

INSPECTOR II
PROMOTIONAL EXAMINATION FOR
DEPARTMENT OF CONSUMER AFFAIRS
www.dca.ca.gov



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 the 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 MAY APPLY

1. Applicants must have a permanent civil service appointment with the Department of Consumer Affairs by the final filing date in order to take this examination; or
2. Meet the provisions of the State Personnel Rules 234 or 235; or
3. Must be a current of former employee of the Legislature for two or more years as defined in Government Code 18990; or
4. Must be a current of 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 State 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 a **State Application (STD 678)** to the address indicated below. **DO NOT** SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR). The State Application is available by clicking on the following link:

- [State Application \(STD 678\)](#)

WHERE TO APPLY

MAIL OR HAND DELIVER TO:

Department of Consumer Affairs
Office of Human Resources
Attn: Selection Services (H. Valencia)
1625 North Market Blvd, Suite N-321
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the State Application (STD. 678). The Selection Services & Recruitment Unit will contact you to make special testing arrangements.

CONTINUOUS FILING

Applications are accepted on a continuous basis. Examinations are scheduled as needs warrant.

SALARY RANGE

\$3,571.00 - \$4,426.00 per month.

*Salary reflects the increase effective 7/1/2017.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application to the address above. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All State Applications (STD. 678) must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application (STD. 678).

**POSITION
DESCRIPTION**

In an assigned district, makes inspections and investigations and takes samples in the enforcement of the provisions of State laws such as those requiring the licensing of barbers, apprentices, barbershops and schools, cosmetologists, electrologists, instructors in cosmetology and electrology, cosmetology shops and schools, manicurists, dry cleaning shops and plants, spotters and pressers, fur and hat renovators, manufacturers, wholesalers, suppliers, and retailers of upholstered furniture or bedding or those items containing concealed filling materials, veterinary hospitals, and electronic dealer records; investigates complaints in connection with alleged violations of law; gathers evidence for use and assistance in hearings and prosecutions; writes investigation reports and maintains records of inspections and activities; maintains working relationships with law enforcement agencies; has wide contact with the public and assists the public by furnishing information concerning the particular acts within the Business and Professions Code; interviews and consults with licensees to determine causes of violations and to encourage compliance.

**POSITION
INFORMATION**

Positions exist statewide with the Department of Consumer Affairs for the Board of Barbering and Cosmetology, Medical Board of California, Bureau of Electronic Appliance Repair, Home Furnishings & Thermal Insulation and Dental Board of California.

**MINIMUM
QUALIFICATIONS**

Either I

One year of experience performing the duties of an Inspector I, Department of Consumer Affairs, in the California state service.

Inspector II, Department of Consumer Affairs 2-

Or II

Experience:

Three years of experience with a governmental agency in one or a combination of the following:

1. Inspection of business establishments for compliance with laws, rules, regulations and standards.
- or
2. In law enforcement which has included some investigation work. (Equivalent to completion of two years of college with at least 12 units in police science or criminology may be substituted for two years of the required experience.) and twelfth grade.

Education:

Equivalent to completion of the twelfth grade. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**EXAMINATION
INFORMATION**

Education & Experience (E&E) – Weighted 100%

This examination will consist of an Education & Experience examination, and is the sole component of the Inspector II examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

**EXAMINATION
SCOPE**

Knowledge of:

1. State laws, rules, and regulations regarding individual and businesses licensed by various agencies with the Department of Consumer Affairs.
2. Laws of arrest and rules of evidence and procedures followed in court and administrative hearings.
3. Inspection techniques and procedures.
4. The techniques of identifying, preserving and presenting evidence.
5. Practices and problems of the barber, cosmetology, dry cleaning, furniture and bedding industry, veterinary hospitals and yacht and ship brokerage establishments.
6. Familiarity with principles and techniques of supervision and training.

Ability to:

1. Interpret and apply to specific cases provisions of the laws, rules, or regulations enforced or administered.
2. Review and evaluate the work of others and give guidance and counsel in work methods and procedures.
3. Speak effectively and prepare complete and concise reports.
4. Establish and maintain cooperative relations with Federal, State, and local law enforcement agencies, analyze data and draw sound conclusions.
5. Think and act quickly in emergencies.
6. Deal with the public in a courteous and fair-minded manner.

**SPECIAL
PERSONAL AND
PHYSICAL
CHARACTERISTICS**

Ability to walk long distances; willingness to work odd and irregular hours in various locations throughout the State; keenness of observation; and neat personal appearance.

**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for the Department of Consumer Affairs. 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.

**VETERANS
PREFERENCE
CREDIT**

Veteran's Preference is not granted in promotional exams.

QUESTIONS

If you have any questions concerning this announcement, please contact Hazel Valencia at the Department of Consumer Affairs, Selection Services and Recruitment Unit, 1625 North Market Blvd, Suite N-321, Sacramento, CA 95834, (916) 574-8388.

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

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 and Recruitment Unit, at (916) 574-8370 three weeks after the final file date if he/she has not received a progress notice.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov, local offices of the Employment Development Department and the Department of Consumer Affairs.

If you meet the requirements stated on this bulletin, 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 will be rated and scored according to pre-determined rating criteria. All candidates who pass will be ranked according to their scores.

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.

Employment 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 this bulletin.

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 Equivalence: 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 the State Department of Education, a local school board, or high school authorities that the competitor 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.

Career Credits: In Open, Non-Promotional examinations, Career Credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful, in the examination.