



**AGENT
ALCOHOLIC BEVERAGE CONTROL
DEPARTMENTAL OPEN - CONTINUOUS FILING**

IT IS THE 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.

**SALARY RANGES: A \$4331 - \$5310
B \$4935 - \$6527
C \$5684 - \$7860**

CUT OFF DATE FOR APPLICATIONS: SEPTEMBER 29, 2017

WHO CAN APPLY Applicants who meet the minimum qualifications of the classification as stated on this examination bulletin.

FILING INSTRUCTIONS Applications will be accepted on a continuous basis. Testing will be scheduled as needed.

To apply for this examination, please complete and return the following:

- [State Application Form \(STD. 678\)](#)
- [Criminal Record Supplemental Questionnaire](#)
- **College Transcripts (unofficial) – Shows Degree Awarded**

A copy of the Standard State Application (STD. 678) and Criminal Record Supplemental Questionnaire can be found at www.calcareers.ca.gov.

Standard State Application (STD. 678) must be postmarked by U.S. Mail or personally delivered no later than the cut-off date. Applications **MUST** include: "to" and "from" dates (month/day/year), hours per week; classification title(s); salary and original signature.

Applications may be personally delivered between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except State holidays), to ABC Human Resources. Applications will not be accepted via email, fax, or inter-agency mail. **Applications postmarked or personally delivered after the cut-off date will not be processed until the next exam administration.**

MAIL or PERSONALLY DELIVER APPLICATIONS TO:
Department of Alcoholic Beverage Control
Human Resources
3927 Lennane Drive, Suite 100
Sacramento, CA 95834

**MINIMUM
QUALIFICATIONS**

Applicants are required to meet the provisions of California Penal Code Section 832 and complete training courses prescribed by the Commission on Peace Officer Standards and Training (POST).

Either I

Experience: One year of experience in the California state service performing duties of an Agent Trainee, Alcoholic Beverage Control, or at a comparable level performing investigative duties. (Applicants who are within six months of satisfying the experience requirement for this pattern will be admitted into the examination, but they must satisfactorily complete one year of experience in the class before they can be considered eligible for appointment.)

Or II

Experience: Two years of experience as a peace officer (as defined in the California Penal Code Section 830 et. seq.) performing investigative work as part of regular enforcement activity.

Or III

Education: Equivalent to graduation (four year degree) from an accredited college/university. (Students in their senior year in college will be admitted to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

**REQUIREMENTS FOR
EXAM ADMITTANCE**

All applicants must meet the education and/or experience requirements by the written test date. Your signature on your application indicates that you read, understand and possess the qualifications required.

**EXAMINATION
INFORMATION**

The examination will consist of a written test, weighted 100%. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

WRITTEN TEST DATES:

NORWALK: SATURDAY, NOVEMBER 4, 2017
SACRAMENTO: SATURDAY, NOVEMBER 4, 2017
SANTA CLARA: SUNDAY, NOVEMBER 5, 2017

**EXAMINATION
INFORMATION
CONTINUED**

Required Identification: Accepted applicants are required to bring either photo identification (driver's license) or two forms of signed documentation when they appear for the examination.

Failure to complete any of the required forms or failure to appear for the scheduled written examination will result in elimination from the examination. All information submitted for consideration at every phase of the selection process must be accurate, complete and truthful and will be subject to verification. Any inaccuracy and/or omission may be considered intentional and may be cause for elimination from the examination and/or subsequent verification.

All accepted applicants will receive a notice in the mail approximately three weeks prior to exam date with pertinent information regarding the exam.

WRITTEN TEST

The written test will consist of a booklet and scantron sheet. The written test will consist of questions that measure a candidate's knowledge in the areas of:

1. Written Communication
2. Arithmetic Calculation
3. Reading Comprehension

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the Department of ABC, Human Resources at (916) 419-2557, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-800-735-2929 or from voice phones at 1-800-735-2922. In addition, please mark the appropriate box in question #2 on the State Application (STD. 678). You will be contacted to make specific arrangements.

EXPERIENCE AND EDUCATION INFORMATION

If examination requires or accepts education, include on the State Application (STD. 678), name and location of the institution, course of study, units completed (semester/quarter), diploma, degree or certificate obtained and date completed. **Submit unofficial college transcripts to show proof of meeting the minimum qualifications.**

If examination requires licenses or certificates, include on the State Application (STD. 678), license/certification number, issue date, and expiration date.

Acceptable course work and degrees must be completed at an **accredited** institution. Course work and degrees completed outside of the United States must be evaluated by a Commission-approved foreign transcript evaluation agency before it may be used for credentialing purposes.

ADDITIONAL INFORMATION

Applicants who do not have the required provisions of the California Penal Code or training courses prescribed by the Commission on Peace Officer Standards and Training will receive training after they are hired unless they already possess a POST Basic Certificate.

ELIGIBLE LIST INFORMATION

A departmental open list will be established for Alcoholic Beverage Control. The names of successful competitors will be merged on the list in order of final scores, regardless of date. The names will remain on the eligible list for a period of **18** months.

