



LICENSING REPRESENTATIVE II, ALCOHOLIC BEVERAGE CONTROL

DEPARTMENTAL PROMOTIONAL

IT IS THE 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.

SALARY RANGE: **\$3862 - \$5108**

FINAL FILING DATE: **August 10, 2009**

WHO MAY APPLY

ABC employees with a permanent appointment may apply OR (1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990 (2) an exempt employee meeting the criteria in GC Section 18992, as of the date they file their application (3) persons who worked for ABC within the last three years (SPB Rules 234, 235 and 235.2) (4) a person retired from the United States military, honorably discharged from active duty as defined in Governmental Code 18991.

HOW TO APPLY

Applications are available upon request and may be filed in person or by mail. Resumes alone will not be accepted. Applications (Form STD. 678) must be POSTMARKED no later than the final filing date.

If you are **personally delivering** your application, you must do so between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except State holidays), on or before the final filing date to the same street address listed below, however, directly to Human Resources, second floor.

APPLICATIONS THAT ARE E-MAILED, FAXED OR SENT VIA INTRA-OFFICE MAIL WILL NOT BE ACCEPTED. APPLICATIONS WITHOUT AN ORIGINAL SIGNATURE WILL NOT BE ACCEPTED AND RETURNED TO THE APPLICANT.

SUBMIT APPLICATIONS TO: Department of Alcoholic Beverage Control
Headquarters / Human Resources
3927 Lennane Drive, Suite 100
Sacramento, CA 95834

THE EXAMINATION PROCESS

Candidates must be successful in each of the examination's selection components listed to be eligible for appointment. Photo identification is required for admittance into the examination. Failure to complete any of the required forms or failure to appear for the scheduled component will result in elimination from the examination. All information submitted for consideration at every phase of the selection process must be accurate, complete and truthful and will be subject to verification. Any inaccuracy and/or omission may be considered intentional and may be cause for elimination from the examination and/or subsequent verification.

EXAMINATION COMPONENT(S)

1. Qualifications Appraisal Interview (verbal test) weighted 100%. The verbal test will consist of answering predetermined job-related questions. To obtain a position on the eligible list, a minimum rating of 70% must be attained.
 - It is anticipated the Qualification Appraisal Interview will be held during September 2009 or October 2009.
 - Positions exist statewide. Location of the Qualifications Appraisal Interview may be held at our Headquarters' Office in Sacramento and/or Southern Division in Cerritos, CA. Indicate on your application the location where you wish to be tested (Sacramento or Cerritos).

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the Department of ABC, Human Resources, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-800-735-2929 or from voice phones at 1-800-735-2922. In addition, please mark the appropriate box in question #2 on the State Application (STD. 678). You will be contacted to make specific arrangements.

CAREER CREDITS / VETERAN'S POINTS

Career Credits and Veteran's Preference Points are not granted in departmental promotional examinations.

**MINIMUM
QUALIFICATIONS****EITHER I**

Education: Equivalent of graduation from college or an equivalent degree approved by the Bureau of Private Postsecondary and Vocational Education under the provisions of California Educational Code Division 10, Part 59, Chapter 3. (Registration as a senior student in a recognized institution will admit applicants to the examination, but they must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment.)

OR II

Experience: Eighteen months of experience performing duties of a Licensing Representative I, Alcoholic Beverage Control (formerly titled Licensing Representative, Alcoholic Beverage Control). (Any combination of service in these classes which totals a period of 12 months will admit applicants to the examination, but they must satisfactorily complete 18 months of experience in either of these classes before they can be considered eligible for appointment.)

OR III

Experience: Two years of experience as an investigator performing investigative work comparable to an Investigator I, Alcoholic Beverage Control, or Licensing Representative I, Alcoholic Beverage Control, in a public or private agency or in the armed forces.

**SPECIAL PERSONAL
CHARACTERISTICS**

Firmness; courtesy; tact; neat personal appearance; keenness of observation; aptitude for investigative work; willingness as a learner to do routine or detailed work in order to learn the practical application of investigative principles; maturity; poise; reliability; satisfactory record as a law-abiding citizen; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests.

**ADDITIONAL
DESIRABLE
QUALIFICATIONS**

Willingness to travel to various locations and work irregular hours; possession of a valid driver license of the appropriate class issued by the Department of Motor Vehicles; and ability to qualify for a fiduciary bond.

**SPECIAL PHYSICAL
CHARACTERISTIC**

Ability to travel long distances as required in the performance of job duties.

**EXPERIENCE AND
EDUCATION
INFORMATION**

Applicants must meet the experience/education requirements by the final filing date. Your signature on your application indicates that you read, understand and possess the qualifications required.

