



**CALIFORNIA STATE CONTROLLER'S OFFICE**  
**Departmental Promotional Spot Examination**  
**CLAIM AUDITOR (Exam ID: 7CO15)**  
**MONTHLY SALARY RANGE**  
**\$3,517.00-\$4,403.00**

***Note:** The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.*

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| <b>Bulletin Release Date</b>        | 6/01/2017   |
| <b>Final Filing Date</b>            | Continuous; the cut-off dates for this examination are March 30 <sup>th</sup> , June 30 <sup>th</sup> , September 30 <sup>th</sup> , and December 30 <sup>th</sup> .  |
| <b>Who May Apply</b>                | <p>This is a Departmental Promotional Spot examination for the State Controller's Office. Applicants must:</p> <ol style="list-style-type: none"><li>1) Have had a permanent civil service appointment with the State Controller's Office within three years of the cut-off or final filing date without a break in State civil service; or</li><li>2) Have a limited-term appointment with the State Controller's Office with both a permanent civil service appointment and no subsequent break in State civil service; or</li><li>3) Be a current or former employee of the Legislature for two or more years as defined in Government Code §18990; or</li><li>4) Be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or</li><li>5) Be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code §18991. Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).</li></ol> <p>Candidates who meet the minimum qualifications as stated below may apply for this examination. Once you have list eligibility, you may not reapply for twelve (12) months from your examination's cut-off date. All applicants must meet the education and/or experience requirements as stated on this examination announcement. Candidates that are unsuccessful in the exam must wait six (6) months from the cut-off date before reapplying to take the exam.</p> |
| <b>Filing Instructions</b>          | <p>Applications postmarked after the cut-off date, or received via inter-office mail or personally delivered after 5:00 p.m. on the cut-off date will be held for the next administration of the examination. Faxed or emailed applications will not be accepted. <i>The examination title must be indicated on the application.</i></p> <p><b>*File by Mail:</b><br/>State Controller's Office<br/>HR – Talent Management Unit<br/>P.O. Box 942850-5877<br/>Sacramento, CA 94250-5877<br/>Attn: Justin Lue</p> <p><b>*File in Person:</b><br/>State Controller's Office<br/>HR – Talent Management Unit<br/>300 Capitol Mall, Suite 300<br/>Sacramento, CA 95814<br/>Attn: Justin Lue</p> <p><i>*Candidates are responsible for obtaining proof of mailing or submission of their application to the Talent Management Unit.</i></p>   |
| <b>Special Testing Arrangements</b> | If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination   |

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|   | <p>Application form STD678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice Line at 1-800-735-2922.</p>  |
| <b>Identification for Examination</b>                   | <p>Accepted candidates are required to bring their Notice to Appear <i>and</i> either a photo identification card or two forms of signed identification to each phase of the examination.</p>  |
| <b>Requirements for Admittance into the Examination</b> | <p>All applicants must meet the education and/or experience requirements for this examination by the established cut-off date. Your signature on the application indicates that you read, understand, and possess the minimum qualifications required, and that the information provided is true and complete to the best of your knowledge.</p> <p>All applications must include: “to” and “from” dates (month/day/year), time base, civil service or private sector titles, the duties performed, and an original signature. Applications received without this information will be rejected.</p> <p><b>Note:</b> 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 II,” “or III,” etc. For example: Candidates, who possess qualifying experience amounting to 50% of the required time of Pattern I <i>and</i> 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 requirements.</p>   |
| <b>Minimum Qualifications</b>                           | <p><b>Either I</b></p> <p>One year of experience in California state service performing clerical duties at a level of responsibility not less than that of an Office Assistant (Typing), Range B; an Office Assistant (General), Range B; or an Account Clerk</p> <p><b>Or II</b></p> <p>Eighteen months of clerical experience outside of State service performing audit, accounting, or record-keeping duties. (Academic education above the 12th grade may be substituted for one year of the required general experience, on the basis of 12 semester hours being equivalent to one year of experience.)</p> <p><b>And</b></p> <p>Education: Equivalent to completion of the 12th grade. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent education above the 12th grade, such as professional accounting courses given by a certified residence or business school.</p> <p>Click on the link below to review the CA State Personnel Board class specification that contains the requirements for admittance to the exam:</p> <p><a href="https://hrnet.calhr.ca.gov/CalHRNet/SpecCrossReference.aspx?ClassID=1771">https://hrnet.calhr.ca.gov/CalHRNet/SpecCrossReference.aspx?ClassID=1771</a></p> |
| <b>Examination Information</b>                          | <p>This examination will consist of an Education &amp; Experience Evaluation weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.</p> <p>This examination will utilize an evaluation of each candidate’s experience and education/training compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the “Minimum Qualifications” shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the “Minimum Qualifications” carefully to see what kind of information will be useful to the staff doing the evaluation.</p> <p>Applications will be accepted on a continuous basis. Testing is considered continuous, as new examination dates may be set at any time as departmental needs warrant. Each new cut-off date will be publicized to ensure that applicants have adequate time to complete and submit an application.</p>  |
| <b>Eligible List Information</b>                        | <p>A Departmental Promotional spot eligible list will be established for the State Controller’s Office in <i>Sacramento County</i>. The names of successful competitors will be merged onto the list in order of final scores, regardless of date. Competitors’ eligibility will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. For a classification with a merged list, it is the competitor’s responsibility to reapply for and be successful in the examination in order to maintain eligibility after 12 months.</p>   |

