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 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.

**UPDATE:**

The FINAL FILING DATE for submitting applications for this examination has now been extended to **APRIL 10, 2018.**
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 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

WHO SHOULD APPLY

This is a departmental examination for the Department of Industrial Relations. In order to participate in this examination, applicants must meet one of the following:

1. Have a permanent civil service appointment with the Department of Industrial Relations, excluding State Compensation Insurance Fund; or
2. Be a current or former employee of the Legislature for two or more years as defined in Government Code §18990; or
3. 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. 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 Government Code §18991;

AND

Meet the minimum qualifications as stated below as of April 10, 2018, the final filing date.

Note: The final filing date of April 10, 2018, for this examination has been extended from April 14, 2017. If you submitted an application on or before the original final filing date of April 14, 2017, you do not need to re-submit an application unless there is additional work experience information you would like Human Resources to consider. You will only need to submit the Training and Experience Evaluation (if you previously submitted an application by 4/14/17).

HOW TO APPLY

Please complete BOTH a Standard State Application Form (STD. 678) and the Training and Experience Evaluation and submit either by mail, email, or in person to the following address:

By Mail:
Department of Industrial Relations
P.O. Box 420603, San Francisco CA 94142
Attention: Examination Unit

In Person:
Department of Industrial Relations
455 Golden Gate Avenue, 8th Floor
San Francisco, CA 94102

By e-mail:
Jobs@dir.ca.gov (must be received no later than 11:59pm on 4/10/18)
Please refer to the Examination Information section on page 3 for access to the Training and Experience Evaluation.

Applications (Form 678) can be downloaded from: http://jobs.ca.gov/pdf/std678.pdf or from your CalCareer account on jobs.ca.gov. If the application from the CalCareer account is used, applicants must still follow the filing instructions above to submit the application. Applications for this exam are only being accepted by mail, in person, or by e-mail to Jobs@dir.ca.gov. Due to system limitations, applications cannot be submitted through a CalCareer account.

Applications are also available at the Department of Industrial Relations, Human Resources Office/Exam Unit, 455 Golden Gate Avenue, 8th Floor San Francisco, CA 94102.

**In the section of the application titled "Examination or Job Titles for which you are applying", please write:

OFFICE SERVICES SUPERVISOR II - 7IR09

Applications & Training and Experience Evaluations by mail must be POSTMARKED by the United States Postal Service no later than APRIL 10, 2018. Applications & Training and Experience Evaluations postmarked, personally delivered or received via inter-office mail, e-mail or by fax after the final file date will not be accepted.

Applicants are responsible for obtaining proof of mailing or submission of their applications to Department of Industrial Relations, Examination Unit. Confirmation/receipt of USPS mailed submittals can only be provided for by Certified Mail. 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.

All applications must have a signature. Unsigned or incomplete applications will NOT be accepted for the examination.

**FINAL FILING DATE**

| Final Filing Date | April 10, 2018 |

**SPECIAL TESTING ARRANGEMENTS**

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

**SALARY RANGE**

$3,307 - $4,141 per month

**LOCATION OF POSITIONS**

Positions are located Statewide in Division of Workers' Compensation with the Department of Industrial Relations.

**ELIGIBLE LIST INFORMATION**

An eligible list will be established for the Department of Industrial Relations (excluding the State Compensation Insurance Fund). 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**

NOTE: All applicants must meet the education and/or experience requirements for this examination by April 10, 2018, the final filing date.

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", "II" or "III". For example, candidates who possess 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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<tr>
<th>MINIMUM QUALIFICATIONS</th>
<th>Either I</th>
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<td>One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.</td>
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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.)

[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.]

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<th>ADDITIONAL DESIRABLE QUALIFICATIONS</th>
<th>Education: Equivalent to completion of the twelfth grade.</th>
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| POSITION DESCRIPTION                   | This is the first full supervisory level. Under general direction, Office Services Supervisor II (General) plans, organizes, and directs the work of a medium-sized group engaged in difficult clerical work. The scope of the duties supervised by an incumbent 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 record-keeping functions; and ordering and maintaining supplies and equipment. |

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<tr>
<th>EXAMINATION INFORMATION TRAINING AND EXPERIENCE ASSESSMENT WEIGHTED-100%</th>
<th>This examination will consist of a Training and Experience evaluation weighted 100%.</th>
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Click HERE to access the Training and Experience Evaluation.

It is designed to identify a range of information regarding each candidate’s knowledge, skills and abilities to effectively perform the duties required in the classification.

Candidates must complete and return the evaluation to a designated address by the date and method as specified in the notice in order to be rated. Candidates failing to return the questionnaire by the specified date will be removed from this examination. In order to obtain a position on the eligible list, a minimum score of 70.00% must be attained.

**Scope of the Training and Experience Assessment Questionnaire:**

A. 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 objectives;
   5. A supervisor’s role in the equal employment opportunity program and the processes available to meet these objectives.

(Continued on the next page)
B. Ability to:
1. Perform difficult clerical work, including ability to spell correctly, use good 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 equal employment opportunity objectives;
12. Work independently;
13. Modify established procedures and methods to meet changing needs; and

VETERANS PREFERENCE

Veteran’s preference credit will not be granted in this departmental promotional examination

(Continued on the next page)
GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Personnel Office at 1-800-564-0771 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 Personnel Office at 1-800-564-0771 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview 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 California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department and the Department of Industrial Relations. It can also be downloaded from either the CalHR website at http://jobs.ca.gov/pdf/std678.pdf or the Department of Industrial Relations website at www.dir.ca.gov.

If you meet the requirements stated on the reverse, 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 on the other side of 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 Department 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 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 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) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; and 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 in this bulletin.

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 fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will 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.

Veterans Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded 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 http://jobs.ca.gov/Job/VeteransInformation, and the Department of Veterans Affairs.

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

For Inquiries: Call the Department of Industrial Relations at 1-800-564-0771, 1-800-735-2929 - California Relay System Telephone number for the deaf and hearing impaired, or Write to jobs@dir.ca.gov