



## OFFICE SERVICES MANAGER I

Exam Code: 5MV03

Department:	Department of Motor Vehicles
Final Filing Date:	February 18, 2015
Type of Recruitment:	Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$4,055.00 to \$5,076.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

### EEO

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.

### DRUG FREE STATEMENT

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.

### WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated on this examination announcement may apply. Applications will not be accepted on a promotional basis. All applicants must meet the education and/or experience requirements by the final filing date as stated on this examination announcement.

### FILING INSTRUCTIONS

Standard State Applications (STD. 678) must be marked "**Office Services Manager I**" and submitted by the final filing date using one of the two options below:

**Postmarked by mail to:**  
Department of Motor Vehicles  
Selection and Certification Unit  
**Office Services Manager I**  
P.O. Box 932315, MS A208  
Sacramento, CA 94232-3150

**OR \*In person by 5 p.m. to:**  
Department of Motor Vehicles  
Human Resources Branch  
"Selection & Certification Unit Drop Box"  
2415 1<sup>st</sup> Avenue, 1<sup>st</sup> Floor Lobby  
Sacramento, CA 95818

\*Standard State Applications (STD. 678) **must be placed in the "Selection & Certification Unit Drop Box" by 5 p.m. on the final filing date.** Standard State Applications (STD. 678) postmarked, personally delivered, or received via interoffice mail after the final filing date will **not** be accepted. Standard State Applications (STD. 678) will **not** be accepted via email or fax.

Standard State Applications (STD. 678) may be downloaded at the California Department of Human Resources' JOBS website at [www.jobs.ca.gov](http://www.jobs.ca.gov). All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

## DEFINITION

**“Performing the duties of a class with a level of responsibility not less than...”** To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

## ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the California Department of Motor Vehicles. 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 experience requirements for this examination by 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” or “II”. 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.

### **EITHER I**

One year of experience in the California state service performing the duties of a class with a level of responsibility not less than Office Services Supervisor III (formerly Supervising Clerk II).

### **OR II**

Three years of experience supervising a clerical section normally involving at least 15 employees. This experience must have included responsibility for planning, organizing, and coordinating the work; establishing procedures; selecting, training, and evaluating personnel and employee relations. [Experience in the California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Office Services Supervisor II (formerly Supervising Clerk I).]

**NOTE: If applying under Pattern II, applicants must indicate the number of employees supervised.**

## POSITION DESCRIPTION

Under direction, through subordinate supervisors, to be responsible for the overall planning, directing, and coordination of varied and extensive clerical activities involving direction of as few as approximately 30 employees where the work performed is varied and complex or direction of approximately 150 employees in several subunits where the duties are comparatively routine, and performs other related work.

An Office Services Manager I plans, organizes, assigns, and reviews the work of varied and extensive processing and service units engaged in clerical and related office activities; through subordinate supervisors, approves and reviews work procedures and makes decisions on the more difficult operating and personnel problems; supervises the planning and flow of office work between units and to various subdivisions of the department; reviews, evaluates, and recommends changes of policies and operating procedures; prepares the budget for the units supervised; studies need for office equipment and supplies, writes specifications, and prepares estimates of amounts and costs of equipment and supplies needed; develops production standards; may be responsible for general office and equipment maintenance; designs and revises office forms; assists in the selection of subordinate supervisors, trains them, and evaluates their performance, and takes or recommends appropriate action; develops performance standards and prepares and reviews Reports of Performance; assists staff in the preparation and revision of procedure manuals and the instructions for their use; confers with superiors and coordinates efforts of the office with other State departments and the public; dictates correspondence and prepares reports.

**Positions exist in Sacramento only.**

## EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal Panel Interview, weighted 100%. Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.

**It is anticipated that mandatory interviews will be held in April/May 2015.**

**Interviews will be conducted in Sacramento only.**

## SCOPE OF EXAMINATION

### QUALIFICATIONS APPRAISAL PANEL INTERVIEW – WEIGHTED 100%

The Qualifications Appraisal Panel Interview will consist of predetermined job-related questions. Candidates will be provided a copy of the interview questions for a brief period of time before entering the interview room. The interview panel will evaluate the candidate's responses to each question using a predetermined rating scale and predetermined scoring criteria. This testing component measures the knowledge and abilities listed below.

**NOTE:** If conditions warrant, this examination may utilize an evaluation of each candidate's training and experience in an examination consisting of a Training and Experience Questionnaire that will be the sole component of the examination weighted 100%. Candidates must achieve a minimum passing score of 70% to be placed on the eligible list. The Training and Experience Questionnaire will be either mailed or emailed in **April/May 2015** to those candidates who meet the requirements for admittance to the examination as stated on this examination bulletin. The Training and Experience Questionnaire will consist of statements designed to measure how your training and work history have provided you with the essential knowledge, skills, and abilities listed below.

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

1. Office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work, and measuring work production.
2. Office materials, supplies, and modern equipment, and ability to use them effectively.
3. Principles of personnel management and effective supervision.
4. The Department's Equal Employment Opportunity objectives.
5. A manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

### B. Ability to:

1. Read and write English at a level required for successful job performance.
2. Apply office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and of measuring work production.
3. Plan, organize, direct, and review the work of a large clerical staff.
4. Rapidly learn specific laws, rules and office policies and procedures, and use good judgment in applying them in a variety of cases.
5. Design and standardize effective and economical office forms.
6. Prepare reports and dictate correspondence independently.
7. Analyze situations accurately and take effective action.
8. Secure and maintain cooperative relationships with all persons contacted in the work.
9. Effectively contribute to the Department's Equal Employment Opportunity objectives.

## SPECIAL PERSONAL CHARACTERISTICS

Demonstrated supervisory ability.

## ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

## VETERANS' PREFERENCE

Veterans' Preference will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, 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.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

## CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:  
<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 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 Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**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. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Standard State Applications (STD. 678)** are available at [www.jobs.ca.gov](http://www.jobs.ca.gov), local offices of the Employment Development Department, and the testing department on this job bulletin.

**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 rated against predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

**The Department of Motor Vehicles** reserves the right to revise the examination plan to better meet the needs of the state, 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.

**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.

**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, 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 on the bulletin.

**Criminal Record Clearance Information:** Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

## GENERAL INFORMATION CONTINUED

**Veterans' Preference:** 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. (3) Veterans' Preference is not granted once a person achieves permanent civil service status. The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**If High School Equivalence is required:** Equivalence to completion of the 12th 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 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 Relay Telephone Service for the deaf or hearing impaired

from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

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