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| <b>Position Statement</b>                  | Positions in this series examine claim schedules; review contracts for sufficiency of law; resolve controversies arising from audits with staff from agencies or local governments; apply new or pertinent statutory provisions, regulations, court decisions, Attorney General Opinions, and administrative rules and regulations to claims against the State; confer with staff of State departments and local governments to explain new and/or amended procedures, statutes, court decisions, legal opinions, and/or administrative policies governing the payment of claims. Claim Auditors may also be required to complete correspondence for the return of improper claims for correction or deletion of questionable items on claim schedules; return improper, invalid, or illegal claims; and approve valid claim schedules.   |
| <b>Knowledge, Skills, and Abilities</b>    | <p><b>Knowledge of:</b></p> <ol style="list-style-type: none"> <li>1. Personal computers and claim audit databases in order to prepare written summaries of claim correction for errors and claim rejection letters for lead auditor review.</li> <li>2. Office procedures (e.g., filing, answering telephones) in order to perform daily assigned duties.</li> </ol> <p><b>Ability to:</b></p> <ol style="list-style-type: none"> <li>1. Make sound decisions and recommendations in order to approve or deny claims.</li> <li>2. Communicate effectively in order to accomplish necessary tasks and assignments.</li> <li>3. Use standard office equipment and machines including personal computer, fax machine, copy machine, telephone and calculator in order to perform work assignments.</li> <li>4. Work under pressure of tight timeframes in order to effectively complete projects and assignments.</li> <li>5. Flexible in adapting to changes in priorities, work assignments and other interruptions in order to effectively complete projects and assignments.</li> <li>6. Maintain confidentiality in order to protect sensitive information and issues relating to the department's direction, policies, changes, and personnel.</li> <li>7. Conduct research using database, files, reference manuals, and other sources in order to perform claim audits functions.</li> <li>8. Identify appropriate resources in order to answer specific inquiries from other various agencies.</li> <li>9. Perform basic mathematical computations using addition, subtraction, multiplication, division, percentages, and averages in order to solve numerical problems.</li> <li>10. Maintain compliance with various regulatory and policy manuals in order to effectively perform necessary tasks assigned.</li> <li>11. Establish and maintain cooperative relationships when dealing with the needs, problems, and concerns of outside agencies in order to process claims promptly.</li> <li>12. Use word processing software in order to prepare correction letters, memos, correspondence, and other job-related documents and materials.</li> <li>13. Handle irate individuals by making appropriate statements in order to minimize argumentation.</li> </ol> |
| <b>Special Personal Characteristics</b>    | <ol style="list-style-type: none"> <li>1. Demonstrate professionalism within the office environment.</li> <li>2. Act independently, open-mindedness, flexibility and tact</li> </ol>  |
| <b>Additional Desirable Qualifications</b> | None  |
| <b>Special Requirements</b>                | None  |
| <b>Veterans' Preference</b>                | Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.  |
| <b>Career Credits</b>                      | Career Credits will not be added to the final score of this examination.  |
| <b>Contact Information</b>                 | For more information regarding this examination, please contact Justin Lue at 916-324-2255.   |
| <b>General Information</b>                 | <p><b>Examination Locations:</b> Examinations will be administered in locations deemed appropriate for the examination type and in accordance with the candidate pool and departmental resources. Examinations may not be administered in all areas. Candidates may be asked to travel to the nearest examination location at their own expense.</p> <p><b>Applications are available</b> at <a href="https://jobs.ca.gov/pdf/STD678.pdf">https://jobs.ca.gov/pdf/STD678.pdf</a>, CA Department of Human Resources (CalHR) offices, local offices of the Employment Development Department (EDD), and the State Controller's Office.</p>  |

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

**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

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Promotional, 4) Servicewide Promotional, 5) Departmental Open, and 6) Open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire 12 months after established unless the needs of service and conditions of the list warrant a change in this period.

**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 examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Promotional Examination Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans who meet all the minimum qualifications. Under certain circumstances other employees may be allowed to compete under provision of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at State Personnel Board office, or <http://www.jobs.ca.gov>.

The State Controller's Office 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 competitors will be notified.

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TDD is Telecommunication Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

Upon request, this document can be produced in Braille or large print.

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.