



# BOARD OF EQUALIZATION

## STAFF SERVICES MANAGER I STAFF SERVICES MANAGER II (SUPERVISORY) PROMOTIONAL/SPOT EXAMINATION FOR SACRAMENTO ONLY

CALIFORNIA  
STATE  
GOVERNMENT

9PB10-01/4800/JY12

9PB10-02/4801/JY15

AN EQUAL OPPORTUNITY EMPLOYER 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 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.

### DEPARTMENTAL PROMOTIONAL SPOT EXAMINATION FOR

### BOARD OF EQUALIZATION IN SACRAMENTO ONLY

### WHO SHOULD APPLY

Competition is limited to State employees. Applicants must have a permanent civil service appointment with the Board of Equalization as of July 18, 2009, the written test date. **Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty, to apply for promotional state civil service examinations, for which he/she meets the minimum qualifications (MQs).**

### HOW TO APPLY

Submit applications (Form 678) to:

State Personnel Board  
Examination Unit (AM)  
801 Capitol Mall  
Sacramento, CA 95814

**E-MAILED OR FAXED APPLICATIONS WILL NOT BE ACCEPTED. DO NOT SUBMIT APPLICATIONS TO THE BOARD OF EQUALIZATION.**

### APPLICATION DEADLINE

Applications must be received or postmarked by May 28, 2009, the final filing date. Applications personally delivered or received via interoffice mail after 5:00 pm on the final filing date will not be accepted for any reason.

If you meet the entrance requirements for the Staff Services Manager I and/or II exam being administered at the same time, you may apply for both using the same application. Indicate the name(s) of the examination(s) for which you are applying in the appropriate section of the State Application, STD. Form 678. **You will receive written confirmation from the State Personnel Board that your application has been received as well as the status, i.e., either accepted or rejected.**

### WRITTEN TEST DATE

The written test date is July 18, 2009. The exam will be held in Sacramento. Candidates will be notified at least one week prior to the written test date as to the exact time and location of their written exam.

-CONTINUED ON REVERSE-

**FINAL FILING DATE: May 28 2009  
WRITTEN TEST DATE: JULY 18, 2009**

**STAFF SERVICES MANAGER I  
STAFF SERVICES MANAGER II (SUPERVISORY)**

**BULLETIN RELEASE DATE: May 7, 2009**

**SPECIAL TESTING  
ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark the appropriate box in Question 2 of the "Examination Application". You will be contacted to make special arrangements.

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**REQUIRED  
IDENTIFICATION**

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to all phases of the examination.

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**SALARY RANGE**

Staff Services Manager I - \$5,079-\$6,127 per month  
Staff Services Manager II - \$5,576-\$6,727 per month

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**ELIGIBLE LIST  
INFORMATION**

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

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**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION  
(BOTH LEVELS)**

All applicants must meet the education and/or experience requirements for this examination by the written test date of July 18, 2009. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class title (**not working title**). **Applications/resumes received without this information will be rejected.**

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**MINIMUM  
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as Either "I" or "II" or "III", 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.

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**STAFF SERVICES  
MANAGER I  
(ONLY)**

**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 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.)

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**STAFF SERVICES MANAGER I  
STAFF SERVICES MANAGER II (SUPERVISORY)**

**BULLETIN RELEASE DATE: May 7, 2009**

**MINIMUM  
QUALIFICATIONS  
(Continued)**

**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.)

**POSITION  
DESCRIPTIONS**

**STAFF SERVICES MANAGER I**

The Staff Services Manager I is the first working supervisory level. Employees at this level supervise a small group of analysts performing journey-person level work and personally perform the most difficult or sensitive work. In a small to moderate-size department, directs a fully developed Staff Services function such as personnel, fiscal, or management analysis. In a medium-size department, directs a developing Staff Services function, supervises a small group of professional or technical analysts through the Associate Analyst level; and functions as an authority in an area of extreme sensitivity, with ongoing coordinating responsibility over other analysts in a sensitive area of a department's operation, usually on a task force or project basis.

**STAFF SERVICES MANAGER II (SUPERVISORY)**

The Staff Services Manager II (Supervisory) 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.

