

California State Library

Library - Courts Building
P.O. Box 942837
Sacramento, California 94237-0001



BUSINESS SERVICE OFFICER I (SPECIALIST) BUSINESS SERVICE OFFICER II (SPECIALIST) DEPARTMENTAL PROMOTIONAL EXAMINATION

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.

DEPARTMENTAL PROMOTIONAL FOR: California State Library

WHO SHOULD APPLY: COMPETITION LIMITED TO STATE EMPLOYEES WITH CALIFORNIA STATE LIBRARY (CSL). Applicants must have a permanent civil service appointment with CSL as of the final filing date.

FINAL FILING DATE: November 1, 2012

HOW TO APPLY: Applications are available at the address below or on the California Human Resources (CalHR) web site at <http://jobs.ca.gov/Profile/StateApplication>. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD or CALHR.** Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason. Applications may be filed in person or by mail with:

California State Library
Human Resources Services Office
900 N Street, Suite 400
P.O. Box 942837
Sacramento, California 94237-0001

EXAMINATION PLAN: Qualifications Appraisal Interview – Weighted 100%. This examination will consist of a Qualifications Appraisal Interview only. To obtain a position on the list, applicants must achieve a minimum rating of 70% in the interview. **Candidates who do not appear for the interview will be disqualified.**

SPECIAL TESTING INFORMATION: If you have a disability and need special testing arrangements, mark "Yes" on Question #2 on the Examination/Employment Application form. You will be contacted to make specific arrangements.

SALARY RANGE: Business Service Officer I \$3,658 - \$4,446
Business Service Officer II \$4,409 - \$4,874

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

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 meeting 100% of the overall experience requirement.

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

BUSINESS SERVICE OFFICER I

Either I

One year of experience in the California state service performing duties comparable to those of a Business Service Assistant (Specialist), Range C, or of a Staff Services Analyst, Range B, in a business service assignment. (Applicants who have completed six months of service performing the duties listed above will be admitted to the examination but must satisfactorily complete one year of experience performing these duties before they can be considered eligible for appointment.)

Or II

Experience: One year of technical experience beyond the Trainee level in one or a combination of the following:

1. Equipment and supplies management including the preparation of purchase documents. **Or**
2. Building management including lease negotiation and problem resolution. **Or**
3. Telecommunications including land wire and radio/microwave. (Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Assistant (Specialist), Range C.)

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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BUSINESS SERVICE OFFICER II

Either I

One year of experience in the California state service performing the duties of a Business Service Officer I (Specialist) or (Supervisor); Procurement and Services Officer I; Hospital General Services Administrator I; or of a Staff Services Analyst, Range C; in a business service assignment.

Or II

Experience: Two years of technical experience beyond the Trainee level in one or a combination of the following:

1. Negotiation of commercial, industrial, or office leases for buildings. **or**
2. Management of industrial or office buildings with responsibility for maintenance, repairs, equipment and service. **or**
3. Preparation of working plans and technical specifications, and solicitation and awarding of bids for alterations to, construction or purchase of commercial, industrial, or office buildings or major equipment. **or**
4. Business service contract management and oversight.

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist or Supervisor).]

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:

BUSINESS SERVICE OFFICER I

Under general supervision, incumbents independently perform technical and analytical business service work of average difficulty in a variety of functions; assist in the performance of the more difficult and complex business service work; or are assigned responsibility for one or more functions of average difficulty. Functions of average difficulty are Purchasing, Facilities Management, Capitol Outlay and Telecommunications. (Analytical work of average difficulty is described as that which would otherwise be appropriate for a Staff Services Analyst.)

Incumbents are nonsupervisory but may serve as lead over lower level staff. With an appropriate restructuring of duties, positions allocated to this class may be downgraded to Business Service Assistant (Specialist) for recruitment purposes.

BUSINESS SERVICE OFFICER II

Under direction, incumbents either (1) perform the more difficult and complex technical and analytical work of a business service nature in a wide variety of functions; or (2) in a medium to large business service office, are assigned responsibility for one or more of the most difficult and complex technical/analytical functions which are Facilities Planning and Acquisition and Contracts; or (3) in larger offices, may assist with the performance of most complex functions. The level of analytical work performed is described as a mix of that which would be appropriate for a Staff Services Analyst/ Associate level analysts.

Positions are nonsupervisory but may serve as lead over lower level staff.

A position(s) will exist with CSL in Sacramento.

EXAMINATION SCOPE:

Knowledge of:

1. English grammar and punctuation.
2. Principles and practices of public administration.
3. Financial record keeping
4. Office and automotive equipment and supplies.
5. Bases for property values and the legal forms, procedures and requirements necessary in property transactions.
6. Building management including office layout, lighting, heating and ventilation.

Ability to:

1. Communicate effectively.
2. Learn rapidly.
3. Follow directions.
4. Analyze data accurately.
5. Reason logically.
6. Maintain the confidence and cooperation of those contacted during the course of work.
7. Utilize good work habits.
8. Write specifications and determine whether incoming materials, supplies and equipment meet the standards set up in these specifications.
9. Utilize office and automotive equipment and supplies effectively and economically.
10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs.
11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend replacement.
12. Plan and direct the work of others.
13. Successfully negotiate agreements for office space, equipment, supplies and services.
14. Prepare budgetary data on such needs.
15. Analyze situations and problems accurately and take an effective course of action.

ELIGIBLE LIST INFORMATION: A departmental promotional eligible list will be established for the California State Library. The list will be abolished 12 months after establishment unless the needs of the service and conditions of the list warrants a change in this period.

Veterans Preference points and career credits are not granted in promotional examinations.

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GENERAL INFORMATION

If the examination has a written feature, it is the candidate's responsibility to contact the California State Library, 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 California State Library, Human Resources Services Office at (916) 651-0337 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview, EDA 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 the CalHR, Employment Development Department and the California State Library.

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 California State Library 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. 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) multidepartmental 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 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. 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 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.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. California Relay Telephone Service for the Deaf or Hearing Impaired: From TDD phones: 1-800-342-5966 From Voice Telephones: 1-800-342-5833