



# OFFICE SERVICES SUPERVISOR I

## QUALIFICATIONS ASSESSMENT

The purpose of the Qualifications Assessment examination will provide you an opportunity to demonstrate significant aspects of your qualifications for OFFICE SERVICES SUPERVISOR I with the California Department of Social Services (CDSS).

The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination and an employment list will be established for those candidates who attain a passing score.

The employment list has a list life of 12 months. A "Conditions of Employment" form is included in this qualifications assessment that will allow you to select a location where you wish to work.

Please submit a standard State Application (STD.678) along with this Qualifications Assessment. State Application can be obtained at the following site: <http://jobs.ca.gov/pdf/std678.pdf>

**FILE BY MAIL:**

California Department of Social Services  
Personnel Bureau, Exam Unit, MS 8-15-58  
PO Box 944243  
Sacramento, CA 94244-2430

**FILE IN PERSON:**

California Department of Social Services  
Personnel Bureau, Exam Unit  
744 P Street, OB 8, 15<sup>th</sup> Floor  
Sacramento, CA 95814

**AFFIRMATION FOR COMPETITOR**

I hereby certify and understand that the information provided by me on this assessment 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 already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

I have read and understand the information given above.

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**SECTION I**  
**WORK EXPERIENCE – OFFICE SERVICES SUPERVISOR I**

#1 - #27, refer to the scale description below and rate your level of experience.  
Mark an "X" per row, see sample.

Length of Experience

**Definition of Levels:**

**Extensive Experience:** Over 2 years of experience performing this task.

**Moderate Experience:** 1 - 2 years experience performing this task.

**Basic Experience:** 9 -12 months experience performing this task.

**Limited Experience:** 6 -9 months of experience performing this task.

**Minimal Experience:** 3 - 6 months of experience performing this task.

**Extensive Experience**

**Moderate Experience**

**Basic Experience**

**Limited Experience**

**Minimal Experience**

**SAMPLE: This is how to mark per row.**

X

1	Maintain attendance for the unit.					
2	Ensure the maintenance of control records for office.					
3	Report to upper manager of any breakdown in established procedures and problems.					
4	Oversee the operation of office machines.					
5	Provide ongoing training to staff in order to perform work.					
6	Make recommendations for change in procedures, instructions and/or guidelines					
7	Gather and give information over the telephone or by personal contact.					
8	Perform the essential functions using modern technology and office equipment.					
9	Coordinate staff workload (e.g., office coverage, mail handling, filing and typing.)					
10	Ensure mail is processed in the most efficient and effective manner.					
11	Serve as back-up to staff.					
12	Maintain statistical, financial, and other record-keeping functions.					
13	Manage information and correspondence files.					
14	Monitor workload to assure timely and quality production within the unit.					
15	Evaluate performance and resolve personnel problems.					
16	Develop and implement unit procedures to maintain effective office production.					
17	Initiate work orders to maintain equipment.					
18	Order equipment and supplies necessary for staff to complete tasks.					
19	Perform physical labor and estimate demands based on past needs.					
20	Type sensitive correspondence letters.					

Print Name:

Definition of Levels:		Extensive Experience	Moderate Experience	Basic Experience	Limited Experience	Minimal Experience
<b>Extensive Experience:</b> Over 2 years of experience performing this task.						
<b>Moderate Experience:</b> 1 - 2 years experience performing this task.						
<b>Basic Experience:</b> 9 -12 months experience performing this task.						
<b>Limited Experience:</b> 6 -9 months of experience performing this task.						
<b>Minimal Experience:</b> 3 - 6 months of experience performing this task.						
21	Attend staff meetings.					
22	Participate in the recruitment and hiring of clerical staff.					
23	Provide technical assistance.					
24	Maintain mailing list.					
25	Write instructions and update procedure manuals.					
26	Prepare workload statistics and budgetary activity reports.					
27	Update the office phone roster.					

**SECTION II  
KNOWLEDGE AND ABILITY ASSESSMENT – OFFICE SERVICES SUPERVISOR I**

		Level of Knowledge			
For items #28 - #44, please rate your level of knowledge and ability.		Extensive	Moderate	Basic	Limited
<b>Definition of Levels:</b> <b>Extensive:</b> I possess expert knowledge and ability to the most complex situations. <b>Moderate:</b> I possess sufficient knowledge and ability to apply to a job. <b>Basic:</b> I possess some knowledge and ability but may require additional instruction. <b>Limited:</b> I possess little or no education or training knowledge or ability.					
28	Knowledge of: Principles and techniques of effective supervision and training.				
29	Knowledge of: Promoting equal opportunity in hiring, employee development, promotion, and maintaining a work environment that is free of discrimination or harassment.				
30	Knowledge of: Microsoft suite and other software programs.				
31	Knowledge of: Business English and correspondence.				
32	Ability to: Establish and maintain a positive work environment that is conducive to professional development and to the fulfillment of the Department's mission.				
33	Ability to: Promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.				
34	Ability to: Plan, organize, direct, and supervise the work of others				
35	Ability to: Follow oral and written directions				

Print Name:					
<u><b>Extensive:</b></u> I possess expert knowledge and ability to the most complex situations. <u><b>Moderate:</b></u> I possess sufficient knowledge and ability to apply to a job. <u><b>Basic:</b></u> I possess some knowledge and ability but may require additional instruction. <u><b>Limited:</b></u> I possess little or no education or training knowledge or ability.					
		<u><b>Extensive</b></u>	<u><b>Moderate</b></u>	<u><b>Basic</b></u>	<u><b>Limited</b></u>
36	Ability to: Meet and deal tactfully with the internal and external customers.				
37	Ability to: Use good judgment in handling sensitive and confidential material and in releasing information.				
38	Ability to: Analyze situations accurately and take effective action.				
39	Ability to: Apply specific laws, rules, and office policies and procedures.				
40	Ability to: Establish and maintain priorities and exercise flexibility.				
41	Ability to: Read and write English at a level necessary for successful job performance.				
42	Ability to: Make clear and comprehensive reports and keep difficult records.				
43	Ability to: Prepare correspondence.				
44	Ability to: Make arithmetical computations				

### CONDITIONS OF EMPLOYMENT

If you are successful in the exam, your name will be placed on the active employment list and certified to fill vacancies according to these county location(s) you specify.

- Butte
- Fresno
- Los Angeles
- Orange
- Sacramento
- San Diego
- Riverside

**NOTE: There is no need to submit resumes, letters of recommendations or any other materials as they will not be assessed as responses to the Qualifications Assessment.**

**Please refer to page 1 for mailing instruction.**