



CALIFORNIA DEPARTMENT OF HUMAN RESOURCES
Associate Governmental Program Analyst

Agency Code: 7500 Class Code: 5393 Exam Code: 9PB04

Department(s): State Personnel Board/Statewide
State Air Resources Board
Dept. of Rehabilitation
Dept. of General Services
Governor's Office of Emergency Services
Office of Legislative Counsel
Natural Resources Agency
CA Postsecondary Education Commission
Victim Compensation & Government Claims Board
Dept. of Aging
Dept. of Housing & Community Development
Dept. of Boating & Waterways
Dept. of Parks & Recreation
Health & Human Resources Agency - Admin
CA Health & Human Services Agency
Dept. of Food & Agriculture
Dept. of Education
Dept. of Finance
Dept. of Industrial Relations
Dept. of Veterans Affairs
Department of Motor Vehicles
Dept. of Conservation
Prison Industry Authority
Dept. of Corrections & Rehabilitation
Department of Consumer Affairs
California Housing Finance Agency
Department of Transportation
Employment Development Department
Department of Insurance
Military Department
Department of Fish and Game
Business, Transportation and Housing Agency
Department of Justice
Secretary of State
Board of Equalization
Department of Water Resources
State Water Resources Control Board
California Science Center
California Conservation Corps
State Energy Resources, Conservation and Development
Commission (Energy Commission)
Department of Corporations
Public Employees Retirement System
Franchise Tax Board
Department of Real Estate

Public Utilities Commission
State Personnel Board
California Student Aid Commission
Department of Forestry & Fire Protection
Commission on Teacher Credentialing
Board of Governors, California Community Colleges
Fair Political Practices Commission
Department of Alcoholic Beverage Control
California Coastal Commission
State Teachers Retirement System
San Francisco Bay Conservation & Development Commission
Department of Resources Recycling and Recovery
Department of Alcohol and Drug Programs
Department of Health Care Services
Dept. of Mental Health
Department of Social Services
Department of Developmental Services
Office of Statewide Health Planning and Development
California Transportation Commission
State Council On Developmental Disabilities
Department of Fair Employment & Housing
California Exposition and State Fair
Department of Personnel Administration
Emergency Medical Services Authority
California State Lottery
Department of Community Services and Development
Employment Training Panel
Managed Risk Medical Insurance
Board Department of Toxic Substances Control
Department of Pesticide Regulation
Office of Environmental Health Hazard Assessment
Bureau of State Audits
California Earthquake Authority
State Independent Living Council
California High Speed Rail Authority
Office of the Inspector General
Department of Child Support Services
California Workforce Investment Board
Department of Managed Health Care
California Gambling Control Commission
Labor and Workforce Development
Agency Office of Systems Integration
Sierra Nevada Conservancy
Department of Public Health
California Technology Agency
California Prison Health Care Services
Delta Stewardship Council
California Health Benefit Exchange
California Unemployment Insurance Appeals Board
Agricultural Labor Relations Board
California Environmental Protection Agency
Little Hoover Commission/Commission on CA State Government
Organization and Economy
State Compensation Insurance Fund

Financial Information Systems for California
Governor's Office of Business & Economic Development (GoBiz)
State Lands Commission
Board of State and Community Corrections
Council Arts Council
Commission on State Mandates
California State Controller's Office
California Tahoe Conservancy
California State Library
Native American Heritage Commission

Opening Date: 9/27/2009 2:00:00 PM
Final Filing Date: Continuous
Type of Examination: Multi-Departmental Open
Salary: MONTHLY-RANGED-SALARY - \$4,400.00 to \$5,348.00
Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or 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.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 6 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use other state departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other patterns to meet the total experience requirements, provided that the combined qualifying experience totals at least 30 months. Education may not be used to reduce this 30-month limit.

Either I

One year of experience performing the duties of a Staff Services Analyst, Range C.

Or II

Experience: Three years of professional analytical experience performing duties in one or a combination of the following or closely related areas: budgeting, management analysis, personnel, planning, program evaluation, or policy analysis. (State experience applied toward this pattern must include at least one year in a class at a level of responsibility equivalent to that of a Staff Services Analyst, Range C.)

AND

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.) (One year of graduate work in public or business administration, industrial relations, psychology, law, political science, or a related field may be substituted for six months of the required experience.) Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to the examination, but they must fully meet the experience requirement before being eligible for appointment.

POSITION DESCRIPTION

An Associate Governmental Program Analyst performs the more responsible, varied, and complex technical analytical staff services assignments such as program evaluation and planning; policy analysis and formulation; systems development; budgeting, planning, management, and personnel analysis; and continually provides consultative services to management or others. This is the full journey level analyst class. Incumbents are typically subject-matter generalists who have demonstrated possession of intellectual abilities, the management tools, and the personal qualifications to succeed in a variety of general staff services settings.

Vacancies are anticipated at various departments throughout state service.

EXAMINATION INFORMATION

QUALIFICATIONS ASSESSMENT – Weighted 100.00%

The examination will consist of a Qualifications Assessment and is the sole component of the Associate Governmental Program Analyst examination. To obtain a position on the eligible list, a minimum score of 70% must be received. Competitors will receive his/her score immediately upon completion of the Qualifications Assessment.

[Click here to preview the Qualifications Assessment Questions](#)

SCOPE:

Knowledge of:

1. Proper spelling, grammar, punctuation, and sentence structure.

2. Data collection techniques.

Ability to:

1. Communicate information clearly and concisely to audiences with varying levels of understanding.
2. Evaluate written materials.
3. Develop procedures and processes related to programs.
4. Review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
5. Conduct research of various written and electronic materials.
6. Conduct research from various verbal/oral sources.
7. Perform arithmetic computations.
8. Present numerical data in a clear and logical format.
9. Exercise sound judgment when making decisions.
10. Extract specific, relevant data and information from a larger body of material.
11. Read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts.
12. Read and interpret charts and graphs.
13. Reconcile discrepancies in data and information.
14. Identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
15. Apply information through research and/or training to current assignments or projects.
16. Analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
17. Identify information, data, materials, and resources needed to complete a project or assignment.
18. Introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
19. Work on multiple tasks or parts of tasks simultaneously to ensure timely completion.
20. Work independently on projects or assignments.
21. Use a personal computer to input data, access information, and/or create materials or documents using a variety of software applications.
22. Use electronic mail software to communicate with diverse audiences.
23. Use database software to input, organize, track, and retrieve data.
24. Use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts.
25. Use the internet to conduct on-line research and obtain information to complete program or project activities, etc.
26. Use word processing software to prepare reports and correspondence.
27. Use and operate basic office equipment.
28. Establish and maintain cooperative working relationships with management, staff, and internal/external stakeholders.
29. Persuade or influence others through the verbal explanation of issues and data.
30. Negotiate and compromise.
31. Use tact and diplomacy.
32. Be flexible in adapting to changes in priorities and assignments.
33. Maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
34. Provide one-on-one training to facilitate the transfer of specific knowledge and/or skills.
35. Interpret data obtained through formal data gathering techniques, such as surveys, questionnaires, and interviews.
36. Develop detailed and specific procedures and processes outlining the steps to follow in completing departmental, program, and/or project tasks.
37. Prioritize and schedule the work to be completed by a work team or project task force.
38. Establish project schedules and milestones to complete projects and assignments within desired timelines.
39. Facilitate meetings and discussions in a manner that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees.

40. Function as a liaison on behalf of assigned program or project to interact with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.

BENEFITS

- Employer/employee paid health and dental insurance
- Employer paid vision insurance
- Paid Vacation/Sick/Annual Leave Benefits
- 14 paid holidays
- Employer paid disability insurance
- Defined Benefit Retirement Program (upon vesting)
- Employee paid deferred compensation program (401K and 457)
- Flexible work schedules and work hours
- Pre-tax reimbursement for medical care, child care and parking programs
- Employee Assistance Program
- Career development/professional advancement

VETERANS' PREFERENCE POINTS

Veterans' Preference Points **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Veterans' Preference Points.

CAREER CREDITS

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.

CONTACT INFORMATION

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

California Department of Human Resources
Attn: Examination Services
1515 S Street
Sacramento, CA 95811
1-866-844-8671
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

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 on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors

will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the 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 recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification <http://www.calhr.ca.gov/state-hr-professionals/pages/5393.aspx>

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, 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) service-wide promotional, 5) departmental open, and 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 is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from 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; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. **NOTE: For peace officer classifications; please refer to the testing department for special requirements.**

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Internet Exam for Associate Governmental Program Analyst](#)