



# **HOSPITAL GENERAL SERVICES ADMINISTRATOR I**

**Exam Code: 3MH3H**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

## **CLASSIFICATION DETAILS**

**Hospital General Services Administrator I** – \$4,968.00 - \$6,149.00 per month.

View the [Hospital General Services Administrator I classification specification](#)

## **APPLICATION INSTRUCTIONS**

Final Filing Date: Continuous

Applications are accepted on a continuous basis. The cut-off-date is the first Friday of each month. All completed applications and Training and Experience examinations submitted by each cut-off-date will be processed for that administration.

Note: Applications and examinations may be processed on a flow basis prior to the cut-off-date to meet the hiring needs of the department.

Dates printed on envelopes by mobile barcodes or equivalent mobile print technology are not acceptable proof of the date the application and any other required documents or materials were filed.

### **Who Should Apply:**

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

Once you have taken this examination, you may not retake it for **nine (9)** months.

Unless otherwise stated on this bulletin, you must meet the Minimum Qualifications by the Final Filing Date or cut-off-date stated above.

**How to Apply:**

**Step 1.** Applicants are required to submit an [Examination Application \(STD 678\)](#), found at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), either by mail, in person, or via email to the address listed below.

**Step 2.** Once your application has been submitted, you must complete the **Training and Experience (T&E)** following the instructions below under, **Taking the Examination.**

**Applicants must complete Steps 1 and 2 by each cut-off date. Failure to do so will result in a delay in the examination process.**

**The preferred method to apply is by emailing your STD 678 to:**

[HGSA1@dsh.ca.gov](mailto:HGSA1@dsh.ca.gov)

**Electronic signatures are acceptable.**

Indicate the Classification on your Examination Application (STD 678).

You may apply by mail or in person to:  
Department of State Hospitals – Sacramento  
Attn: Selection Services Unit, MS-14  
1215 O Street  
Sacramento, CA 95814

In person hours: Monday through Friday, 8am to 5pm (excluding State holidays)

**Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, please contact the testing 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.

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## **HOSPITAL GENERAL SERVICES ADMINISTRATOR I**

**Experience:** One year of supervisory experience in the area of janitorial/housekeeping, laundry, transportation, clothing center management, procurement, property and equipment, warehousing, or business services. (Additional education in hospital or health care administration, or a one year internship in a hospital or its equivalent, may be substituted for the required experience on a year-for-year basis.) And,

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for two years of education.)

### **SPECIAL PERSONAL CHARACTERISTICS**

Sympathetic understanding of the problems of hospital patients and clients.

### **POSITION DESCRIPTION**

#### **HOSPITAL GENERAL SERVICES ADMINISTRATOR I**

This position assists a Hospital General Services Administrator II in direction of the activities of a multidisciplinary general services staff in a State hospital. General services operations include, but are not limited to:

(1) janitorial/housekeeping, (2) laundry, (3) transportation, (4) clothing, personal care and household items, (5) procurement, (6) property and equipment management, (7) warehousing, (8) space utilization, (9) communications, and (10) mail and reproduction services.

### **EXAMINATION SCOPE**

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received.

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. Materials, equipment, methods, and occupational classifications used in the general services function of a State hospital.

2. Principles, procedures and techniques of assisting in the administration of a large complex of service support functions.
3. Principles and practices of personnel management, effective supervision and staff development.
4. Safety principles.
5. Record keeping and reporting procedures.
6. State and Federal law and rules affecting the general services operation of a State hospital.
7. Licensing and certification requirements which affect State hospital operation and administration.
8. Hospital organization.
9. Department's Equal Employment Opportunity (EEO) objectives.
10. A manager's role in the Equal Employment Opportunity (EEO) program and the processes available to meet affirmative action objectives.

**Ability to:**

1. Plan, organize, direct and evaluate the work of general services personnel.
2. Identify the need for and implement changes in delivery of services.
3. Maintain production standards and schedules.
4. Analyze situations accurately and take effective action.
5. Effectively contribute to the department's Equal Employment Opportunity (EEO) objectives.

## **ELIGIBLE LIST INFORMATION**

A servicewide, open eligible list for the Hospital General Services Administrator I classification will be established for use by all state agencies.

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 unless the needs of the department warrant a change in this period. After eligibility expires applicants must 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 are not granted for examinations administered on an Open or Promotional basis.

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## EXAMINATION INFORMATION

[Preview of the Hospital General Services Administrator I Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

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

1. **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.
2. **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.
3. **Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

**Step 1.** Submit your STD 678 (email preferred: [HGSA1@dsh.ca.gov](mailto:HGSA1@dsh.ca.gov)) then IMMEDIATELY go to Step 2.

**Step 2.** [Click on this link to take the Hospital General Services Administrator I examination.](#)

**Applicants must complete Steps 1 and 2 by each cut-off date. Failure to do so will result in a delay in the examination process.**

## TESTING DEPARTMENTS

State of California (all State of California departments)

## CONTACT INFORMATION

Department of State Hospitals  
Selection Services Unit  
Monday through Friday, 8am to 5pm (excluding State Holidays)  
Phone: 916-651-8832  
Email: [HGSA1@dsh.ca.gov](mailto:HGSA1@dsh.ca.gov)

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (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 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. This examination may be canceled by the Department of State Hospitals at any time prior to the establishment of the employment list. Such revision or cancelation 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)

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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.