



ADMINISTRATIVE OFFICER II

1FS21

DEPARTMENT(S): Department of Forestry & Fire Protection
OPENING DATE: July 19, 2021
FINAL FILING DATE: August 16, 2021
EXAM TYPE: OPEN
SALARY: \$5,824.00 - \$7,237.00
LOCATIONS: Statewide

EQUAL EMPLOYMENT & DRUG FREE STATEMENTS

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to 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.

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.

WHO CAN APPLY

Persons who meet the minimum qualifications of the classification, as stated on this examination bulletin. All applicants must meet the education and/or experience requirements by the final filing date of **AUGUST 16, 2021** unless otherwise noted on the class specification.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, you **MUST** mark the appropriate box on the application and submit the [Accommodation Request Form \(STD. 679\)](#) with your application. This can also be found on the California Department of Human Resources website.

HOW TO APPLY

To apply for this examination, please complete and return the following:

- [Examination/Employment Application \(STD.678\)](#). This can also be found on the California Department of Human Resources' website. *You may submit your application by mail or in person.*
- **If you are using education to meet the minimum qualifications, please attach a copy of your diploma and/or transcripts showing proof of coursework/completion/graduation, to your application packet.*

SUBMIT BY MAIL:

Department of Forestry and Fire Protection
710 Riverpoint Court
West Sacramento, CA 95605
Examination Unit – (Attn: Ashley Stewart)

DO NOT SUBMIT APPLICATIONS VIA E-mail

Applications postmarked or personally delivered after the final filing date, **AUGUST 16, 2021** will not be accepted for any reason.

All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.

Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

EXAMINATION INFORMATION

To obtain a position on the eligible list, applicants must receive a minimum rating of 70% on the examination. *This exam will consist of the following:*

STRUCTURED INTERVIEW (QUALIFICATIONS APPRAISAL PANEL) WEIGHTED AT 100%

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In this type of exam candidates will be asked pre-determined, job-related questions by a three-person panel and rated against pre-determined benchmarks. *Candidates will be provided with scratch paper and a pencil.*

It is anticipated that the structured interview examination will be held in **September/October 2021**.

PLEASE NOTE: All exam questions are based on the Knowledge, Skills and Abilities listed in this bulletin and the [Administrative Officer II](#) classification specification which is located on the CAL HR website. Use this information when preparing for this exam and retain this bulletin for your reference.

CANDIDATES WHO DO NOT APPEAR FOR THE STRUCTURED INTERVIEW EXAMINATION WILL BE DISQUALIFIED.

MINIMUM QUALIFICATIONS

EITHER I

Experience: One year of experience in the California state service performing staff duties such as fiscal management, budgeting, administrative analysis, personnel, or business services of a class at a level of responsibility not less than that of an Administrative Officer I, Resources Agency, Range B.

OR II

Experience: Three years of increasingly responsible experience in one or a combination of the following fields: fiscal management, budgeting, administrative analysis, personnel, or business service administration (experience in the California state service applied toward this requirement must have included one year performing the duties of a class at a level of responsibility not less than that of an Administrative Officer I, Resources Agency, Range B),

AND

Education: Equivalent to graduation from college, preferably with a major in public or business administration (additional qualifying experience may be substituted for the required education on a year-for-year basis).

ADDITIONAL DESIRABLE QUALIFICATIONS

Demonstrated capacity for assuming increasing administrative responsibility.

ELIGIBLE INFORMATION

A Departmental eligible list will be established for the Department of Forestry and Fire Protection. 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.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination **AND** the notice to appear showing the scheduled date and time of the exam.

POSITION DESCRIPTION

This is the first or second supervisory level class. Incumbents in this class have total responsibility for all of the administrative staff functions in a large departmental division, district, office, or region. This class is typically in charge of a staff of clerical, technical, and professional personnel assigned to carry out all of the staff services functions for a departmental division, district, or region. Incumbents report directly to the District Superintendent, Division Chief, District Administrator, or Assistant District Administrator.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Computer software programs (e.g., Microsoft Office Suite) to electronically compile data, communicate with others, and perform research.
2. Basic grammar (e.g., sentences, phrases, words) to communicate effectively.
3. Supervisory and personnel management practices to provide effective leadership.
4. The analytical process (e.g., identify problems, make recommendations) for effective work performance.
5. Principles and practices to disseminate information appropriately.
6. Supervision principles to effectively manage personnel.
7. Technological equipment (e.g., cell phones, tablets, laptops) used to effectively communicate.
8. Planning, organizing, and directing the work of others to accomplish assigned duties.
9. Auditing (e.g., expenditures, journal entries, general ledger reports) to ensure entries and calculations are posted correctly.

