filing date. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

OR submit in person at:

**Department of General Services
Office of Human Resources
707 3rd Street, 7th Floor
West Sacramento, CA 95605**

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, to the street address listed above.

Special Testing Arrangements:

If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements for Admittance to the Examination:

Applicants must meet the experience/education requirements by the final filing date. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside of California state service will count towards experience. Your signature on your application indicates that you have read, understood and possess the qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Additionally, State experience applied toward the "Non-State Experience" pattern must include at least one year at a level of responsibility equivalent to that of one of the classes specified in the promotional State experience pattern.

NOTE: Applications/resumes MUST contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. Education information MUST include name of institution, course of study, semester or quarter units completed, degree (if applicable), and completion date. Applications/resumes received without this information may be rejected.

MINIMUM QUALIFICATIONS

AUTOMOTIVE POOL ATTENDANT I:

Either I

One year of experience in the California state service performing the duties of a Service Assistant (Automotive).

Or II

Either:

Experience: One year of experience in delivery service motor vehicle operation, or garage, service station, or parking lot work. OR

Education: Equivalent to completion of the twelfth grade.

AUTOMOTIVE POOL ATTENDANT II:

Either I

One year of experience in the California state service performing the duties of an Automotive Pool Attendant I.

Or II

Two years of experience in a service station, one year of which must have been in a supervisory capacity.

AUTOMOTIVE POOL ATTENDANT III:

Either I

One year of experience in the California state service performing the duties of an Automotive Pool Attendant I or Automotive Pool Attendant II.

Or II

Two years of experience as the manager of a service station.

POSITION DESCRIPTION

AUTOMOTIVE POOL ATTENDANT I:

This is the lower working level of the series. Employees at this level perform the moving, parking, and servicing of vehicles. They also clean the garage area and equipment.

AUTOMOTIVE POOL ATTENDANT II:

This is a working lead-person level. Employees at this level receive cars returned to the garage, make decisions as to service requirements and parking locations; assign employees to carry out the necessary tasks; insure that garage areas and equipment are kept clean and in proper condition; may, depending on workload, perform any duties performed by lower level employees.

AUTOMOTIVE POOL ATTENDANT III:

This is the highest level in this series. Acts as a dispatcher of vehicles; receives requests for and dispatches vehicles; maintains a service control system. In a satellite garage, may act as a manager and assign, repair, and service jobs to mechanics, helpers, and parking service employees. In a small garage, is in charge during the absence of the garage manager.

Positions are anticipated at various departments, statewide.

EXAMINATION SCOPE

This examination consists of the following components:

Qualifications Assessment - Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

NOTE: It is especially important that each applicant take special care to accurately and completely fill out their application and Qualifications Assessment. Include all experience relevant to the "Minimum Qualifications" shown on this announcement.

Candidates who do not complete and submit the Qualifications Assessment with their Examination Application (STD. 678) will be disqualified.

Scope:

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

AUTOMOTIVE POOL ATTENDANT I, II and III:

A. Ability to:

1. Do simple clerical work;
2. Follow oral and written directions;
3. Read and write English at the level required for successful job performance;
4. Drive all makes of cars.

AUTOMOTIVE POOL ATTENDANT II and III:

A. Knowledge of:

1. The operation of a service control system as used in automobile repair shops;
2. Service and lubrication requirements of passenger vehicles and light trucks;
3. Methods, materials, and time required to perform lubrication and other routine services;
4. Clerical record keeping procedures.

B. Ability to:

1. In addition to the above, maintain accurate and complete clerical records;
2. Establish and maintain cooperative relationships with those contacted in the work;
3. Analyze situations and adopt an effective course of action;
4. Direct the work of others.

AUTOMOTIVE POOL ATTENDANT III:

A. Knowledge of:

1. In addition to the above, preventive maintenance procedures of passenger vehicles and light trucks;
2. The tools, equipment, and methods used in testing and repairing automotive equipment

B. Ability to:

1. In addition to the above, estimate the time required for various types of automobile repairs.

ADDITIONAL REQUIREMENTS

All Levels: Require possession of a California driver's license valid for the operation of any two-axle vehicle, except a bus designed to carry more than 15 passengers, and such vehicle towing another vehicle weighing less than 6,000 pounds gross.

ELIGIBLE LIST INFORMATION

Service-wide, open eligible lists will be established for the Automotive Pool Attendant I, II and III for the state of California (all State of California departments, state-wide). These lists will be abolished 12 months after it is established unless the needs of the service and the conditions of the lists warrant a change in this period.

VETERANS' PREFERENCE/CAREER CREDITS

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.

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.

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.

CONTACT INFORMATION

If you have questions concerning this announcement, please contact the Department of General Services, Office of Human Resources, Larisa Harpst, (916) 376-1854.

California Department of General Services
Office of Human Resources – Examination Unit
707 3rd Street, 7th Floor
West Sacramento, CA 95605
Phone: (916) 376-5401

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.

GENERAL INFORMATION

Applications are available at local offices of the Employment Development Department, the Department noted on the bulletin, or on 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 on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The 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 the civil service law and rules and all competitors will be notified.

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. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

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. A medical examination may be required. In open exams investigation may be made of employment records and personal history--fingerprinting may be required.

High School Equivalence: Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational 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.



Automotive Pool Attendant I, II and III

Qualifications Assessment

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GENERAL INSTRUCTIONS

READ INSTRUCTIONS CAREFULLY

This Qualifications Assessment is the examination for the Automotive Pool Attendant I, II & III, classifications. This examination will provide you with an opportunity to demonstrate your knowledge and experience in a variety of areas.

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 onto eligible lists. These lists will be used by all State of California departments to fill existing positions. A “Conditions of Employment” form is included in this examination which will allow you to select the location and time base you are interested in working.

It is required that you personally complete this examination accurately and without assistance. This process is the entire examination for these classifications. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score. Additional instructions are provided on the following pages.

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WHAT DOES THE QUALIFICATIONS ASSESSMENT PACKAGE CONSIST OF?

The Qualifications Assessment Package consists of the following:

- Complete the State of California [Examination Application \(STD. 678\)](#) and be sure to sign and date the application. Please refrain from writing “see resume” under the duties performed on the application.
- Your completed Qualifications Assessment.
- All documents required for completion: Candidate Information, Prior State Employment Information, Conditions of Employment, and Affirmation Statement.
- Any supporting documentation to meet the minimum qualifications (see bulletin for minimum qualifications). For example, if you are meeting the minimum qualifications with education, you must include a copy of your diploma and/or official transcript(s). A copy of the official marked transcript is sufficient. The seal may be broken on the envelope upon your receipt of your transcript.

If any of the above-mentioned documents are not completed and/or submitted, you may be disqualified from this examination.

MAILING INSTRUCTIONS

You may mail or deliver in person your completed Qualifications Assessment Package to the following address:

Department of General Services
Office of Human Resources
707 3rd Street, 7th Floor
West Sacramento, CA 95605
Attention: Larisa Harpst

If you choose to deliver your Qualifications Assessment Package, our business hours and days are between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Note:

- Candidates whose Qualification Assessment Package is postmarked, personally delivered, or received via interoffice mail **after** the final filing date will be disqualified from the examination.
- Be sure your envelope has **adequate postage including a postmark date** if submitting via mail.
- Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.
- Facsimiles (FAX) OR email copies will **NOT** be accepted under any circumstances.
- Keep a photocopy of your completed Qualifications Assessment Package for your records.

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CANDIDATE INFORMATION

Name: _____

Social Security Number: _____

Home Telephone Number: _____

Work Telephone Number: _____

E-mail Address: _____

PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section ONLY if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. IF THIS DOES NOT APPLY TO YOU, please mark the "Not Applicable" box below and continue to the next section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

- YES
- NO
- NOT APPLICABLE

CONDITIONS OF EMPLOYMENT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE

Note: Positions are not available at all locations. Please refer to the official examination bulletin for information regarding current available positions and their locations.

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 below.

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

- (D) Permanent Full-Time
- (K) Limited-Term Full-Time
- (R) Permanent Part-Time
- (A) Any

If all boxes are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

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LOCATION(S) YOU ARE WILLING TO WORK:

- (5) **ANYWHERE IN THE STATE** – If checked, no further selection is necessary

NORTHERN CALIFORNIA

- (3400) Sacramento County

- (5700) Yolo County

CENTRAL CALIFORNIA

- (0100) Alameda County

SOUTHERN CALIFORNIA

- (1900) Los Angeles County

- (3700) San Diego County

ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES

Please refer to your [CalCareer Account](#) and log into to update address changes and/or availability for employment changes or contact Department of General Services for assistance at the following address:

Department of General Services
Office of Human Resources
707 3rd Street, 7th Floor
West Sacramento, CA 95605
Attention: Larisa Harpst
(916) 376-1854

QUALIFICATIONS ASSESSMENT

START HERE FOR THE AUTOMOTIVE POOL ATTENDANT I, II AND/OR III QUALIFICATIONS ASSESSMENT

Read each task statement carefully and select the option that best relates to your experience. Your experience includes your education, training courses, and/or work experience (paid or unpaid).