Qualifying experience may be combined on proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates' possessing qualifying experience amounting to 50% of the required time of Pattern I, and 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 requirement. Applications/resumes **MUST** include: "to" and "from" dates (month/day/year); time base; hours per week; and civil service class title(s), and range, if applicable.

If an examination requires or accepts education, include on the State Application (Std. 678), question #13, the **Name and Location** of the institution, **Course of Study**, **Units Completed** (Semester/Quarter), **Diploma, Degree or Certificate Obtained** and **Date Completed**. The same applies for question #14 (valid licenses, certificates, etc.). **Applicant must provide a copy of the course work or degree at the time of filing.** If this information is not included (unless education is not needed), the application will be declined and a notice will be mailed to the applicant asking for this information by a determined deadline date. **Applicants who are hired from this employment list must provide their transcripts from the applicable institution(s).**

Acceptable course work and degrees must be completed at a **regionally accredited** institution. Course work completed in other states is acceptable as long as the institution holds regional accreditation through an accrediting body. Course work and degrees completed outside of the United States must be evaluated by a Commission-approved foreign transcript evaluation agency before it may be used for credentialing purposes.

THE POSITION

This is the full journey level in the class series. Under general supervision, incumbents conduct the more difficult licensing application investigations with increased independence and responsibility. Incumbents determine whether or not the issuance of a license to a person or premises would be contrary to public welfare and morals. Decisions are influenced by evaluating if applicant premises will adversely interfere with nearby residences, churches, schools, hospitals, public playgrounds, or youth facilities, or create or aggravate a law enforcement problem. Premises are inspected to determine that facilities can comply with the applied-for privileges. Performance of duties include interviewing protestants; preparing detailed reports of investigation; assisting departmental investigators in the more difficult investigations, including evaluating complex business structures applying for licensure or licensed entities suspected of concealing unqualified ownership. Incumbents at this level exercise wide discretion and independence of action and spend a significant amount of time advising, assisting, training, and maintaining liaison with other government agencies dealing with licensed premises. Assignments may include acting as a lead person to instruct, coordinate, and review the work of lower-level Licensing Representatives and other office staff; developing program inspection policies which require licensing program expertise; and perform other related duties.

SCOPE OF THE EXAMINATION Emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's knowledge and ability as identified below:

KNOWLEDGE OF:

1. Laws, rules, and regulations relative to alcoholic beverage licensing in the State of California;
2. Interviewing techniques;
3. Administrative processes;
4. Common types of business structures in California;
5. The purpose, organization, and activities of governmental agencies;
6. Rules of evidence and administrative hearings;
7. Inspection techniques and procedures;
8. Real estate, business opportunities transactions and escrows;
9. Service of legal processes; and
10. The Civil Code of Procedures.

ABILITY TO:

1. Work with others using courtesy and tact;
2. Take direction;
3. Read comprehensively;
4. Prepare correspondence and technical reports;
5. Gather and analyze facts and draw sound conclusions;
6. Communicate effectively;
7. Make appropriate recommendations;
8. Operate standard office equipment, including computers;
9. Give direction/instruction to others encountered in the work setting;
10. Perform basic mathematical calculations;
11. Interpret and apply laws and regulations;
12. Provide technical assistance to others;
13. Appear as a witness at administrative proceedings;
14. Conduct complex and difficult investigations;
15. Act in a lead capacity; and
16. Make public presentations.

ELIGIBLE LIST INFORMATION A departmental promotional list will be established for ABC. This list will be abolished 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

CONFIDENTIALITY / SECURITY **NOTE: Pursuant to Government Code Sections 19680,** It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule.

Pursuant to Government Code Section 19681 (b), It is unlawful for any person to obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Human Resources at (916) 419-2557 three days prior to the written test date if she/he has not received his/her notice; or three weeks after the final filing date if there is no written test date.

If the candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to verified postal error, she/he will be rescheduled upon written request.

Applications are available at the State Personnel Board, local offices of the Employment Development Department, the Department noted on the bulletin or on the Internet at <http://www.spb.ca.gov>.

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

The Department of Alcoholic Beverage Control (ABC) 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 revisions will be in accordance with the civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in the spot location of the examination; however, locations of interviews may be extended as conditions warrant.

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) service-wide 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 from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions 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. In addition, Government Code Sections 18990 and 18992 permit certain exempt employees employed by the Legislature or the Executive Branch to participate in civil service promotional exams. These codes and rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiatives, 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 exams investigation may be made of employment records and personal history – fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification for the State Department of Education, a local school board or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitutions of business college work in place of high school on a year-for-year basis.

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

California Relay (Telephone) Service for the Deaf or Hearing Impaired:

From TDD phones 1-800-735-2929; Voice 1-800-735-2922