



# Staff Services Manager I



**OPEN – SERVICEWIDE  
CONTINUOUS TESTING**  
JY15– 4800 –9PB19

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, 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.

**EXAMINATION  
TYPE**

This is an open examination.

**WHO MAY APPLY**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this Qualifications Assessment at any time. Once you have taken the Qualifications Assessment, you may not retake it for 9 months.

**HOW TO APPLY**

The application and examination process for the Staff Services Manager I classification is available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, as well as provide their contact information. An immediate minimum qualifications determination will be made by the on-line system. If an applicant meets the minimum qualifications, he/she will be allowed to proceed to take the on-line Qualifications Assessment. The applicant's responses will be scored based on predetermined job-related rating criteria. **Applicants will be required to verify that they meet the minimum qualifications as stated on their application prior to receiving an offer of employment, or if requested to do so by the State Personnel Board.**

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information about where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Human Resources Modernization Project for this information. The State Personnel Board and Human Resources Modernization Project do not maintain an up-to-date list of library locations. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, California, 95814, has Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1502. If you are not familiar with the Internet, you may have a friend or family member assist you.

You may preview the examination on the Internet by connecting to:

[https://exams.spb.ca.gov/exams/ssm1/pdf/exam\\_questions.pdf](https://exams.spb.ca.gov/exams/ssm1/pdf/exam_questions.pdf)

You may apply for and take the examination on the Internet by connecting to:

[https://exams.spb.ca.gov/exams/exam\\_start.cfm](https://exams.spb.ca.gov/exams/exam_start.cfm)

**COMPENSATION  
PACKAGE:  
SALARY RANGE**

**Staff Services Manager I \$5,079.00 - \$6,127.00 per month**

**BENEFITS**

- ✓ Employer/employee paid health and dental insurance
- ✓ Employer paid vision insurance
- ✓ Paid Vacation/Sick/Annual Leave Benefits
- ✓ 12 paid holidays
- ✓ Employer paid disability insurance
- ✓ [Defined Benefit Retirement Program \(upon vesting\)](#)
- ✓ Employee paid deferred compensation program (401K and 457)
- ✓ Flexible work schedules and work hours
- ✓ Pre-tax reimbursement for medical care, child care, and parking programs
- ✓ Employee Assistance Program
- ✓ Career development/professional advancement

**MINIMUM  
QUALIFICATIONS****Either I**

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

**Or II**

**Experience:** Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journeyman technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**POSITION  
DESCRIPTION**

A Staff Services Manager I for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers I are responsible for the effective resolution of a broad range of governmental and/or supervisory problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make

**POSITION  
DESCRIPTION  
Continued**

recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager I level is typically the first working supervisor level. Staff at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work.

Positions exist throughout the State of California in various departments.

**EXAMINATION  
INFORMATION****QUALIFICATIONS ASSESSMENT – Weighted 100.00%**

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager I examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

To view the Final State Of California Leadership Competency Model located on the HRMod homepage at <http://www.dpa.ca.gov/hr-mod/main.htm>, click on the link provided there.

**QUALIFICATIONS ASSESSMENT SCOPE:****Core Leadership Competencies****Analytical Thinking**

The ability to approach a problem by using a logical, systematic, sequential approach.

**Change Leadership**

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

**Customer Focus**

The ability to identify and respond to current and future customer's needs. The ability to provide excellent service to internal and external customers.

**Communication**

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, correct spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

**Conflict Management**

The ability to prevent, manage, and/or resolve conflict.

**Decision Making**

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

**Developing Others**

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

**EXAMINATION  
INFORMATION  
Continued****Ethics and Integrity**

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

**Fostering Diversity**

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion.

**Interpersonal Skills**

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

**Personal Credibility**

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

**Planning and Organizing**

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

**Team Leadership**

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

**Thoroughness**

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

**Vision and Strategic Thinking**

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

**Workforce Management**

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

**Occupation (Classification) Specific Competencies****Creative Thinking**

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

**Diagnostic Information Gathering**

The ability to identify the information needed to clarify a situation and to draw out the information when others are reluctant to disclose it.

**Empowering Others**

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; share significant responsibility and

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**EXAMINATION  
INFORMATION  
CONT.**

authority; and to allow employees' freedom to decide how they will accomplish their goals and resolve issues.

**Organizational Awareness**

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

**Professional and Personal Development**

The commitment to improve one's technical and personal growth.

**Resource Management**

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, and real property and business information.

**Results Orientation**

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

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**ELIGIBLE LIST  
INFORMATION**

An open, merged eligible list will be established by the State Personnel Board for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Qualifications Assessment to reestablish eligibility. Competitors may obtain their results by connecting to the Internet at the following address:

[https://exams.spb.ca.gov/exams/exam\\_start.cfm](https://exams.spb.ca.gov/exams/exam_start.cfm)

Once you have taken the Qualifications Assessment, you may not retake it for 9 months.

Career Credits and Veterans' Preference Points will not be granted in this examination.

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**PLEASE NOTE**

The Staff Services Manager I list may be used by departments to fill vacancies in other comparable classifications as an appropriate as determined by the hiring department consistent with applicable laws and rules.

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**QUESTIONS?**

If you have any questions concerning this examination bulletin, please contact:

State Personnel Board  
801 Capitol Mall  
Sacramento, CA 95814  
(916) 653-1502, TTY (916) 654-6336  
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)  
TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

**GENERAL INFORMATION**

If you meet the requirements stated on this examination 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 a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The State Personnel Board 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.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional reemployment, 2) departmental reemployment, 3) general reemployment, 4) sub-divisional promotional, 5) departmental promotional, 6) multi-departmental promotional, 7) service-wide promotional, 8) departmental open eligible list, and 9) open eligible list. 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. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by Veterans' Preference Points) regardless of the date of the test, and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For additional information, you may refer to the Staff Services Manager I classification specification at: <http://www.dpa.ca.gov/textdocs/specs/s4/s4800.txt>.

**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.

**CALIFORNIA STATE PERSONNEL BOARD**

801 CAPITOL MALL  
SACRAMENTO, CA 95814  
(916) 653-1502 TTY (916) 654-6336