Please Note: The retest period for the Agent written examination has been changed from 12 months to 11 months from exam date.

THE POSITION

The Agent, Alcoholic Beverage Control, is a deep class with three alternate ranges. Responsibilities include, but are not limited to, conducting independent investigations of criminal and/or administrative violations committed on or about alcoholic beverage control licensed premises by licensees, their employees, and/or members of the general public; and interpreting and explaining the provisions of the laws, rules, and regulations of the Alcoholic Beverage Control Act, Penal Code, Health and Safety Code, and Vehicle Code.

Agents at Range A are entry level and conduct independent investigations of criminal and/or administrative violations committed on or about alcoholic beverage control licensed premises by licensees, their employees, and/or members of the general public; locate and interview witnesses and persons suspected of violations; collect and preserve evidence to support administrative action and/or prosecution; determine type of case and develop investigation plan; prepare clear, concise, and accurate documents and reports detailing investigation activities and findings; maintain accurate master investigation case files; develop field operation plans, and safely executing them; perform undercover assignments and surveillance operations; provide technical assistance to law enforcement agencies and others; make physical arrests; maintain liaison with Federal, State, and local law enforcement agencies; and testify in criminal court and/or administrative hearings.

Agents at Range B are journey level and conduct more complex and difficult investigations and demonstrate a broader knowledge and application of investigative techniques and procedures. Agents, in addition to the above, conduct undercover and high-profile criminal investigations; and write, secure, and serve arrest and search warrants.

Agents at Range C are full journey level and conduct or participate in the most difficult and sensitive investigations. In addition to all of the above, investigations include, but are not limited to, vice, gambling, prostitution, narcotics, receiving stolen property, or similar activities normally associated with organized and street-level crime; act as lead in long-term criminal and administrative investigations; and coordinates and directs resources and the activities of lower-level agents and allied law enforcement representatives. Incumbents exercise wide discretion and independence of action while consulting, training, and maintaining liaison with allied law enforcement personnel; and develop program and investigative policies for Department-wide use.

DEFINITION OF SALARY RANGES:

Range A: This range shall apply to individuals who do not meet the criteria for payment in Range B or Range C.

Range B: This range shall apply to individuals who have satisfactorily completed the equivalent of 12 months of experience in Range A of the same class and may apply to persons who have the equivalent of 12 months of satisfactory experience outside of State service performing duties similar to those of the class beyond the experience required to meet the minimum qualifications of the class.

Range C: This range shall apply to individuals who have satisfactorily completed the equivalent of 24 months of experience in Range B of the same class and may apply to persons who have the equivalent of 36 months of satisfactory experience outside of State service performing duties similar to those of the class beyond the experience required to meet the minimum qualifications of the class.

SCOPE OF THE EXAMINATION

The examining interview may measure each competitor's knowledge and ability as described below:

KNOWLEDGE OF:

1. Investigation techniques and procedures;
2. Rules of evidence and court procedures;
3. Laws of arrest, search and seizure;
4. Legal rights of citizens;
5. Service of legal process;
6. Knowledge of the Alcoholic Beverage Control and related statutes and regulations.
7. Interviewing techniques;
8. Duties of Federal, State, and local law enforcement agencies; and
9. Provisions of the laws, rules, or regulations enforced or administered.

ABILITY TO:

1. Interpret and apply laws and regulations to specific situations;
2. Gather and analyze facts and evidence;
3. Reason logically, draw valid conclusions, and make appropriate recommendations;
4. Communicate effectively;
5. Prepare written documents and accurate detailed investigation reports clearly and concisely;
6. Follow written and oral instructions;
7. Participate effectively in investigations and interviews;
8. Establish and maintain cooperative working relationships with Federal, State, local law enforcement agencies, and others;
9. Analyze situations accurately, think and act quickly in emergencies, and take an immediate and effective course of action;
10. Develop, organize, prioritize, and manage multiple case investigations, work plans, and other assignments or tasks; and

SCOPE OF THE EXAMINATION CONTINUED

11. Review and evaluate the work of others; and provide guidance and constructive feedback.

SKILL TO:

Perform investigatory work; and plan, organize, and direct investigations.

VETERANS' POINTS

Veteran's Preference Credits will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, 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 veteran's preference. 2) An entrance examination is defined, under the law as any open competitive examination. 3) Veterans Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans Preference on their website at www.calcareers.ca.gov and on the Application for Veterans Preference form ([CalHR 1093](#)).

CAREER CREDITS

Career Credits **do not** apply for this examination.

SPECIAL CHARACTERISTICS

Aptitude for investigation work; be flexible; willingness as a learner to do routine or detailed work in order to learn the practical application of investigative principles; willingness to travel throughout the state of California; willingness to work away from home for extended periods of time; willingness to work long, irregular, and unusual hours as required; willingness to work weekends, evenings, nights, and holidays as required; willingness to associate with criminally-inclined persons; keenness of observation; good memory for names, faces, places, and incidents; neat personal appearance; tact; reliability; emotional stability and maturity; satisfactory record as a law-abiding citizen; demonstrated capacity for development as evidenced by work history, academic attainment, participation in school, or other activities or by well-defined occupational or vocational interests; work under stress and adverse conditions; freedom from any physical or mental condition that would interfere with the full performance of the essential duties of a peace officer; effective use of both hands, both arms, and both legs; strength, endurance, and agility; normal hearing; normal vision (20/20) or vision corrected to normal; color vision must be adequate to successfully perform the job measured by the Ishihara Pseudo-Chromatic Plate Test or for persons failing the Ishihara, the Farnsworth D-15 Arrangement Test; and weight in proportion to height.

