



Secretary

Exam Code: 0PBEW

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Secretary – \$3,369.00 - \$4,218.00 per month

[Secretary View the Secretary classification specification](#)

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

How To Apply:

The link to connect to the online multiple-choice exam is located farther down on this bulletin in the “Taking the Exam” section.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources

CalCareer Service Center

1810 16th Street

Sacramento, CA 95814

Phone: (866) 844-8671

Email: CalCareer@CalHR.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.

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.

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Either 1

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an [Office Assistant, Range B](#).

Or 2

Two years of experience in [clerical work](#). [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of [general education](#) being equivalent to three months of experience; or (b) one year of education of a [business or commercial](#) nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]

POSITION DESCRIPTION

Secretary

This is the journey person level. Under general direction and following general procedures, incumbents in a secretarial capacity receive and screen telephone calls and visitors, use considerable judgment in providing factual information in response to numerous inquiries; establish and maintain confidential and administrative files and prepare summaries of data pertinent to the work of the supervisor or the office. The work typically requires a detailed knowledge of the programs, policies and activities of the employing unit.

EXAMINATION SCOPE

This examination consists of the following components:

Multiple Choice Written Examination – Weighted 100% of the final score

The examination will consist solely of a multiple choice, written test designed to evaluate knowledge in the areas of:

1. Situational Judgment
2. Written Communication
3. Analysis and Prioritizing

A final score of 70% must be attained to be placed on the eligible list. 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 on measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Modern Office methods, supplies and equipment
2. Business English and correspondence

Ability to:

1. Read and write English at a level required for successful job performance
2. Type at a speed of 40 words per minute
3. Perform difficult clerical work
4. Make clear and comprehensive reports and keep difficult records
5. Prepare correspondence independently
6. Communicate effectively
7. Meet and deal tactfully with the public
8. Direct the work of others

Special Personal Characteristics:

1. A demonstrated interest in assuming increasing responsibility
2. Mature judgment
3. Loyalty, poise, tact, and discretion

Additional Desirable Characteristics:

1. Education equivalent to completion of the twelfth grade
2. Ability to take dictation at 110 words per minute

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the **Secretary** classification will be established for the State of California (all State of California departments, statewide).

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.

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.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available when applying for the examination.

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.

TAKING THE EXAMINATION

We recommend using Chrome, Firefox, or Edge for optimal performance when accessing the examination.

Note: This examination is being given online and you are able to take the examination at any time on any day of the week. Once you click the [Take the Secretary examination](#) classification button, your time will begin. There is no way to pause, stop, or reset the timer once you start. A stable internet connection is recommended as no additional time will be provided for internet loss, power loss, or computer/browser issues. At this time, if you are unable to complete the timed examination, it is recommended you do not continue until you are able to do so.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

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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

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medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, 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.

The California Department of Human Resources (CalHR) 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 12th 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.