

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

**Training and Experience Evaluation**  
**Staff Services Analyst**  
**Servicewide**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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## **Section 1 - Action and Results Focus/Analysis and Problem Solving**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

1. Making decisions under tight time constraints and with limited information (e.g., determining service delivery dates, committing to project deadlines)?
2. Analyzing and evaluating problems or issues related to the progress of projects or assignments (e.g., determining impact of delays, determining cause of problems or issues, etc.)?
3. Identifying and implementing appropriate alternatives to resolve problems or issues related to the completion of projects or assignments (e.g., assessing alternatives to resolve issues, adjusting delivery dates, altering resource allocations, formulating action plans)?
4. Developing a procedure or system to help yourself or fellow students or other employees more effectively complete work?
5. Working without direct supervision on multiple assignments and completing the assignments on time?
6. Handling disruptions in work assignments and still continuing or completing work assignments in a timely manner?
7. Developing an alternate work plan due to setbacks or changing priorities to allow completion of a project on time or within budget?
8. Assessing conflicting information/input, and determining the best course of action to resolve the situation?
9. Reviewing information from a variety of sources and determining the benefits, costs, and risks of alternative solutions and/or courses of action?
10. Reviewing and evaluating forms and/or other types of documents and making determinations regarding acceptance or rejection (e.g., eligibility for a claim or loan, etc.)?
11. Developing an instrument or process for gathering data (develop a survey, questionnaire, etc.)?
12. Searching out appropriate resources to help resolve conflicts or problems?
13. Working on a project or handling a situation which required you to maintain confidentiality?
14. Working on a project or in a situation where you were required to inform others of their responsibilities, duties and priorities?
15. Handling a situation in which you had to communicate to others the consequences of their actions?
16. Working on a project that involved settling disputes through negotiations?

## **Section 2 - Written Communication/Reading Comprehension**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

17. Preparing memos, letters, and correspondence to communicate with peers, supervisors, or the public?
18. Preparing detailed notes or brief descriptions regarding project activities and timelines for inclusion in reports, correspondence, and other written materials related to project status?
19. Writing instruction manuals to clarify complex procedures (e.g., office procedures, computer operations, laboratory procedures)?
20. Writing promotional materials and/or brochures (e.g., product marketing brochures, conference flyers, advertising copy)?
21. Proofreading a variety of documents and written materials to verify the use of correct format, punctuation, grammar, syntax, and sentence structure?
22. Writing training and/or educational materials (e.g., developing a procedures manual, developing training class exercises, developing training course curriculum)?
23. Writing articles for a school newspaper, newsletter, trade or professional journal, or other publication?
24. Writing memos or short reports designed to persuade an audience to a specific viewpoint?
25. Translating technical or other complex material into common, everyday language?
26. Writing a comprehensive report or document that included facts, conclusions, and/or persuasive arguments (e.g., thesis, issue paper, policy paper, etc.)?
27. Compiling research from a number of sources and writing a report or position paper based on that research?
28. Gathering information from a variety of sources, such as interviews, surveys, etc. to elicit the facts and relevant details necessary to complete a task or assignment?
29. Applying facts, specifications, and research results to a specific situation or assignment?
30. Reading and interpreting written material including technical documents/data (e.g., books, reports, Internet sources, etc.)?
31. Analyzing and evaluating the effectiveness of programs, policies, or procedures (e.g., assessing the effectiveness of a marketing campaign, reviewing the bylaws or rules of a professional association)?

## **Section 3 - Oral Communication**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

32. Successfully pacifying difficult or hostile people in the course of a work assignment or leadership position (e.g., customer service representative, cashier, officer in a neighborhood association)?
33. Verbally explaining or clarifying policies or issues related to projects or assignments (e.g., specify methodology used, explaining project timelines, defining laboratory procedures)?
34. Verbally summarizing data and information in an impromptu manner (e.g., reporting the outcome of a meeting or debate, responding to questions following a presentation)?
35. Assisting customers or clients in person or by telephone with the interpretation of policies and procedures, laws, and/or rules?
36. Persuading or influencing others through formal presentations or the verbal explanation of data or issues (e.g., marketing a product or service, oral defense of a master's thesis, etc.)?
37. Providing verbal instructions or directions to individuals related to tasks to be completed or progress to be made on projects or assignments?
38. Effectively communicating verbally in stressful situations (e.g., handling multiple requests for information, defending conflicting opinions or approaches, etc.)?
39. Teaching formal classroom sessions to others in an academic or work setting?
40. Providing informal training to other students, employees, team members or project participants?
41. Participating in an activity designed to improve your oral communication skills (e.g., Toastmasters, college debate team, community theater, etc.)?
42. Leading or facilitating briefings, meetings, or conferences?
43. Formally presenting technical or other complex information to others in an academic or work setting?