1. Fills vehicles' fuel tanks with appropriate fuel (e.g., gasoline, compressed natural gas, and/or propane) in order to maintain vehicles for customer usage.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

2. Performs minor detail operations (e.g., installing license plates, windshield wipers, etc.) to vehicles in order to maintain vehicles for customer usage.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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3. Conducts basic visual safety inspections on vehicles for customer usage.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

4. Safely retrieves and parks vehicles to maximize garage/yard capacity under the direction of the supervisor and/or management, and in accordance with the California Vehicle Code.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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5. Maintains a clean and safe working environment using necessary tools/supplies in accordance with organizational policies/procedures, OSHA, Environmental Protection Agency (EPA) and standard automotive industry policies and practices.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

6. Disposes of debris, residue, oil contaminated solvent and dry sweep in order to maintain a clean and safe working environment in accordance with organizational policies/procedures, OSHA, EPA and standard automotive industry policies and practices.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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7. Cleans the interior and exterior of vehicles using necessary tools/supplies and/or automated car wash, in order to ensure safe, reliable and serviceable transportation for clients in accordance with organizational policies/procedure and standard automotive industry policies and practices.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

8. Monitors, screens and directs pedestrian and vehicle traffic into garage/yard using tactfulness and communication skills in order to ensure an efficient and secure garage/yard operation.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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9. Attends training and safety meetings for personal and/or job related objectives (e.g., upward mobility, career development, organizational mandated, etc.) in order to enhance knowledge of job related functions and/or meet organizational and/or state mandated requirements (e.g., OSHA, Drivers Training, Crossroads Training, etc.).

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

10. Retrieves vehicle ID status (e.g. vehicle ID, plate, equipment number, make, model and vehicle condition) through visual inspection to assist office staff in completion of sales documents.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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11. Communicates with managers/supervisors and colleagues on status, progress or potential problems on projects in order to ensure an efficient and secure garage/yard operation.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

Read each statement carefully and select the option that best relates to your knowledge, skills or abilities (KSA). Your KSA includes your formal education, training courses, and/or work experience (paid or unpaid).

12. Knowledge of tools and materials used in routine automotive maintenance and/or repair work for safe working conditions.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

13. Knowledge of basic safety practices related to use and storage of gasoline and other flammable fluids and materials for safe working environment.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

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14. Skill to safely operate various types of vehicles (e.g., cars, trucks, vans, automatic or manual transmissions).

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

15. Skill to follow and observe all safety rules and procedures.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

16. Skill to communicate effectively to conduct business during the course of work.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

17. Skill to work cooperatively with those contacted in the workplace.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

18. Skill to recognize minor deficiencies in automotive equipment for needed repairs.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

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19. Ability to perform multiple tasks simultaneously and maintain appropriate control of tasks completed.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

20. Ability to possess a valid California Drivers' License for the operation of any two-axle vehicle with the exception of a 15-passenger bus.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

21. Ability to follow oral and written instructions related to the maintenance of automotive equipment.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

22. Ability to understand product directions, warnings, and operation manuals.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

23. Ability to work while exposed to gas fumes, grease, loud noise, dust, dirt and other unpleasant conditions.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

If you are only taking the Automotive Pool Attendant I exam:

Skip statements #24 - 55 and complete the Affirmation Statement on page 28.

If you are taking the Automotive Pool Attendant II and/or III exam:

Continue to statement #24.

Read each task statement carefully and select the option that best relates to your experience. Your experience includes your education, training courses, and/or work experience (paid or unpaid).

24. Verifies various fluid levels of vehicles (e.g., engine oil, transmission, brake, power steering, washer and or coolant, etc.) are sufficient in order to maintain vehicles for customer usage.

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

- 24 months or more
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

25. Visually inspects various vehicles' tires and minor mechanical parts (e.g., fan belts, radiator hoses, door handles, and/or batteries, etc.) in order to maintain vehicles for customer usage.

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

- 24 months or more
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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26. Provide services and/or information to clients (e.g., demonstrate the operation of disable access equipment, shuttle, vehicle recovery and/or towing) using vendor information booklets (e.g., vendor repair signs, natural gas fueling stations, etc.), tactfulness, communication skills and safe driving practices.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

27. Assists supervisor/manager with on-the-job training of new staff and Automotive Pool Attendant I by using various resources (e.g., manuals, booklets, tools, etc.).

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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28. Assists supervisor/manager with monitoring, planning, prioritizing workload by using various resources (e.g., logs, calendars, computer software, etc.).

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

Read each statement carefully and select the option that best relates to your knowledge, skills or abilities (KSA). Your KSA includes your formal education, training courses, and/or work experience (paid or unpaid).

