

**Department of Consumer Affairs  
Training and Experience Examination  
Office Services Supervisor II**

**General Instructions**

The Office Services Supervisor II examination will consist of the attached Training and Experience Examination (T&E) that will be used to evaluate your experience, education, and training. This T&E is the examination and will account for 100% of your score. It is important that you fill out the T&E completely. Your responses should be an accurate reflection of your experience, education, and training. Questions without a response will not be scored.

**How to Submit**

Your electronic application, this T&E and any other required documents can be submitted through your account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). Sign into your profile and apply for the Office Services Supervisor II examination for the Department of Consumer Affairs. Add the documents listed in the section below as attachments to your Examination/Employment Application (STD. 678). Or you can mail your complete package to:

Department of Consumer Affairs  
Examination Services Unit, Attn: C. Goodman  
1625 North Market Blvd., Suite N-321  
Sacramento, CA 95834

**What to Include**

In order to apply for and participate in this examination, you must submit a complete examination application package. Missing information may delay the processing or scoring of your examination.

The following documents must be submitted along with your [Examination/Employment Application \(STD. 678\)](#):

- [Affirmation Statement](#)
- [Training and Experience Examination \(T&E\)](#)
- Evidence of completion of the education/credential requirement, if applicable (copies are acceptable)
- [Conditions of Employment Form](#)

Upon receipt of your completed examination application package, documents become confidential information and are the property of the Department of Consumer Affairs, Examination Services Unit. Please notify us if you have a change of address.

**Your Responses Are Subject to Verification**

All information provided on your application and T&E is subject to verification at any time. Anyone who misrepresents their experience, education, and/or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the examination eligibility list
- Loss of State employment
- Loss of rights to compete in any future State examinations

**Department of Consumer Affairs  
Training and Experience Examination  
Office Services Supervisor II**

**THIS AFFIRMATION MUST BE COMPLETED**

Government Code Section 18935:

(a) The department or a designated appointing power may refuse to examine, or after examination may refuse to declare as eligible, or may withhold or withdraw from an eligible list, before the appointment, anyone who meets any of the following criteria:

- (1) Lacks any of the requirements for the examination or position for which he or she applied.
- (2) Has been dismissed from any position for any cause that would be a cause for dismissal from state service.
- (3) Has resigned from any position not in good standing in order to avoid dismissal.
- (4) Has misrepresented himself or herself in the application or examination process, including permitting another person to complete or attempt to complete a portion of the examination on his or her behalf.
- (5) Has been found to be unsuited or not qualified for employment pursuant to rule.

(b) The remedies provided in this section are not exclusive and shall not prevent the board, department, or appointing power from taking additional actions pursuant to Chapter 10 (commencing with Section 19680).

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

**SIGNATURE:** \_\_\_\_\_

**NAME (PRINTED):** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

**Applicant's Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

This Training and Experience (T&E) examination will be used to evaluate your experience, education, and training. This is a scored examination and will account for 100% of your rating. It is important to complete the examination accurately. Your responses are subject to verification, and should be an accurate reflection of your experience, education, and training.

**SECTION I - MINIMUM QUALIFICATIONS**

**Items in this section request information about your minimum qualifications, and will be used to determine appointment eligibility. Please answer the following questions by placing an "X" in the appropriate box related to your experience.**

<b>Pattern I</b>	<b>Yes</b>	<b>No</b>
1. Do you have one year of experience in California state service performing the duties of a class with a level of responsibility equivalent to Office Technician? OR	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pattern II</b>	<b>Yes</b>	<b>No</b>
2. Do you have three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees?	<input type="checkbox"/>	<input type="checkbox"/>

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

Items in the following sections will be scored and used to determine your final rating.

