

**ENFORCEMENT SUPERVISOR II,
 CONTRACTORS STATE LICENSE BOARD
 DEPARTMENT OF CONSUMER AFFAIRS**



DEPARTMENTAL – PROMOTIONAL EXAMINATION

www.dca.ca.gov

The State of California and DCA 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 work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

WHO MAY APPLY

1. Must have a permanent civil service appointment with the Department of Consumer Affairs as of the final filing date; **or**
2. Must meet the provisions of the State Personnel Board Rule 234, 235.2; **or**
3. Must be a current or former employee with the Legislature for two or more years as defined in Government Code 18990 **or**
4. Must 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**
5. 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 18991. (Applicants must submit a copy of Form DD214 along with their standard state application [STD. 678]).

HOW TO APPLY

Please submit applications (form STD 678) to the address indicated below. **Do not submit applications to the California Department of Human Resources (CalHR).**

NOTE: All applications must include: “to” and “from” dates (month/day/year); time base; civil service class titles, and range (if applicable) for all work experience. College course information must include title, semester or quarter units, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed State Application (STD 678).

Submit State Application (form STD 678) to:

Mail or Hand Deliver to:

Department of Consumer Affairs
 Attn: Selection Services (T. Sherel)
 1625 North Market Blvd., Suite N321
 Sacramento, CA 95834

**EXAMINATION
 CROSS FILING**

If you are submitting an application for the Enforcement Supervisor I & Enforcement Supervisor II, you may submit one application. Indicate the titles of the examination on the state application (Std. 678).

**SPECIAL TESTING
 ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

March 29, 2016. Applications must be postmarked no later than the final filing date. Applications postmarked or personally delivered after the final filing date will not be accepted. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

INTERVIEW DATE

It is anticipated that Structured Qualifications Appraisal Panel interviews will be scheduled during the month of **May/June 2016.**

SALARY RANGE

\$6233 - \$7741 per month

**REQUIREMENTS
 FOR ADMITTANCE
 TO THE
 EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination by the final filing date. It is your responsibility to make sure you meet the education and/or experience requirements as stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

**POSITION
 DESCRIPTION**

This is the second supervisory level in the series. Incumbents plan, create vision, organize, direct, and evaluate the results, efficiency, and effectiveness of staff of a statewide or complex and sensitive function; provide technical and program consultation to management; confer with other managers, supervisors, and staff to assure a quality and consistent program; recommend to the Division Chief the formulation of policy and assist in the development and maintenance of standards and guidelines related to program areas; design a program that meets the needs of public, industry, professional, and community organizations and groups; represent the Board at meetings concerned with

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**POSITION
DESCRIPTION
CONTINUED**

organization, trade associations, and related government organizations; establish and maintain cooperative relations with licensees, consumers, and other persons in connection with work of the Board; prepare correspondence and technical reports; prepare, present, and track budgets; and do other related work. Positions exist statewide.

**DRIVER LICENSE
REQUIREMENTS**

Applicants for positions in this classification series must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

FINGERPRINTING

Applicants will be fingerprinted for the purpose of obtaining criminal records check.

**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, 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 as meeting 100% of the overall experience requirement.

Either I

Experience: One year of experience in the California state service performing duties equivalent in level of responsibility to an Enforcement Supervisor I, Contractors State License Board (Non-Peace Officer).

Or II

Experience: Two years of experience in the California state service performing duties equivalent in level of responsibility to an Enforcement Representative II, Contractors State License Board or an Enforcement Representative II, Contractors State License Board (Non-peace Officer).

**SPECIAL
PERSONAL
CHARACTERISTICS**

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces, and incidents. Some positions: Willingness to travel.

**EXAMINATION
INFORMATION**

QUALIFICATIONS APPRAISAL – WEIGHTED 100%

This examination will consist of a Qualifications Appraisal Panel Interview weighted 100%. The oral interview will include a number of job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. NOTE: The oral interview will consist of a Structured Exercise followed by a series of questions designed to measure responses against predetermined rating criteria. The panel will only take into consideration the responses to those questions.

Candidates who do not appear for the interview will be disqualified.

**EXAMINATION
SCOPE**

KNOWLEDGE OF:

1. Review techniques including planning and organizing.
2. General principles and concepts used in project review, writing, and analysis.
3. Administrative and criminal investigation.
4. Contractor's laws and regulations.
5. Mediation techniques.
6. Modern office methods and equipment.
7. Terminology and procedures used in the construction industry.
8. The Contractors State License Law.
9. Contractors State License Board rules, regulations, policies, and procedures.
10. Contractors State License Board organization and functions.
11. Related legal opinions, methods, laws, and procedures controlling the activities of building contractors.
12. Investigation methods, evidence, and procedures applicable to criminal and administrative proceedings.
13. Performance measurement principles.
14. Strategic planning processes.
15. Various types of construction trades associations and organizations.
16. Principles of supervision.
17. Pertinent legislation and legislative procedures.
18. The judicial system of California.
19. Research and evaluation methods.
20. Principles of sound personnel management.
21. A manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
22. Administrative principles and practices, including organization, personnel management, supervision, training, budget preparation and control, management, and cost-benefit analysis.
23. Quality control and quality improvement.
24. Principles of public and business administration.
25. Effective supervision, coaching, and facilitation.
26. Federal and State laws and administrative regulations relating to the construction industry.

ABILITY TO:

1. Independently gather, compile, analyze, and interpret data.
2. Prepare complete correspondence and reports in a clear and concise manner.
3. Communicate effectively.
4. Willingness to learn and use various computer software.
5. Reason logically and creatively and use a variety of analytical techniques.
6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
7. Consult and advise interested parties on cases or related materials.
8. Gain and maintain the confidence and cooperation of law enforcement officials and others.
9. Interpret and apply the provisions of the Contractors State License Law and related legal opinions and court decisions and Contractors State License Board policies, procedures, rules, and regulations.
10. Independently perform complex, specialized analyses and functions within the Contractors State License Board.

**EXAMINATION
SCOPE (continued)**

11. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
12. Plan, organize, and direct the work of others.
13. Secure the cooperation of individuals, organizations, and agencies affected by the Board's programs.
14. Analyze situations and data accurately and empower staff to improve processes.
15. Coach and train team members to be process managers.

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the Department of Consumer Affairs. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS
PREFERENCE**

Veteran's preference is not granted in promotional exams.

QUESTIONS

If you have any questions concerning this announcement, please contact Tina Sherel at (916) 574-8388.

GENERAL INFORMATION

The Department of Consumer Affairs 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 competitors will be notified.

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8388 three weeks after the final file date if a progress notice is not received.

Applications are available at www.jobs.ca.gov.

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 may be rescheduled upon written request.

If you meet the requirements stated on the bulletin, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their scores.

Examination Locations: This examination will be scheduled in Sacramento and Los Angeles.

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 services status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or at the Information Center of the State Personnel Board.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION