



STATE BOARD OF EQUALIZATION

INFORMATION OFFICER II

EXAM CODE: 9EQ13

PROMOTIONAL, SPOT – ROLLING HILLS ESTATES

California State Government provides equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free state work force 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.

HOW TO APPLY

This is a one-day file-in-person. Each applicant **must** appear in person to submit an examination application (std. 678).

Applications **must** be delivered in person and will only be accepted on April 8, 2009 between the hours of 8:00 A.M. and 5:00 P.M. at the following location:

**BOARD OF EQUALIZATION
550 DEEP VALLEY DRIVE, SUITE 355
ROLLING HILLS ESTATES, CA**

Applicants are required to bring either a photo identification card or two forms of signed identification to the file-in-person.

Do not submit applications to the State Personnel Board.

FINAL FILING DATE

April 8, 2009

One-day file-in-person, between the hours of 8:00 A.M. - 5:00 P.M.

Applicants are required to bring either a photo identification card or two forms of signed identification to the file-in-person.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

QUALIFICATIONS APPRAISAL INTERVIEW

If necessary, it is anticipated that qualification appraisal interviews will be held in **Rolling Hills Estates** during **April 2009**.

SALARY RANGE

\$5312 - \$6409

WHO SHOULD APPLY

This is a departmental promotional examination for the Board of Equalization.

1. Applicants must have a permanent civil service appointment with the Board of Equalization or meet the provisions of the State Personnel Board Rules 234 or 235 by April 8, 2009 the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

ELIGIBLE LIST INFORMATION

A promotional departmental eligible list will be established for the Board of Equalization. The 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

All applicants must meet the entrance requirements for this examination by April 8, 2009, the one-day file-in-person date.

Either I

Two years of experience in the California state service performing duties equivalent to those of an Information Officer I.

**REQUIREMENTS FOR
 ADMITTANCE TO THE
 EXAMINATION
 (Continued)**

Or II

Experience: Broad and successful experience, which has demonstrated the ability to plan and direct a comprehensive public information program. This must have included at least five years professional experience in preparing and disseminating information, a substantial part of which also included supervising the writing of others. Writing experience, while an integral part of the above, will not be considered qualifying in itself.

AND

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

THE POSITION

An Information Officer II is differentiated from an Information Officer I by the agency's program and by the level of responsibility delegated.

An Information Officer II is delegated full responsibility for all aspects of information activities in an agency that meets one or more of these criteria; its program either directly affects a large and heterogeneous public, or it affects a public with strong personal interests in its administration; it usually has economic, political, or social implications of considerable impact; it often elicits continuous interest and critical review by political bodies or interest groups; administration of its program is often subject to question, misconceptions, and conflicting views.

An Information Officer II reports directly to top management who rely upon the incumbent for advice on good public relations consistent with overall goals; develops special channels for earning public or specific group support; may appear as agency spokesperson before large groups; frequently supervises professional, technical and clerical subordinates.

Various positions may require the incumbent to be fingerprinted.

Positions exist with the Board of Equalization in **Rolling Hills Estates**.

**SPECIAL PERSONAL
 CHARACTERISTICS**

Appreciation of news value; ability to analyze situations accurately and adopt or recommend for adoption by top management an effective course of action; ability to gain the confidence and respect of persons contacted in the work; ability to establish and maintain cooperative working relations with the news media and other public groups; emotional stability under stress; application of the need to inform and educate the public on various phases of an agency's program.

EXAMINATION INFORMATION

This examination will consist of either:

- a. A qualifications appraisal interview weighted 100%, **or**
- b. An evaluation of each candidate's experience and education indicated on his/her application weighted 100.00%.

If interviews are conducted, the interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. If an experience and education evaluation is utilized, a minimum rating of 70.00% must be attained in the evaluation process. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

Qualifications Appraisal Interview – Weighted 100%

Scope:

A. Knowledge of:

- 1. Methods used to determine needs for public information and education.
- 2. Techniques of preparing, producing and disseminating information, utilizing all major media of communication.
- 3. Principles and techniques of establishing and maintaining good public relations.
- 4. California State Government.
- 5. Principles of public administration.
- 6. Effective supervision.
- 7. The State Board of Equalization's Equal Employment Opportunity Program objectives.
- 8. A Manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.

B. Ability to:

- 1. Organize and direct a statewide program of public information and education.
- 2. Write effectively.
- 3. Analyze data.
- 4. Supervise the work of an information staff.

**EXAMINATION INFORMATION
 (Continued)**

5. Stimulate interest in an agency's program and secure the cooperation of diverse groups in conducting that program.
6. Understand and effectively carry out the State Board of Equalization's equal employment opportunity policies.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained.

Veterans preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

NOTIFICATION OF EXAMINATION RESULTS

Results from the examination will be mailed to the candidate approximately 6 – 8 weeks after the examination process is completed.

QUESTIONS?

If you have questions concerning this examination, please call the California State Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC 17, Sacramento, California, 95814.

GENERAL INFORMATION

Examination Security Information – After the completion of your examination, you may not discuss the contents of the examination including the questions, with anyone except the interview panel members, or the Examination and Recruitment Section. Examinations are competitive and the only way another individual may unfairly learn the contents of the examination material is from you. When you talk about the examination with other competitors, it could help them score higher and impact your score or placement on the eligible list. No personal items (i.e., notes, notepads, PDAs, cell phones, purses, wallets, etc.) are allowed to be present at, or to be used during your examination. Failure to comply can result in your disqualification from the examination and may result in disciplinary action. Evidence of copying or collusion may result in the cancellation of the examination and the debarment of the competitor from future state civil service examination of any kind.

It is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807 three weeks after the final filing date if he/she has not received a progress notice.

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

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front. Applications may be accessed on the State Personnel Board web site at <http://www.spb.ca.gov>.

If you meet the requirements stated in 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 described in this bulletin will be scored by a predetermined job-related rating criteria, all candidates who pass will be ranked according to their scores.

The Board of Equalization 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.

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, interviews are scheduled in Sacramento, Bay Area and Southern California. However, locations of interviews may be limited or 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 within 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. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

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 class. A medical examination may be required.

Hiring Interview Scope: If a hiring interview is conducted, in addition to the scope described in this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the 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 recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: 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-level 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; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:

From TDD phones: **1-800-735-2929**

From voice phones: **1-800-735-2922**

MW/rs – 09 Info Officer II