



# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES



## OFFICE SERVICES SUPERVISOR II (GENERAL)

**Exam Code: 7RC13**

**Department:** California Correctional Health Care Services  
and California Department of Corrections and Rehabilitation

**Exam Type:** Multi-Departmental, Promotional

**Final Filing Date:** Continuous

### CLASSIFICATION DETAILS

**Office Services Supervisor II (General) (1150)** – \$4,124 - \$5,167 per month.

View the [Office Services Supervisor II \(General\)](#) classification specification.

### APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Cutoff Date: Online, 24/7

#### Who Should Apply:

Applicants who meet one of the following criteria and the minimum qualifications as stated on this bulletin may apply for and take this examination.

1. Have a current permanent civil service appointment, or have had a permanent civil service appointment within the past three years, with the California Correctional Health Care Services (with no subsequent break in state service);
2. Be a current or former employee of the Legislature for two or more years as defined in Government Code (GC) § 18990;
3. Be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in GC § 18992;
4. Be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC § 18991. Applicants filing under this GC need to submit a legible copy of their discharge (DD214) along with the completed examination application.

Under certain circumstances, other employees may be allowed to compete under provisions of State Personnel Board (SPB) Rules 234, 235, and 235.2.

Once you have taken this examination, you may not retake it for **six (6) months**.

**How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Examination” section.

**Special Testing Arrangements:**

If you require special testing arrangements due to a verified disability or medical condition, please contact the department listed in the Contact Information section of this bulletin.

**MINIMUM QUALIFICATIONS**

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

**Office Services Supervisor II (General)**

**Either I**

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

**Or II**

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

In meeting the requirements under the II pattern, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

**Additional Desirable Qualifications:** Education equivalent to completion of the twelfth grade.

**OUT OF CLASS EXPERIENCE:** A completion of an “out-of-class (OOC) assignment memorandum”, dated within one year of assignment completion, is required to use OOC experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from their Classification and Pay Analyst or institutional

Personnel Liaison. OOC experience without the required documentation cannot be considered for examination purposes.

## **POSITION DESCRIPTION**

### **Office Services Supervisor II (General)**

The Office Services Supervisor II (General), under general direction, as the first full supervisory level, plans, organizes, and directs the work of a medium-sized group engaged in difficult clerical work. The scope of duties supervised by incumbents in the general class include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals, and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other recordkeeping functions; and ordering and maintaining supplies and equipment.

Positions exist statewide.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each examination component will be measuring competitively, relative to job demands, each applicant's:

#### **Knowledge of:**

1. Modern office methods, supplies, and equipment;
2. Business English and correspondence;
3. Principles and techniques of effective supervision and training;
4. Department's Equal Employment Opportunity (EEO) Program objectives;
5. A supervisor's role in the EEO Program and the processes available to meet EEO objectives.

#### **Ability to:**

1. Perform difficult clerical work, including ability to spell correctly, and use proper English and make arithmetical computations;
2. Follow oral and written directions;
3. Evaluate situations accurately and take effective action;
4. Read and write English at a level required for successful job performance;
5. Make clear and comprehensive reports and keep difficult records;

6. Meet and deal tactfully with the public;
7. Apply specific laws, rules, and office policies and procedures;
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling;
9. Communicate effectively;
10. Plan, organize, direct, and supervise the work of others;
11. Effectively contribute to the Department's EEO objectives;
12. Work independently;
13. Modify established procedures and methods to meet changing needs;
14. Supervise the work of a medium-sized group.

## ELIGIBLE LIST INFORMATION

A multi-departmental, promotional eligible list for the Office Services Supervisor II (General) classification will be established for:

### **California Correctional Health Care Services California Department of Corrections and Rehabilitation**

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of examination date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans' status is verified by the California Department of Human Resources (CalHR). Information on this program and the [Veterans' Preference Application](#) (Std. Form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits are not granted in examinations administered on an open basis.

## EXAMINATION INFORMATION

[Preview the Training and Experience Evaluation](#)

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the examination.

In an effort to streamline the examination process, please create a [CalCareer Account](#) with CalHR. A CalCareer Account is a one stop shop for taking civil service examinations, applying for state jobs, and provides storage and organization for your documents and communications stemming from job opportunities, all in a paperless format. To sign up for a CalCareer Account, or log in to your existing account, [Click here](#).

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

We recommend using Chrome or Edge for optimal performance when accessing the examination.

Take the examination for the [Office Services Supervisor II \(General\)](#) classification.

## TESTING DEPARTMENTS

California Correctional Health Care Services  
California Department of Corrections and Rehabilitation

## CONTACT INFORMATION

If you have any technical or administrative questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

California Correctional Health Care Services

Attn: Examination Services

8280 Longleaf Drive

Elk Grove, CA 95758

Phone: (916) 691-5894

Email: [CPHCSSelectionServices@cdcr.ca.gov](mailto:CPHCSSelectionServices@cdcr.ca.gov)

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## EQUAL OPPORTUNITY EMPLOYER

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

## DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

## DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State workplace. 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.

## GENERAL INFORMATION

Examination and/or Employment Application (Std. Form 678) forms are available at CalHR, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination 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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

CCHCS 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 applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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 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) servicewide 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.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education 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 competitor 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.

This bulletin cancels and supersedes all previously issued bulletins.