



# California Department of Consumer Affairs

## CEA – Level A

[www.dca.ca.gov](http://www.dca.ca.gov)



### **CAREER EXECUTIVE ASSIGNMENT**

THE DEPARTMENT OF CONSUMER AFFAIRS PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, RELIGIOUS CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, 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.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

**POSITION:** CEA A – Deputy Chief  
Licensing, Administration, and Consumer Assistance  
Bureau of Automotive Repair

**LOCATION:** Sacramento

**SALARY:** \$6453 - \$9277 per month

**FINAL FILING DATE:** October 23, 2015

#### **DUTIES AND RESPONSIBILITIES**

Under the general direction of the Chief, Bureau of Automotive Repair (BAR), the Deputy Chief, Licensing, Administration and Consumer Assistance Division, the CEA A will function as a top administrative advisor to the Chief on issues relating to the programs and will perform the following duties, not limited to:

- Advise and consult with executive staff on sensitive personnel matters and administrative actions.
- Advise and consult with executive staff regarding the interpretation of policy and legislation.
- Formulate and initiate program policies and procedures and ensure implementation of Departmental policies.
- Direct the analysis of proposed legislation that affects the programs and the DCA, and recommend modification of proposed legislation to align it with DCA policy, programs, procedures, and to ensure adequate consumer protection.
- Review, modify and approve program budget proposals.
- Establish fiscal controls to assure that expenditures do not exceed available funds and are in compliance.
- Identify the need for new legislation and recommend its support by the DCA.
- Recommend modification of proposed legislation to align it with DCA policy, programs, procedures, and to ensure adequate consumer protection.
- Oversee external communications with consumers and members of industry.
- Oversee all administrative functions performed by BAR involving budget development, contract monitoring, personnel administration, and facilities management.
- Recommend and ensure implementation of policies that promote consumer participation in the Consumer Assistance Program. Ensure services meet prescribed standards.
- Meet with legislators and legislative consultants and sponsors to develop support for BAR's legislation and to ensure pro-active positions on legislation.
- Oversee the development of sensitive policy papers, including Governor's Action requests, issue papers, and Budget Change Proposals (BCPs).
- Represent the BAR and forge relationships with the United States Environmental Protection Agency, automotive repair industry, consumer and environmental organizations, departmental executives, local air quality management districts, California Environmental Protection Agency, Department of Motor Vehicles, Air Resources Board, other states, and the public.

## MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

### **Either I**

Must be a current State civil service employee with permanent civil service status, as defined in Government Code Section 18546.

### **Or II**

Must be a current or former employee of the Legislature, who resigned or was released from service within the last 12 months, and with two or more consecutive years of service as defined in Government Code Section 18990.

### **Or III**

Must be a current or former nonelected exempt employee of the Executive Branch of government who resigned or was released from service within the last 12 months, and with two or more consecutive years of service (excluding those positions for which the salaries are set by statute) as defined by Government Code Section 18992.

### **Or IV**

Must 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 Section 18991.

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

## **KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

**(1) Knowledge of** the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

**(2) Ability to** plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization).

## DESIRABLE QUALIFICATIONS

**Managerial Ability** – Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision, and management accountability.

**Program Analysis Skills** -- Experience in analyzing complex program issues or problems and developing policies, procedures or specific solutions. Experience demonstrating knowledge of project management and oversight.

**Communication Skills** -- Possess excellent oral and written communication skills, demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results. Demonstrated ability to deal with a variety of public and private persons and groups in matters of significant political and program sensitivity, including legislative committees, other State agencies, the media, and Executive Management.

**Organizational Awareness** – The ability to effectively interact with Executive Management, Executive staff, departmental administrators, legislative committees, the public, other State agencies, programs and labor representatives. Knowledge of the State’s budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process. Have work experience in directing and managing a statewide office and their roll in state government.

**Technical Skills** – Practical understanding of and demonstrated knowledge of the operations and regulations related to the Bureau of Automotive Repair.

**Administrative Skills** – Demonstrated knowledge of the activities of a regulatory agency and the Administrative Procedures Act. Knowledge of the State’s budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process.

**Personnel Disciplinary Actions** – Demonstrated experience providing high-level consultative advice to Executive Staff on sensitive personnel matters and administrative actions. Experience working as an intermediary between union and Executive Staff.

## FILING INSTRUCTIONS

All interested applicants must submit:

- A standard State application (Form 678) with official or civil service titles and dates of experience, **and**
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate’s education and experience that would qualify him/her for this position, related to the desirable qualifications, with emphasis on the factors listed in the screening criteria below. The Statement should be no more than two pages in length, Ariel, and 12 point font.

**Note:** Resumes are optional and do not take the place of the Statement of Qualifications.

## EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the Desirable Qualifications and Screening Criteria outlined in this bulletin, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of the results. It is anticipated the results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

## SCREENING CRITERIA

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

### Education –

- List education, degrees obtained and dates received.

### Administrative –

- Years and breadth of experience performing or knowledge of:
  - Administrative duties, including: fiscal accountability, budgeting, business services, and personnel management.
  - Performance management, including sensitive personnel matters.
  - Strategic planning, analyzing complex program issues and developing policies, procedures, or specific solutions.
  - Legislative process.

**Communication/Presentations/Contacts -**

- Years of experience making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executive legislative members and staff, general public and professional groups.
- Year of experience working with State control agencies, the legislature, and other governmental entities.
  - List the level, extent, and nature of contacts.

**Managerial Experience –**

- Managerial experience **equivalent in level to a Staff Services Manager II** or above.
- Years and type of experience planning, developing and managing a complex and politically sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules, policies and procedures.
- Years and breadth of experience directing the work of multidisciplinary professional and administrative staff.

The Application and Statement of Qualifications are to be submitted to:

**Mail or Hand Deliver to:**

**Department of Consumer Affairs  
Selection Services Unit/Attn: M. Cooper  
1625 N. Market Blvd., Suite N 321  
Sacramento, CA 95834**

Application (Std. 678) and Statement of Qualifications must be **POSTMARKED** by (5:00pm) on the final filing date of **October 23, 2015**. Applications postmarked, personally delivered, or received via interagency mail after the final filing date will not be accepted for any reason. Do not submit application packages to the California Department of Human Resources (CalHR).

Application packages must have an original signature; therefore, faxed application packages will not be accepted for any reason.

Questions regarding this examination may be directed to: Margo Cooper (916) 574-8305.