



# OFFICE SERVICES MANAGER I

**Exam Code: 3MV03**

**Department:** Department of Motor Vehicles

**Exam Type:** Departmental Promotional

**Final Filing Date:** Continuous

## CLASSIFICATION DETAILS

Office Services Manager I – \$5,135.00 - \$6,429.00 per month

[View the Office Services Manager I classification Specification](#)

## APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

**If you have taken an examination for the Office Services Manager I classification in the previous 12 months, it may be too early for you to take this examination.**

**Please check your CalCareer account for the retake date on your examination results notification for this classification BEFORE continuing this examination process.**

**Retaking this examination under a different name or last four digits of Social Security number is not allowed.**

### Who Should Apply:

This is a Departmental Promotional examination for the Department of Motor Vehicles (DMV). Applicants must:

- 1 Be a current DMV employee in a permanent position (California Code of Regulations [CCR], Title 2, Section 234); or
- 2 Have had a permanent appointment with the DMV with no subsequent break in service by resignation, non-disability retirement, or removal for cause (CCR, Title 2, Section 234); or
- 3 Be on temporary assignment or loan to the DMV under CCR Section 438 and have permanent civil service status in another agency (CCR, Title 2, Section 234); or
- 4 Be a current employee in a government agency or subdivision for the State of California who previously held a position with DMV within the past three (3) years, had promotional eligibility for the Office Services Manager I examination, has not attained permanent status in the new agency, and has had no subsequent break in state service by resignation, non-disability retirement, or removal for cause (CCR, Title 2, Section 235); or

- 5 Be a former DMV employee who has moved to another agency without a break in service, who otherwise had eligibility for the Office Services Manager I promotional examination, and (a) has not attained permanent status in the new agency, (b) is under an exempt appointment and has not lost the right of return to civil service status under California Government Code (GC) Section 19141, or (c) is under a training assignment conforming to the provisions of GC Section 19050.8, or (d) is under a Career Executive Assignment (CCR, Title 2, Section 235); or
- 6 Be a person who is on a leave of absence or whose name appears on a reemployment list who immediately preceding leave of absence or layoff had appropriate civil service status for the examination (CCR, Title 2, Section 235.2).
- 7 Be a current or former employee of the State of California Legislature who held the position for two (2) or more consecutive years (GC Section 18990); or
- 8 Be a current or former employee of the State of California Executive Branch who held the position for two (2) or more consecutive years (GC Section 18992); or
- 9 Be retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty (GC Section 18991).

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 **twelve (12) months**.

### **How To Apply:**

Pursuant to the California Code of Regulations (CCR), Section 174, applications for this online examination must be submitted online only.

Follow the instructions under the "TAKING THE EXAMINATION" section of this examination bulletin to apply for this online examination.

### **Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a verified disability or medical condition, please select the Reasonable Accommodation request in the Experience Questionnaire. For questions, please contact the testing department using the "CONTACT INFORMATION" section of this examination bulletin.

## **MINIMUM QUALIFICATIONS**

All applicants must meet the experience requirements as stated on this examination bulletin as of the date the online examination is taken 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.

Per California Code of Regulations (CCR), Title 2, Section 171.1, when calculating part-time equivalent experience toward satisfying the minimum amounts of full-time experience, 173.33 hours of actual time worked equals one (1) month. Twelve (12) months equal one (1) year.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement.

### **Either I**

One year of experience in the California state service performing the duties of a class with a level of responsibility not less than Office Services Supervisor III (formerly Supervising Clerk II).

### **Or II**

Three years of experience supervising a clerical section normally involving at least 15 employees. This experience must have included responsibility for planning, organizing, and coordinating the work; establishing procedures; selecting, training, and evaluating personnel and employee relations. [Experience in the California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Office Services Supervisor II (formerly Supervising Clerk I).]

## **DEFINITIONS**

**“Performing the duties of a class with a level of responsibility not less than...”** To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

## **POSITION DESCRIPTION**

Office Services Manager I is the entrance classification in the Office Manager series. The Office Services Manager I plans, organizes, assigns, and reviews the work of varied and extensive processing and service units engaged in clerical and related office activities; through subordinate supervisors, approves and reviews work procedures and makes decisions on the more difficult operating and personnel problems; supervises the planning and flow of office work between units and to various subdivisions of the agency; reviews, evaluates, and recommends changes of policies and operating procedures; prepares the budget for the units supervised; studies need for office equipment and supplies, writes specifications, and prepares estimates of amounts and costs of equipment and supplies needed; develops production standards; may be responsible for general office and equipment maintenance; designs and revises office forms; assists in the selection of subordinate supervisors, trains them, and evaluates their performance, and takes or recommends appropriate action; develops performance standards and prepares and reviews Reports of Performance; assists staff in the preparation and revision of procedure manuals and the instructions for their use; confers with superiors and coordinates efforts of the office with other State departments and the public; dictates correspondence and prepares reports.