29. Knowledge of basic preventative maintenance methods for routine automotive maintenance for safe and dependable vehicles and/or equipment.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

30. Knowledge of basic clerical functions such as typing, copying, faxing, using telephone, and/or filing, etc., used in an automotive maintenance office/garage/yard to complete work tasks.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

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31. Ability to use a personal computer to complete forms used in automotive office, garage or yard.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

32. Ability to assist supervisor/manager in training new staff on the safe and proper completion of daily tasks.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

33. Ability to direct the work of others to ensure efficient operation of garage/yard.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

34. Ability to perform basic mathematical computations (such as addition, subtraction and multiplication).

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

35. Ability to maintain accurate and complete records/logs.

Select one that best describes your knowledge/skill/ability (KSA):

- I possess this KSA, applied it on job and used it to train/guide others.
- I possess this KSA and applied it on the job.
- I possess this KSA but have not applied it in an actual job setting.
- I possess no or a very limited amount of this KSA.

IF you are only taking the Automotive Pool Attendant II exam:

Skip statements #36 - 55 and complete the Affirmation Statement on page 28.

If you are taking the Automotive Pool Attendant III exam:

Continue to statement #36.

Read each task statement carefully and select the option that best relates to your experience. Your experience includes your education, training courses, and/or work experience (paid or unpaid).

36. Coordinates the daily movement of vehicles which include receiving, decommissioning and parking of approximately 20-150 vehicles by directing staff or performing duties personally in order to effectively manage the daily operation of the garage/yard.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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37. Ensures adequate staff availability on the garage floor and/or yard by maintaining a shift work schedule, reviewing the staff roster and substituting staff as needed.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

38. Ensures vehicle decommissioning checklist is followed in order to meet organizational objectives of providing safe, reliable, and cost-effective vehicles for clients.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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39. Responds promptly to requests from clients and staff personnel at the garage/yard using a telephone or email system.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

40. Monitors and evaluates employee performance using standard appraisal forms, completed assignments, project tracking worksheets and discussions with employees in order to supervise staff in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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41. Provides on-the-job training to employees using either a one-on-one approach or in group settings in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

42. Provides injured employee(s) with the Employee’s Claim for Worker’s Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067) in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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43. Follows Return to Work and Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

44. Encourages staff to participate in departmental training for upward mobility purposes in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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45. Takes corrective action to improve employee performance following the organization’s Constructive Intervention process in accordance with rules and regulations.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

46. Verbally greet and interact diplomatically and tactfully with high level government officials to ensure an efficient garage/yard operation.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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47. Observes and documents possible defects or safety issues with vehicles in order to ensure an efficient operation in accordance with organizational policies and procedures, Fleet Handbook, and generally accepted industry practices.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

48. Supervises the opening and closing of the garage/yard to ensure lights, equipment and facility is secure by visually checking the facility.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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49. Reviews and approves/denies subordinate staff's requests for time off or to work overtime, in order to provide an accurate employee payroll report to personnel.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

50. Functions as the lead Pool Attendant and instructs staff in the proper operation and servicing of equipment by overseeing the fueling, cleaning, parking, staging, and by reviewing the vehicle checklist in order to assist the manager in the day to day operation.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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51. Assists in ensuring new staff receive adequate training by providing demonstrations, one-on-one training, and by scheduling staff for departmental and job-related training.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

52. Performs supervisory/managerial role in the absence of the Automotive Pool Manager to assist in the day to day operation.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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53. Responds to customer’s questions by communicating regulations, policies/procedures and general information.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

54. Conducts vehicle records research by using fleet management software (e.g., Fleet Focus) and examining hard copy files in order to provide general office support.

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

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55. Provides clerical support for the unit supervisor/manager by completing various special projects and assignments as needed in accordance with organizational policies and procedures (e.g. ordering supplies).

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

- 36 or more months
- 24 to 35 months
- 12 to 23 months
- 1 to 11 months
- I have never performed this task

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

- Daily
- Weekly
- Monthly
- Yearly
- Never

THIS CONCLUDES THE QUALIFICATIONS ASSESSMENT

PLEASE COMPLETE AFFIRMATION STATEMENT ON THE NEXT PAGE

AFFIRMATION STATEMENT

THIS AFFIRMATION MUST BE COMPLETED

I hereby certify and understand the information provided by me on this Qualifications Assessment is true and correct to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the 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.

It is a violation of Government Code Section 18935 “to practice any deception or fraud” on your application, on this Qualifications Assessment, or any other documentation you submit to obtain state employment eligibility.

SIGNATURE: _____ DATE: _____

NAME (PRINTED): _____

THIS COMPLETES THE QUALIFICATIONS ASSESSMENT PACKAGE