**SECTION II – SPECIALIZED EXPERIENCE**

**Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.**

Areas of Experience	Years of Experience			
	Less than 1 yr	1-2+ yrs	3-4+ yrs	5+ yrs
1. Basic knowledge of office supplies to take a routine inventory and maintain supply levels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Comprehensive knowledge of operating equipment (e.g., computer software, fax machine, copier/printer/scanner, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Comprehensive knowledge of business English and correspondence to accurately proofread/edit documents produced within the office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Basic knowledge of the principles and techniques of effective supervision to train, coach, and direct staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Basic knowledge of the department's Equal Employment Opportunity objectives to promote a positive and safe work environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Comprehensive knowledge of mathematical computations necessary for use in an office setting (e.g., various funds, leave balances, inventory, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ability to follow oral and written directions to carry out tasks effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ability to evaluate situation accurately and take effective action to minimize error.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ability to read and write English at a level required for successful job performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Ability to compose comprehensive reports and keep accurate documentation to convey information clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

**SECTION II – SPECIALIZED EXPERIENCE (CONTINUED)**

**Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.**

Areas of Experience	Years of Experience			
	Less than 1 yr	1-2+ yrs	3-4+ yrs	5+ yrs
11. Ability to meet and communicate tactfully with internal and external clients to resolve issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Ability to review and apply specific laws, rules, and office policies and procedures to ensure mandated rules and regulations are followed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ability to prepare correspondence independently utilizing knowledge of vocabulary, grammar and spelling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Ability to communicate effectively at a level required for successful job performance to maximize efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ability to plan, direct, train and lead/supervise the work of others to ensure maximum efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Ability to effectively contribute to the department's Equal Employment Opportunity objectives to promote a positive and safe working environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Ability to modify procedures and methods to meet changing needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Ability to prioritize and delegate to ensure deadlines are met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

Items in the following sections will be scored and used to determine your final rating

**SECTION III – TASK EXPERIENCE**

**Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.**

Areas of Experience	Years of Experience			
	Less than 1 yr	1-2+ yrs	3-4+ yrs	5+ yrs
1. Plan and assign the work of support staff (e.g., Office Assistants, Office Technicians, Office Services Supervisor I, Program Technicians, Seasonal Clerks, Student Assistants, Youth Aids) engaged in difficult clerical work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Organize the workload and workflow of support staff engaged in difficult clerical work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Promote Equal Employment Opportunity (EEO) policies utilizing observation skills, communication skills, and training to maintain a work environment that is free of discrimination and harassment in accordance with the Department's EEO policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Review and monitor the quality of work submitted by support staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure staff maintain confidentiality of all personal and sensitive information and/or documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Supervise support staff engaged in typing template letters, notifications, memos, requests, citations, notices, decisions, and reports utilizing computer applications, office equipment and proofreading skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Supervise support staff engaged in document preparation (e.g., batching, sorting, separating) utilizing various office equipment in order to properly scan and accurately direct documents to appropriate locations in accordance with unit procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Supervise support staff engaged in data entry using office equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Supervise the support staff engaged in the processing of incoming and outgoing mail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Supervise support staff engaged in filing and records management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

Items in the following sections will be scored and used to determine your final rating.

**SECTION III – TASK EXPERIENCE (CONTINUED)**

**Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.**

Areas of Experience	Years of Experience			
	Less than 1 yr	1-2+ yrs	3-4+ yrs	5+ yrs
11. Supervise support staff engaged in document review.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Research information utilizing computer, internet, databases, and documents to resolve the more difficult and complex issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Supervise support staff engaged in communicating with internal or external agencies/departments utilizing the telephone, email, faxes, personal contact, and communication skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Supervise support staff responsible for maintaining and ordering supplies and equipment utilizing purchase orders, catalogs, outside vendors, and Cal Card, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Conduct support staff meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Recruit, interview, and select staff to fill vacancies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Evaluate employees' work performance and productivity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Draft and prepare corrective actions for staff in accordance with the progressive discipline process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Maintain supervisor's work files for each support staff (e.g., performance reviews and documentation, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Approve/disapprove support staff leave requests to ensure adequate staffing needs are met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Assess and/or conduct individual training for support staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Recommend approval or disapproval of support staff merit salary adjustments, special in-grade salary adjustments, and alternate range changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Provide employees with required governmental and Departmental policies, procedures, notices, and documents as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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TRAINING AND EXPERIENCE EXAMINATION  
OFFICE SERVICES SUPERVISOR II (GENERAL)**

Items in the following sections will be scored and used to determine your final rating.

