



# OFFICE SERVICES SUPERVISOR II (GENERAL)

**Exam Code: 9BP02**

**Department:** Department of Social Services

**Exam Type:** Departmental Promotional

**Final Filing Date:** Continuous

## CLASSIFICATION DETAILS

**Monthly Salary Range:** \$3,721.00 - \$4,661.00

View the [Office Services Supervisor II \(General\)](#) Classification Specification

## CUT-OFF DATES

|                    |                   |                   |                   |
|--------------------|-------------------|-------------------|-------------------|
| January 31, 2022   | February 28, 2022 | March 30, 2022    | April 29, 2022    |
| May 31, 2022       | June 30, 2022     | July 29, 2022     | August 31, 2022   |
| September 30, 2022 | October 31, 2022  | November 30, 2022 | December 30, 2022 |

**Note:** This examination is administered on a monthly basis. Applications must be received by the cut-off date. Applications received after the cut-off dates listed in this bulletin will be processed during the month of the next cut-off date. Results will be mailed 4 – 5 weeks following each cut-off date.

## FILING INSTRUCTIONS

Applications will be accepted on a continuous basis. (See Cut-Off Dates section)

### Who May Apply

This is a Departmental Promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the California Department of Social Services as of the cut-off date in order to participate in this examination, or
2. Must be a current or former employee of the Legislature with two or more consecutive years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years as defined in Government Code Section 18992; or
4. Must 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 Section 18991. Candidates filing under Government Code Section 18991 need to submit a legible copy of the DD214 along with the completed Veterans' Preference application form (CalHR 1093) to California Department of Human Resource.

## How To Apply

Applicants must submit a signed [State Examination Application \(Std. 678\)](#), and copies of unofficial transcripts, if applicable, to the mailing address below.

Applicants must complete the Office Services Supervisor II (General) examination which is available online at the following link: [Office Services Supervisor II \(General\) Examination: Training Assessment \(QA\)](#).

Applications may be delivered in person or by mail. Incomplete applications will not be accepted. Applications must include: "to" and "from" dates (month/day/year), hours worked, civil service class title(s), for all work experience. Resumes will not be accepted in lieu of a State Application (Std. 678).

Applications may be personally delivered between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday (except State holidays), to the Department of Social Services, Examination Unit, Mail Station 8-15-58.

Applications postmarked or personally delivered after the cut-off date will be held and processed in the next examination administration. (Please see "Cut Off Dates Section")

Currently, we are unable to accept applications via internet, fax or email.

### FILE BY MAIL

Department of Social Services  
Attention: Examination Unit  
P.O. Box 944243, MS 8-15-58  
Sacramento, CA 94244-2430

### FILE IN PERSON

Department of Social Services  
Attention: Examination Unit  
744 P Street (See Security Desk)  
Sacramento, CA 95814  
Monday-Friday, 8:00 AM – 5:00 PM

**Note:** Your application must have an original signature to be accepted.

Indicate the Examination Code and Classification(s) on your State Examination Application (Std. 678).

**Special Testing:** 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

### Either 1

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

## Or 2

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

In meeting the requirements under the II pattern, 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.

**Note:** Applicants must submit a copy of their unofficial college transcripts along with the application package when using education to meet the entrance requirements for this examination.

### POSITION DESCRIPTION

The Office Services Supervisor II (General) This is the first full supervisory level. Under general direction, Office Services Supervisor II (General) plan, organize, and directs the work of a medium-sized group engaged in difficult clerical work.

Positions are located statewide within the California Department of Social Services.

### EXAMINATION SCOPE

This examination consists of a Training and Experience Assessment.

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

#### Knowledge of:

1. Principles and techniques of effective supervision and training.
2. Promoting equal opportunity in hiring, employee development, promotion, and maintaining a work environment that is free of discrimination or harassment.
3. Microsoft Suite and other software programs.
4. Business English and correspondence.
5. The Department's Equal Employment Opportunity Program objectives.
6. A supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

#### Ability to:

1. Establish and maintain a positive work environment that is conducive to professional development and to the fulfillment of the Department's mission.
2. Promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

3. Plan, organize, direct, and supervise the work of others.
4. Follow oral and written directions.
5. Meet and deal tactfully with the internal and external customers.
6. Use good judgment in handling sensitive and confidential material and in releasing information.
7. Analyze situations accurately and take effective action.
8. Apply specific laws, rules, and office policies and procedures.
9. Establish and maintain priorities and exercise flexibility.
10. Read and write English at a level necessary for successful job performance.
11. Make clear and comprehensive reports and keep difficult records.
12. Prepare correspondence.
13. Make arithmetical computations.

## **ADDITIONAL DESIRABLE QUALIFICATIONS**

Education: Equivalent to completion of the twelfth grade.

## **ELIGIBLE LIST INFORMATION**

A departmental promotional merged eligible list for the Office Services Supervisor II (General) will be established for the California Department of Social Services.

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

## **EXAMINATION INFORMATION**

### **Training and Experience Assessment – Weighted 100%**

The examination will consist of a Training and Experience Assessment weighted 100%. Candidates must attain an overall minimum score of 70% to be placed on the eligible list. The examination is designed to elicit specific information regarding each candidate's training and experience relative to the classification. Responses to the examination will be assessed based on pre-determined rating criteria.

Applications will be reviewed by the Examination Unit to determine if the applicant meets the minimum qualifications. All applicants who meet the minimum qualifications will have their completed Training and Experience Assessment rated. After the examination is completed, a notice of results will be sent electronically or mailed within approximately three weeks.

## **CONTACT INFORMATION**

If you have any questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact the Examination Unit at the email address or phone number below.

California Department of Social Services

Attention: Examination Unit  
P.O. Box 944243, MS 8-15-58  
Sacramento, CA 94244-2430  
Email: [examinations@dss.ca.gov](mailto:examinations@dss.ca.gov)  
(916) 657-1762

California Relay Service for the Deaf or Hearing Impaired from TDD phones call 1-800-735-2929 or from voice phones call 1-800-745-2922. 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

**State Examination 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 Social 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 competitors 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.

**Criminal Record Clearance Information:** Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

**Veterans' Preference** will not be granted for this examination.

**Career Credits** will not be granted for this examination.

Revised: 12/29/2021