10. Laws, rules, regulations, principles, and practices with reference to fiscal and personnel management to ensure effective work performance.
11. Equal Employment Opportunity (EEO) policies and procedures to ensure employees are protected from discrimination and harassment in the workplace.
12. Team building and leadership principles to create a productive environment.
13. The principles of business management, including office methods and procedures to properly supervise the unit.
14. Government accounting and budgeting processes to ensure the accounting work is done properly.
15. Accounting and purchasing principles and practices to ensure fiscal accountability.

Skill to:

1. Communicate effectively both verbally and in writing for audiences with varying levels of understanding.
2. Effectively disseminate information to complete tasks.
3. Effectively supervise and manage employees for successful job performance.
4. Use technology to communicate with various departments and/or internal and external stakeholders.
5. Interpret laws, rules, and regulations of public and business administration with reference to fiscal and personnel management.
6. Effectively use personnel, time, and other resources necessary for mission accomplishment.
7. Keep detailed and organized documentation of work activities for successful job performance.
8. Identify problems, develop alternatives, and make recommendations for improvement.
9. Mediate and negotiate in order to resolve disputes and reach agreements.

Ability to:

1. Communicate effectively with employees, management, and outside agencies to ensure information is disseminated correctly and accurately.
2. Complete assignments while working independently under general direction to ensure a timely and accurate work product.
3. Multitask, set priorities, and use time effectively to ensure assignments are completed.
4. Maintain confidentiality to ensure security of information.
5. Listen effectively for successful job performance.
6. Work effectively and cooperatively in a team environment under all conditions to promote a cohesive work environment.
7. Follow written and verbal direction to ensure tasks are completed accurately.
8. Develop and maintain cooperative and harmonious working relationships.
9. Analyze situations accurately and take action to ensure effectiveness.
10. Lead a group to successfully complete assigned objectives.
11. Incorporate a broad scope of information and detail into analysis and decision making.
12. Stay impartial when dealing with all issues to ensure a fair and equitable work environment.

13. Analyze problems and implement solutions to improve efficiency.
14. Plan, organize, and direct the work of others to ensure timely completion of assignments.
15. Effectively promote Equal Employment Opportunity (EEO) and maintain a work environment that is free of discrimination and harassment.
16. Perform effectively under pressure to ensure organizational effectiveness.
17. Manage multiple large scale, complex, and/or sensitive programs to ensure organizational effectiveness.
18. Operate office equipment (e.g., computer, copier, scanner) to complete tasks.
19. Balance change, continually improve customer service, and program performance within the organization and stakeholders.
20. Use technological equipment to effectively perform duties.
21. Develop and implement new and revised methods and procedures to enhance current business practices.
22. Comprehend and use reports and historical data to prepare projections and analyze trends to maintain Department goals.
23. Evaluate the differences between the immediate effect of an action and its overall impact to ensure organizational effectiveness.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination, pursuant to Government Code section 18973.1, effective January 1, 2014 as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at [CAL HR Veterans Information](#) , and the [Department of Veterans Affairs](#).

CONTACT INFORMATION

Department of Forestry and Fire Protection
(916) 894-9580
CALFIREexams@fire.ca.gov

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

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922. (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is

reachable at 1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)

GENERAL INFORMATION

For all examinations (with or without a written feature), it is the candidate's responsibility to contact the Department of Forestry and Fire Protection, (916) 214-9896, three weeks after the cut-off/final filing date if he/she has not received a progress notification or notice to appear.

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

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. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available online at CalHR, local offices of the Employment Development Department and the testing Department on this job bulletin.

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 the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Forestry and Fire Protection 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: 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 classification. 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) 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 in one to four years unless otherwise stated on the bulletin.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General

Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from 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; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Confidentiality and Security: Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in State civil service.

How to apply for Veterans' Preference: The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference at [CAL HR Veterans Information](#), and the Application for Veterans' Preference Application for (CalHR 1093). Additional information is also available on the [Department of Veterans Affairs](#) website.