**SECTION III – TASK EXPERIENCE (CONTINUED)**

Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.

Areas of Experience	Years of Experience			
	Less than 1 yr	1-2+ yrs	3-4+ yrs	5+ yrs
24. Consult with supervisors and managers using written and verbal communication skills to ensure unit and/or program goals are achieved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# CONDITIONS OF EMPLOYMENT - FORM 631

**CANDIDATE NAME:**

**EXAMINATION TITLE:**

**Positions are available throughout the state** - If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies according to the conditions you specify on this form. Please place a check mark ✓ next to your choices below.

Type of appointment you will accept	<input type="checkbox"/> Permanent Full time D	<input type="checkbox"/> Other than Permanent Full time R	<input type="checkbox"/> Both A
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**Locations in which you are willing to work** - Please place a check mark ✓ next to your choices – You will not be offered a job in locations not checked. If more than 15 selections are made, you may be considered available for work anywhere in the state.

☐ **Anywhere in the state** - If checked, no further selection is necessary.

☐ **Anywhere in the northern region (8004)** or make northern county choices below.

<input type="checkbox"/> Butte 0400	<input type="checkbox"/> Colusa 0600	<input type="checkbox"/> Del Norte 0800
<input type="checkbox"/> Glen 1100	<input type="checkbox"/> Humboldt 1200	<input type="checkbox"/> Lake 1700
<input type="checkbox"/> Mendocino 2300	<input type="checkbox"/> Modoc 2500	<input type="checkbox"/> Nevada 2900
<input type="checkbox"/> Placer 3100	<input type="checkbox"/> Plumas 3200	<input type="checkbox"/> Shasta 4500
<input type="checkbox"/> Sierra 4600	<input type="checkbox"/> Siskiyou 4700	<input type="checkbox"/> Sutter 5100
<input type="checkbox"/> Tehama 5200	<input type="checkbox"/> Trinity 5300	<input type="checkbox"/> Yuba 5800

☐ **Anywhere in the central region (8001)** or make central county choices below.

<input type="checkbox"/> Alameda 0100	<input type="checkbox"/> Alpine 0200	<input type="checkbox"/> Amador 0300
<input type="checkbox"/> Calaveras 0500	<input type="checkbox"/> Contra Costa 0700	<input type="checkbox"/> El Dorado 0900
<input type="checkbox"/> Fresno 1000	<input type="checkbox"/> Madera 2000	<input type="checkbox"/> Marin 2100
<input type="checkbox"/> Mariposa 2200	<input type="checkbox"/> Merced 2400	<input type="checkbox"/> Monterey 2700
<input type="checkbox"/> Napa 2800	<input type="checkbox"/> Sacramento 3400	<input type="checkbox"/> San Benito 3500
<input type="checkbox"/> San Francisco 3800	<input type="checkbox"/> San Joaquin 3900	<input type="checkbox"/> San Mateo 4100
<input type="checkbox"/> Santa Clara 4300	<input type="checkbox"/> Santa Cruz 4400	<input type="checkbox"/> Solano 4800
<input type="checkbox"/> Sonoma 4900	<input type="checkbox"/> Stanislaus 5000	<input type="checkbox"/> Tuolumne 5500
<input type="checkbox"/> Yolo 5700		

☐ **Anywhere in the southern region (8011)** or make southern county choices below.

<input type="checkbox"/> Imperial 1300	<input type="checkbox"/> Inyo 1400	<input type="checkbox"/> Kern 1500
<input type="checkbox"/> Kings 1600	<input type="checkbox"/> Los Angeles 1900	<input type="checkbox"/> Mono 2600
<input type="checkbox"/> Orange 3000	<input type="checkbox"/> Riverside 3300	<input type="checkbox"/> San Bernardino 3600
<input type="checkbox"/> San Diego 3700	<input type="checkbox"/> San Luis Obispo 4000	<input type="checkbox"/> Santa Barbara 4200
<input type="checkbox"/> Tulare 5400	<input type="checkbox"/> Ventura 5600	