Depending upon office size and work complexity, the Office Services Manager I may direct as few as 30 team members and as many as 150 team members in multiple units.

## **EXAMINATION SCOPE**

This examination consists of the following components:

**Experience Questionnaire** – Weighted 100% of the final score.

This examination consists solely of an Experience Questionnaire (EQ). To obtain a position on the eligible list, a minimum score of 70% must be received. Your Final Results Notification letter will be sent to you by email or by postal mail per your selection in the EQ, and your examination results will appear in your CalCareer account within 30 days of your submission of the completed EQ.

## KNOWLEDGE AND ABILITIES

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

### A. Knowledge of:

1. Office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work measuring work and production.
2. Office materials, supplies, and modern equipment and ability to use them effectively.
3. Principles of personnel management and effective supervision.
4. The Department's Equal Employment Opportunity Objectives.
5. A manager's role in the Equal Employment Opportunity Program and the processes available to meet the Equal Opportunity objectives.

### B. Ability to:

1. Read and write English at a level required for successful job performance.
2. Apply office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and of measuring work production.
3. Plan, organize, direct, and review of the work of a large clerical staff.
4. Learn rapidly specific laws, rules, and office policies and procedures and use good judgment in applying them in a variety of cases.
5. Design and standardize effective and economical office forms.
6. Prepare reports and dictate correspondence independently.
7. Analyze situations accurately and take effective action.
8. Secure and maintain cooperative relationships with all persons contacted in the work.
9. Effectively contribute to the Department's Equal Employment Opportunity objectives.

## SPECIAL PERSONAL CHARACTERISTIC

Demonstrated supervisory ability.

## ADDITIONAL DESIRABLE QUALIFICATION

Education equivalent to completion of the twelfth grade.

## ELIGIBLE LIST INFORMATION

A departmental promotional eligible list for the **Office Services Manager I** classification will be established for the **Department of Motor Vehicles**.

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of examination date. Eligibility expires **twenty-four (24) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference is **not** granted for promotional examinations.

Career Credits will **not** be added to the final score for this examination.

## EXAMINATION INFORMATION

[Click here](#) to preview the Office Services Manager I Experience Questionnaire

Alternatively, you may enter the following URL into your web browser:

[https://www.surveymonkey.com/r/Preview\\_of\\_the\\_Office\\_Services\\_Manager\\_I\\_Experience\\_Questionnaire](https://www.surveymonkey.com/r/Preview_of_the_Office_Services_Manager_I_Experience_Questionnaire)

## PREPARING FOR THE EXAMINATION

Below is a list of suggested resources to have available prior to taking the examination.

**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, resume, and a list of your professional references.

## TAKING THE EXAMINATION

We recommend using a laptop or desktop with Google Chrome, Mozilla Firefox, or Microsoft Edge for optimal performance when accessing the examination.

[Click here](#) to take the Office Services Manager I Experience Questionnaire

Alternatively, you may enter the following URL into your web browser:

[https://www.surveymonkey.com/r/Office\\_Services\\_Manager\\_I\\_Experience\\_Questionnaire](https://www.surveymonkey.com/r/Office_Services_Manager_I_Experience_Questionnaire)

## TESTING DEPARTMENT

Department of Motor Vehicles

## CONTACT INFORMATION

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

Department of Motor Vehicles  
Talent Assessment Unit  
P.O. Box 932315, MS E678  
Sacramento, CA 94232-3150

Phone: (916) 657-7553, press option 2  
Email: [DMV\\_Exams@dmv.ca.gov](mailto:DMV_Exams@dmv.ca.gov)

California Relay Service: 711 (TTY and voice)

TTY is a Telecommunications Device for the deaf or hard of hearing and is reachable only from phones equipped with a TTY Device.

## 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 workplace. 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/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 at [www.calcareers.ca.gov](http://www.calcareers.ca.gov).

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 Department of Motor Vehicles 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:** All candidates for, appointees to, and employees in the state civil service shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely.

**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 12th 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.

**Temporary Assignments/Loans:** Experience from Temporary Assignments/Loans may be counted toward meeting the minimum qualifications for this examination if the experience qualifies as out-of-class Experience in accordance with the California Code of Regulations, Section 212.

Experience from approved out-of-class assignments to specific classifications may be counted toward satisfaction of the minimum qualifications for this examination per Government Code Section 19050.8.

For consideration of experience from an approved out-of-class assignment, submit a copy of the approval to the Talent Assessment Unit at the address provided under the "CONTACT INFORMATION" section of this bulletin, or send it by email with the subject Office Services Manager I, Examination to [DMV\\_Exams@dmv.ca.gov](mailto:DMV_Exams@dmv.ca.gov).

**Criminal Record Clearance Information:** Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT