



# CDTFA

CALIFORNIA DEPARTMENT OF  
TAX AND FEE ADMINISTRATION

## OFFICE SERVICES SUPERVISOR II (GENERAL) EXAM CODE: 1EQ11

Department(s):	California Department of Tax and Fee Administration
Bulletin Release Date:	December 6, 2021
Final Filing Date:	Continuous
Exam Type:	Departmental Open
Salary:	\$3,814.00 to \$4,778.00
Location(s):	Statewide

### SELECTION PLAN

This exam will be administered as a Training and Experience Questionnaire. Accepted candidates will be provided an online web link to the Questionnaire and notified of what date the Questionnaire will need to be completed by, after candidate eligibility has been determined.

### FILING INSTRUCTIONS

Final Filing Date: **Continuous**

**Applications will be reviewed in the month they are received.**

*To be considered for this examination, you must use the current application (STD. 678). Applications are available at [jobs.ca.gov](https://jobs.ca.gov)*

**State Applications -- Form STD. 678 -- may be mailed to:**

**CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION  
TALENT ACQUISITION SECTION  
450 N STREET, MIC: 17  
SACRAMENTO, CA 95814**

Due to the current heightened health awareness, the Human Resources Bureau – Talent Acquisition Section will be temporarily accepting electronic applications to our email address at [Exams@cdtfa.ca.gov](mailto:Exams@cdtfa.ca.gov).

If submitted electronically, you must include a completed application (STD. 678) and ANY required documents or you will be eliminated from the examination process.

**Applications received cannot be returned pursuant to California Code of Regulations 174.**

**You are advised not to send your application via interoffice or interagency mail.**

Candidates are responsible for a timely submission of their application (and any other required documentation) and are encouraged to contact the Talent Acquisition Section at [Exams@cdtfa.ca.gov](mailto:Exams@cdtfa.ca.gov) to verify receipt of their application.

All applications must include: the Exam Code and Classification Title(s)\*; “to” and “from” dates (month/day/year); time base and hours worked; civil service class title (not working title); and complete description of duties performed. **Any applications received without complete information will be rejected.**

## EXAMINATION INFORMATION

This examination will consist of a Training & Experience Questionnaire evaluation weighted 100%. In order to obtain placement on the eligible list, a minimum rating of 70% must be attained. **Candidates determined to meet the minimum qualifications will then be provided a web link to take their Training & Experience Questionnaire online. Candidates will be notified when receiving their web link of what date the Questionnaire will need to be completed by; failure to complete the Questionnaire by the provided date will result in the candidate being eliminated from the examination process.**

## ELIGIBLE LIST INFORMATION

A 12-month eligible list will be established for the California Department of Tax and Fee Administration and the Board of Equalization. Names of successful competitors are merged onto the list in order of final scores, regardless of date. Eligibility automatically expires 12 months after it is established.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements as stated in the Minimum Qualifications section of this examination announcement by the date of application submission.

## MINIMUM QUALIFICATIONS

The following minimum qualification patterns come directly from the official classification specification, found at <https://jobs.ca.gov/CalHRPublic/Tools/ClassSalarySearch.aspx>

### Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Technician.

### Or II

Three years of clerical experience, at least one year of which shall have been in a responsible position performing a variety of difficult clerical work or supervising the work of a small group of employees. (Experience in the California state service applied toward the specialized one-year requirement must be performing duties of a class with a level of responsibility equivalent to Office Technician.)

## POSITION DESCRIPTION

This is the first full supervisory level. Under general direction, incumbents plan, organize, and direct the work of a medium-sized group engaged in difficult clerical work.

## KNOWLEDGE AND ABILITIES

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; department's Equal Employer Opportunity objectives; a supervisor's role in the Equal Employer Opportunity and the processes available to meet Equal Employer Opportunity objectives.

Ability to: Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules, and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; and plan, organize, direct, and supervise the work of others; effectively contribute to the department's Equal Employer Opportunity objectives, and work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.

## ADDITIONAL DESIRABLE QUALIFICATIONS

Education: Equivalent to completion of the twelfth grade.

## CONTACT INFORMATION

If you have questions concerning this examination, or if you need reasonable accommodations, please contact the California Department of Tax and Fee Administration, Talent Acquisition Section by email at [Exams@cdtfa.ca.gov](mailto:Exams@cdtfa.ca.gov).

## GENERAL INFORMATION

**EEO:** The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to 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.

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

**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.

**Reasonable Accommodations:** Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

**Notices:** For any examination, it is the candidate's responsibility to contact the Talent Acquisition Section three weeks after the final filing date if notification has not been received.

**Competitive Examination:** Possession of the entrance requirement(s) does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Revision of Plan:** The California Department of Tax and Fee Administration reserves the right to revise the examination plan to better meet the needs of the department should any circumstances change during this examination administration. Such revision will be in accordance with civil service laws and rules.

**College Education:** The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree or a letter from the college or university stating the applicant has met all of the academic requirements for graduation. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

**Veterans' Preference:** Veteran's preference credits will be awarded for all open competitive examinations, pursuant to government code section 18973.1 and 18973.5, 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) Veteran's 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 [jobs.ca.gov](http://jobs.ca.gov) and on the Application for Veterans' Preference form ([CalHR 1093](#)). Additional information is also available at the Department of Veterans Affairs website at <https://www.calvet.ca.gov/>

**Deaf or Hard of Hearing:** TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the California Relay Service: From TDD: (800) 735-2929; From Voice (800) 735-2922; From TTY: 711 (NATIONAL RELAY SERVICE)