



## **Business Service Officer 2 (Specialist)**

**Exam Code: 3PB1801**

## **Business Service Officer 2 (Supervisor)**

**Exam Code: 3PB1802**

**Department:** State of California

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

### **CLASSIFICATION DETAILS**

**Business Service Officer 2 (Specialist)** – \$4,692.00 - \$5,875.00 per month.

**Business Service Officer 2 (Supervisor)** – \$5,083.00 - \$6,305.00 per month.

View the [classification specification](#) for the Business Service Officer 2 (Specialist and Supervisor) classifications.

### **APPLICATION INSTRUCTIONS**

Final Filing Date: Continuous

#### **Who Should Apply:**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **12 months**.

#### **How To Apply:**

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

#### **Special Testing Arrangements:**

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814

Phone: (866) 844-8671

Email: [CalCareer@CalHR.CA.GOV](mailto:CalCareer@CalHR.CA.GOV)

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

## MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

### **Business Service Officer 2 (Specialist)** **Business Service Officer 2 (Supervisor)**

#### **Either 1**

One year of experience in the California state service performing the duties of a Business Officer I (Specialist) or (Supervisor); Procurement and Services Officer I; Hospital General Services Administrator I; or of a Staff Services Analyst, Range C; [in a business service assignment.](#)

#### **Or 2**

Experience: Two years of [technical experience](#) beyond the Trainee level in one or a combination of the following:

1. [Negotiation of commercial, industrial, or office leases for buildings.](#) **or**
2. [Management of industrial or office buildings with responsibility for maintenance, repairs, equipment, and service.](#) **or**
3. [Preparation of working plans and technical specifications, and solicitation and awarding of bids for alterations to, construction or purchase of commercial, industrial, or office buildings or major equipment.](#) **or**
4. [Business service contract management and oversight.](#)

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility to that of a Business Service Officer I (Specialist or Supervisor). **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

### **Business Service Officer 2 (Specialist)**

Under direction, incumbents either (1) perform the more difficult and complex technical and analytical work of business service nature in a wide variety of functions; or (2) in a medium to large business service office, are assigned responsibility for one or more of the most difficult and complex technical/analytical functions which are Facilities Planning and Acquisition and Contracts; or (3) in larger offices, may assist with the performance of most complex functions. The level of analytical work performed is described as a mix of that which would be appropriate for a Staff Services Analyst/Associate level analysts.

Positions are nonsupervisory but may service as a lead over lower level staff.

### **Business Service Officer 2 (Supervisor)**

Under direction, incumbents either (1) supervisor all of the business service functions of a small-to medium-sized, business service office and may personally perform the more difficult and complex technical and analytical work; or (2) in larger offices, supervise one or more business service functions of average difficulty, or may assist with the performance of other difficult and complex work.

Incumbents typically supervisor seven to twelve staff of which one or more are Business Service Assistant (Specialist) or Business Service Officer I (either Specialist or Supervisor). Other classes supervised may include clericals, Materials and Store Supervisors, Property Controllers, Mailing Machine Operator, and Stock Clerks.

## EXAMINATION SCOPE

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each

exam component will be measuring competitively, relative job demands, each applicant's:

### **Business Service Officer 2 (Specialist)**

#### **Knowledge of:**

1. English grammar and punctuation
2. Principles and practices of public administration
3. Financial record keeping
4. Office and automotive equipment and supplies
5. Bases for property values and legal forms
6. Procedures and requirements necessary in property transactions
7. Building management including office layout, lighting, heating and ventilation.

#### **Ability to:**

1. Communicate effectively
2. Learn rapidly
3. Follow directions
4. Analyze data accurately
5. Reason logically
6. Maintain the confidence and cooperation of those contacted during the course of work
7. Utilize good work habits.
8. Write specifications and determine whether incoming materials, supplies, and equipment meet the standards Set up in these specifications
9. Utilize office and automotive equipment and supplies effectively and economically
10. Prepare rough sketches of proposed alterations and repairs to premises and estimate costs
11. Inspect miscellaneous properties and equipment and correctly report their condition and recommend Replacements
12. Plan and direct the work of others
13. Successfully negotiate agreements for office space, equipment, supplies, and services
14. Prepare budgetary data on such needs
15. Analyze situations and problems accurately and take an effective course of action.

### **Business Service Officer 2 (Supervisor)**

In addition to the above Knowledge and Abilities:

**Knowledge of:**

1. Personnel management and supervision
2. The department's Affirmative Action Program objectives
3. A supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

**Ability to:**

1. Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs.
2. Effectively contribute to the department's affirmative action objectives.

## **ELIGIBLE LIST INFORMATION**

A servicewide, open eligible list for the **Business Service Officer 2 (Specialist) and Business Service Officer 2 (Supervisor)** classifications will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **12 months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

**Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.**

## **EXAMINATION INFORMATION**

[Preview Training and Experience Evaluation](#) for the Business Service Officer 2 (Specialist & Supervisor) classification.

## **PREPARING FOR THE EXAMINATION**

Here is a list of suggested resources to have available prior to taking the exam.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## **TAKING THE EXAMINATION**

Take the examination for the [Business Service Officer 2 \(Specialist & Supervisor\)](#) classifications.

## **TESTING DEPARTMENTS**

State of California (all State of California departments)

## **CONTACT INFORMATION**

California Department of Human Resources  
CalCareer Service Center  
1810 16<sup>th</sup> Street  
Sacramento, CA 95814  
Phone: (866) 844-8671  
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## **EQUAL OPPORTUNITY EMPLOYER**

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

## **DRUG-FREE STATEMENT**

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.

## GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) 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 applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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 examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**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) servicewide 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 in one to four years unless otherwise stated on the bulletin.

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