#### **Section 4 - Relationship Building/Valuing Diversity**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

44. Facilitating or leading a team or organized group of individuals (e.g., coaching a soccer team, directing a dramatic production, serving as a student body officer, leading an academic or work group)?
45. Building consensus and agreement within a group of individuals holding differing or competing points of view (e.g., student body organization, service organization, self-managed work team)?
46. Working in a team environment in an academic or work setting to successfully complete a project or report?
47. Working on a long term project with a single customer, or co-worker or fellow student that required you to work cooperatively and demonstrate flexibility?

48. Holding a position that required you to work cooperatively with people outside your immediate academic or work setting?
49. Holding a position that required you to do counseling, investigative or similar work in which you were required to listen intensely to others?
50. Holding a position in which you had to routinely remain calm, courteous, and tactful while handling problems or complaints (e.g., peer counselor, supervisor, etc.)?
51. Holding a position that required you to deal with conflicting customer demands?
52. Holding a position in which you worked with people from different countries and cultures?
53. Leading a team or working on a long term project with people which included members from different cultures and ethnic groups?
54. Successfully completing coursework which included the study of ethnic and/or cultural diversity?

### **Section 5 - Innovativeness/Self Management/Planning and Organizing**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

55. Completing non-routine assignments independently or with minimal supervision?
56. Assessing the importance of assignments and prioritizing work assignments accordingly?
57. Adjusting timelines on multiple projects or assignments in order to successfully complete all assigned work?
58. Identifying current or potential problems and recommending solutions?
59. Working on assignments, reports, or projects with stringent deadlines?
60. Developing short-range and long-range plans and timelines for the completion of projects and assignments?
61. Exercise initiative or taking independent action when circumstances demonstrate that additional research or actions are necessary to complete a project or report on a timely basis?
62. Planning a comprehensive project involving multiple steps and a significant time commitment (e.g., planning a class project or master's thesis, planning a convention or conference)?
63. Prioritizing and scheduling the work of a small work group, team or committee?
64. Identifying the purchasing needs for a group or organization for supplies, equipment, etc.?
65. Applying strategic planning principles and concepts when designing and managing large scale projects (e.g., planning a major fundraiser, planning the implementation of a new program)?
66. Maintaining accurate records for business or academic purposes?

## **Section 6 - Numerical Skills**

**For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.**

**What experience do you have:**

67. Preparing a report which summarized numerical information?
68. Designing charts and/or graphs which visually illustrated numerical data?
69. Writing a report which incorporated or utilized statistical information (e.g., mean, weighted averages, standard deviations, etc.) to support your recommendation or conclusion?
70. Preparing written information which summarized financial information or used financial information to justify a recommendation?
71. Interpreting graphs, charts and tables and using the results to accomplish a task or complete a report?
72. Holding a position which required the allocation of money to various staff or program functions?
73. Holding a position which involved the responsibility for a budget of \$5,000.00 or more?
74. Holding a position which required you to inventory supplies or equipment?
75. Performing a job which required you to keep an adequate stock of materials, property, or cash on hand to meet customer or project needs?
76. Utilizing accounting procedures to keep financial records for an association, project or work unit?
77. Successfully passed a course in statistics?

## **Section 7 - Information Technology**

**For questions in this section, you may reference your academic, life experience, or work experience whether paid or volunteer unless the question specifies otherwise.**

**Based on your knowledge and experience, rate your abilities in the following skill areas:**

78. Using a personal computer in an academic or work setting?
79. Using word processing software (Microsoft Word, Wordperfect, etc.) to develop or format documents (e.g., memos, letters, and reports)?
80. Using word processing software to develop tables and/or graphs?
81. Using spreadsheet software to present data and information in an organized manner (Excel, Quatro Pro, Lotus, etc.)?
82. Using personal computer database software (Dbase, Foxpro, Access, etc.) to enter, organize, track, and retrieve data (e.g., billing records, mailing lists, project milestones)?

83. Using a personal computer desktop publishing program (PageMaker, etc.)?
84. Troubleshooting and resolving basic problems concerning the use or operation of computer software programs (e.g., incorrect commands, syntax or formatting errors)?
85. Personally installing software on a personal computer, including printer setup, choosing from options, and personalizing operations?
86. Using modem and telecommunications software to connect to on-line services (CompuServe, American Online, etc.), the Internet, or dial-up bulletin boards?
87. Teaching formal classes to others in the operations of personal computers or software?
88. Using computer based electronic mail to communicate with others?
89. Using computer based electronic calendaring to maintain your schedule?
90. Writing a computer program in a language such as Basic, C, or Pascal?
91. Writing user manuals or guides for others on a particular software package or application?
92. Working as a site expert on personal computers or software, and assisting others with computer problems?
93. Personally modifying, upgrading or repairing personal computer hardware?
94. Successfully completing formal classroom training on the operations of a personal computer or software?