CALIFORNIA STATE GOVERNMENT--EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

PROGRAM TECHNICIAN II

DEPARTMENTAL PROMOTIONAL

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 Range: $2638 - $3209

Final Filing Date: CONTINUOUS TESTING – No Deadline

WHO MAY APPLY

ABC employees with a permanent appointment may apply **OR** (1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990 (2) an exempt employee meeting the criteria in GC Section 18992, as of the date they file their application (3) persons who worked for ABC within the last three years (SPB Rule 234, 235 and 235.2).

HOW TO APPLY

Applications are available upon request and may be filed in person or by mail. Resumes alone will not be accepted. A State Applications Form (STD. 678) must be used. Applications accepted continuously.

If you are **personally delivering** your application, you must do so between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except State holidays), to the same street address listed below, however, directly to Human Resources, second floor.

APPLICATIONS THAT ARE E-MAILED, FAXED OR SENT VIA INTRA-OFFICE MAIL WILL NOT BE ACCEPTED. APPLICATIONS WITHOUT AN ORIGINAL SIGNATURE WILL NOT BE ACCEPTED AND RETURNED TO THE APPLICANT.

SUBMIT APPLICATIONS TO: **Department of Alcoholic Beverage Control**
Headquarters / Human Resources
3927 Lennane Drive, Suite 100
Sacramento, CA 95834

THE EXAMINATION PROCESS

Candidates must be successful in each of the examination's selection components listed to be eligible for appointment. Photo identification is required for admittance into the examination. Failure to complete any of the required forms or failure to appear for the scheduled components 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.

EXAMINATION COMPONENTS

1. Written Test Pass/Fail. The written test is designed to evaluate a candidate's knowledge in the areas of **(1)** Organization, practices, procedures and regulations of ABC **(2)** Transactions and problems related to ABC **(3)** Licensing transactions and problems related to ABC **(4)** Arithmetical computations, including fees related to ABC.

2. Qualifications Appraisal Interview (verbal test) weighted 100%. The verbal test will consist of answering pre-determined job-related questions and may be accompanied by a written exercise. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

Positions exist statewide. Location of the written test and Qualifications Appraisal Interview may be held at our Headquarters' Office in Sacramento or Southern Division's Headquarters' Office in Cerritos, CA. Indicate on your application the location where you wish to be tested (Sacramento or Cerritos).

EXAM DATES AND TESTING PERIOD

- Exam applications will be accepted on a CONTINUOUS BASIS and held for the next exam. Testing dates are January 1 through June 30 and July 1 through December 31.
- The Testing Period for this classification is 12 months. You may not test for this classification more than once in a testing period. If you have taken this promotional examination for this classification with the Department of Alcoholic Beverage Control within the last 12 months, you are not eligible to compete in this examination.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the Department of ABC, Human Resources, 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.

CAREER CREDITS / VETERANS POINTS

Career Credits and Veteran's Preference Points are not granted in promotional examinations.

MINIMUM QUALIFICATIONS

EITHER I

In the California state service, either **(A)** 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or **(B)** 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

OR II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

EXPERIENCE AND EDUCATION INFORMATION

If an examination requires or accepts education, include on the State Application (Std. 678), question #13, the **Name and Location** of the institution, **Course of Study**, **Units Completed** (Semester/Quarter), **Diploma**, **Degree** or **Certificate Obtained** and **Date Completed**. The same applies for question #14 (valid licenses, certificates, etc.). **Applicant must provide a copy of the course work or degree at the time of filing**.

Acceptable course work and degrees must be completed at a **regionally accredited** institution. Course work completed in other states is acceptable as long as the institution holds regional accreditation through an accrediting body. 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.

THE POSITION

This is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either:
(1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas;
(2) review and/or process forms, files, etc., associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear;
(3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; OR
(4) or any combination of the above.

Work is subject to occasional review.

SCOPE OF THE EXAMINATION

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

KNOWLEDGE OF:
1. Modern office methods, equipment, and procedures; and
2. Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.

ABILTIY TO:
1. Perform clerical and technical work;
2. Follow directions;
3. Evaluate situations accurately, and take effective action;
4. Learn and apply laws, rules, regulations, procedures, and policies;
5. Make arithmetic calculations with speed and accuracy;
6. Read and write English at a level required for successful job performance and;
7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

ELIGIBLE LIST INFORMATION

A merged departmental promotional list will be established for ABC. Candidate's list eligibility lasts for 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

CONFIDENTIALITY / 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.

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 the State Personnel Board offices, local offices of the Employment Development Department, the Department noted on the bulletin or on the Internet at *http://www.spb.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