**Positions exist with the Board of Equalization in Sacramento only.**

**-CONTINUED ON REVERSE-**

**FINAL FILING DATE: May 28, 2009  
WRITTEN TEST DATE: JULY 18, 2009**

**EXAMINATION  
INFORMATION**

This examination will consist of a written test weighted 100.00%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list. Competitors who do not appear for the written test will be disqualified and eliminated from the examination process.

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**SCOPE  
(BOTH LEVELS)**

**Written Test – Weighted 100%**

**A. Knowledge of:**

1. Supervisory principles, practices and techniques to plan, oversee, and direct the work activities of employees.
2. A manager's role in the Equal Employment Opportunity Program regarding regulations, processes, and objectives to promote the Board of Equalization (BOE) equal employment opportunity policies and goals in making hiring decisions and to provide a harassment free work environment.
3. Principles, practices, and techniques of public and business administration including management and supportive staff services (e.g., budget, personnel, management analysis, planning, program evaluation, etc.) or related areas to provide appropriate leadership and management in the unit and plan for the future.
4. Purpose, mission, and goals of the BOE to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/division.
5. Governmental functions and organization at the State and local level to maintain and foster a good working relationship.
6. Budget Change Proposal (BCP) process and annual budget process to make desired changes to program or division budgets.
7. Contracting process to enter into contracts for products or services from outside vendors or other State agencies.
8. Training methods and techniques to develop and provide training programs and presentations to staff.
9. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group or division.
10. Data analysis methods and techniques to draw appropriate conclusions and make decisions when completing work assignments and projects.
11. Formal and informal aspects of the legislative process in order to analyze a bill affecting the department and the impact to the BOE (i.e., bill analysis, legislative proposal, legislative reports, budget process, etc.).

**SCOPE  
(BOTH LEVELS)  
(CONTINUED)**

**B. Skill to:**

1. Effectively use a variety of analytical techniques and resources to complete or review work assignments and resolve complex governmental and managerial problems in accordance with BOE's goals and objectives.
2. Analyze data and situations accurately in order to determine and implement effective and appropriate courses of action.
3. Develop and evaluate alternatives to solve complex problems, issues, and/or concerns.
4. Effectively communicate in order to exchange information and/or provide direction to staff and others.
5. Review, edit, and evaluate written documents to produce quality products.
6. Effectively manage the work activities of a complex program to meet operational goals of the unit/division.
7. Establish and maintain project priorities in order to complete projects and assignments on time and within budget.

**C. Ability to:**

1. Think critically in order to effectively analyze data and present ideas and information.
2. Reason logically to effectively solve management issues.
3. Establish and maintain confidential and cooperative and professional relationships with all BOE employees, the public, and other State agencies to effectively meet BOE's goals and objectives.
4. Communicate tactfully both orally and in writing.
5. Adapt to a changing work environment (i.e., increased responsibilities and changing priorities) in order to successfully meet the mission and goals of the BOE.
6. Act/work independently or as part of a team in order to successfully meet the mission and goals of the BOE.

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**EXTRA POINTS**

Career credits and veterans preference points are not granted in promotional examinations.

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**QUESTIONS?**

If you have any questions concerning this announcement, please contact the State Personnel Board, Examination and Selection Services Unit, 801 Capitol Mall, Sacramento, CA 95814 or (916) 653-1502, TDD (916) 654-6336.

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***-CONTINUED ON REVERSE-***

**FINAL FILING DATE: May 28, 2009  
WRITTEN TEST DATE: JULY 18, 2009**

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**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact the Examination Services Unit in Sacramento, (916) 653-1502, three days prior to the written test date if he/she has not received his/her notice.

**Applications** are available at the State Personnel Board, Board of Equalization, and local offices of the Employment Development Department.

**If you meet the requirements** stated on this bulletin, you may take this 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 the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** 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, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. 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 promotion, 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 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. These rules may be reviewed at departmental personnel offices or at the State Personnel Board office.

**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. In open examinations, investigation may be made of employment records and personal history and finger printing may be required.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) 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; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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**CALIFORNIA STATE PERSONNEL BOARD  
801 CAPITOL MALL  
SACRAMENTO, CA 95814  
(916) 653-1502  
TDD (916) 654-6336**