MINIMUM AGE

Minimum age for appointment: 21 years.

BENEFITS

- Employer/Employee Paid Health and Dental Insurance
- Employer Paid Vision Insurance
- Paid Vacation/Sick or Annual Leave Benefits
- 10 Paid Holidays
- Peace Officer Retirement 2.5% at 57
- Employer Paid Disability Insurance
- Defined Benefit Retirement Program (Upon Vesting)
- Employee Paid Deferred Compensation Program (401K And 457)
- Flexible Work Schedules and Work Hours
- “Plainclothes” Assignment
- Recruitment and Retention Pay \$200 for Orange County
- Education Pay Differential
- Pre-Tax Reimbursement for Medical Care, Child Care, and Parking Programs
- Employee Assistance Program
- Career Development/Professional Advancement

**CONFIDENTIALITY
AND
SECURITY**

NOTE: Pursuant to Government Code Sections 19680, It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule.

Pursuant to Government Code Section 19681 (b), It is unlawful for any person to obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations.

**PEACE OFFICER
STANDARDS**

Citizenship Requirement: Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must either be a U.S. Citizen or be a permanent resident alien who is eligible for and has applied for U. S. Citizenship. Any permanent resident alien who is employed as a peace officer shall be disqualified from holding that position if his/her application for citizenship is denied.

**PEACE OFFICER
STANDARDS
CONTINUED**

Felony Disqualification: Pursuant to Government Code Section 1029, persons convicted of a felony are disqualified from employment as peace officers except as provided under Welfare and Institutions Code, Division 2, Chapter 3, Article 8, Section 1179(b), or Division 2.5, Chapter 1, Article 4, Section 1772(b). Except as provided for by these statutes, persons convicted of a felony are not eligible to compete for, or be appointed to, positions in peace officer classifications.

Firearm Conviction Disqualification: Anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control a firearm or ammunition under all applicable State or Federal laws is ineligible for appointment to any position in peace officer classifications.

Firearms Requirement: Persons convicted of a misdemeanor crime of domestic violence as defined in the amended Federal Gun Control Act of 1968 are disqualified from appointment to peace officer classifications.

Background Investigation: Pursuant to Government Code Section 1031, persons successful in peace officer examinations shall be required to undergo a thorough background investigation prior to appointment including voice stress analysis or a polygraph test.

Medical Requirement: Pursuant to Government Code Section 1031, persons appointed to peace officer classifications shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.

Psychological Requirement: Pursuant to POST Regulations 1002(a)(7) requires psychological screening of applicants for peace officer classifications prior to appointment date.

Training Requirements: Under provisions of Penal Code Section 832, successful completion of a California Peace Officers Standards and Training approved academy, or possession of a California Peace Officers Standards and Training Basic Certificate or equivalent, as well as successful completion of the Department's Field Training Officer Program, is a requirement for permanent status in these classifications.

Drug Testing Requirement: Applicants for positions in these classes are required to pass a drug-screening test.

**BEHAVIORAL
STANDARDS**

Pre-employment behavioral standards for the selection and testing of peace officer candidates have been established. While taking into account youthful indiscretion and experimentation, these standards are designed to insure that peace officer personnel have demonstrated a history of sound judgment, maturity, and honesty, as well as a respect for and adherence to the laws of the State of California and the Law Enforcement Code of Ethics. Positions of public trust require people who have demonstrated honesty, sound judgment, personal discipline, and responsibility.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Human Resources at (916) 419-2557 three days prior to the written test date if she/he has not received his/her notice; or three weeks after the final filing date if there is no written test date.

If the candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to verified postal error, she/he will be rescheduled upon written request.

Applications are available at local offices of the Employment Development Department, the Department noted on the bulletin or on the Internet at <http://www.calcareers.ca.gov>.

If you meet the requirements stated on this bulletin, you may take the 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 compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Alcoholic Beverage Control (ABC) 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 revisions will be in accordance with the civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in the spot location of the examination; however, locations of interviews may be extended as conditions warrant.

Eligible 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, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

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 service status and eligibility for promotional examinations. In addition, Government Code Sections 18990 and 18992 permit certain exempt employees employed by the Legislature or the Executive Branch to participate in civil service promotional exams. These codes and rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiatives, 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 exams investigation may be made of employment records and personal history – fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the depth, 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 efforts towards self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification for the State Department of Education, a local school board or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitutions of business college work in place of high school on a year-for-year basis.

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with TDD Device. California Relay (Telephone) Service for the Deaf or Hearing Impaired:
From TDD phones 1-800-735-2929; Voice 1-800-735-2922