

**MINIMUM
QUALIFICATIONS**

STAFF SERVICES MANAGER I

EITHER I

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

OR II

Experience: Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyman technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

STAFF SERVICES MANAGER II (Supervisory)

EITHER I

One year of experience in the California state service performing the duties of a Staff Services Manager I.

OR II

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

OR III

Two years of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

OR IV

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**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.

**SPECIAL PERSONAL
CHARACTERISTICS**

ALL LEVELS: Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**DEFINITION OF
POSITION LEVELS**

STAFF SERVICES MANAGER I

The Staff Services Manager I level is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journeyman level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff. On rare occasions, positions at this level may function as project leaders, coordinating the work of others through task force type organizations. This leadership role must be accompanied by a role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

**DEFINITION OF
POSITION LEVELS
CONTINUED**

STAFF SERVICES MANAGER II (Supervisory)

This is the full supervisory level over analytical and administrative work. In most settings, persons at this level are in charge of a well established and fully developed Staff Services function in a moderate to large department. Positions at this level normally supervise a moderate to large number of technical staff and spend the majority of their time in supervisory activities as distinct from working level assignments. On rare occasions, positions at this level may function as non-supervisory experts.

**KNOWLEDGE AND
ABILITIES**

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

ALL LEVELS

KNOWLEDGE OF:

1. Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas;
2. Principles and practices of employee supervision, development, and training;
3. Program management;
4. Formal and informal aspects of the legislative process;
5. The administration and department's goals and policies;
6. Governmental functions and organization at the State and local level;
7. Department's Equal Employment Opportunity Programs' objectives; and
8. A manager's role in the Equal Employment Opportunity Programs and the processes available to meet equal employment opportunity objectives.

ABILITY TO:

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems;
2. Develop and evaluate alternatives;
3. Analyze data and present ideas and information effectively both orally and in writing;
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas;
5. Gain and maintain the confidence and cooperation of those contacted during the course of work;
6. Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies;
8. Manage a complex Staff Services program;
9. Establish and maintain project priorities;
10. Develop and effectively utilize all available resources; and
11. Effectively contribute to the department's Equal Employment Opportunity objectives.

**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.

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 offices, 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.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the depth, breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her efforts towards self-development.

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.