

REVISED EXAMINATION ANNOUNCEMENT

EXAM TITLE: INFORMATION OFFICER III, CEA
EXAM CODE: 5FS06
EXAM BASE: DEPARTMENTAL PROMOTIONAL*
DEPARTMENT: DEPARTMENT OF FORESTRY AND FIRE PROTECTION
FINAL FILING DATE: AUGUST 14, 2015*
SUPPLEMENTAL: SUPPLEMENTAL APPLICATION **MUST** BE SUBMITTED ALONG WITH STANDARD STATE APPLICATION**

The bulletin announcing the above examination has been amended as follows:

*The final filing date has been extended to August 14, 2015. Applications must be postmarked no later than August 14, 2015.

** If you have already submitted an application you **do not need** to resubmit an application and supplemental application.



INFORMATION OFFICER III, CEA

Exam Code: 5FS06

Department(s):	Department of Forestry & Fire Protection
Opening Date:	07/20/2015
Closing Date:	08/14/2015
Type of Recruitment:	Departmental Promotional
Salary:	MONTHLY-RANGED-SALARY - \$7,252, to \$8,234.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Spot - Sacramento

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.

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. This is a Departmental promotional examination for the Department of Forestry and Fire Protection.

1. Applicants must have a permanent civil service appointment with the Department of Forestry and Fire Protection as of **August 14, 2015**, the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991. [Applicants applying under item 4 must provide a copy of their DD214 or other official discharge documents with their Examination/Employment Application (STD. 678)]

For persons who are interested in applying that meet the criteria for either items 2, 3, or 4 above, and examinations are given by more than one Department for the same classification, you must select one Department in which to compete. Once this selection is made, it cannot be changed for the duration of the promotional list established from the examination in which the person participated. Employees may transfer list eligibility between Departments in the same manner as provided for state civil service employees.

FILING INSTRUCTIONS

Final File Date: **August 14, 2015**

Examination/Employment Application (STD 678) is available at the California Department of Human Resources' website at [State Application](#). Examination/Employment Application (STD 678) may be submitted by mail, or delivered in person.

Note: Applications will not be accepted via e-mail.

MAIL:

Department of Forestry and Fire Protection
Examination Unit – (Attention: LaWren Morrow)
P.O. Box 944246
Sacramento, CA 94244-2460

SUBMIT IN PERSON:

Department of Forestry and Fire Protection
Examination Unit – (Attention: LaWren Morrow)
1300 U Street
Sacramento, CA 95818

Applications postmarked or personally delivered after the final filing date, **August 14, 2015**, will not be accepted for any reason.

RECRUITMENT SURVEY

As part of the application process, please follow [this web link](#) to complete a recruitment survey. If you are viewing this in paper form, visit the following website at <https://www.surveymonkey.com/r/InformationOfficerIII>.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the application and/or contact the Department of Forestry and Fire Protection at (916) 445-7824.

SALARY INFORMATION

\$7252 - \$8234

ELIGIBLE LIST INFORMATION

A Departmental Promotional list will be established for the Department of Forestry and Fire Protection. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by **July 31, 2015**, the final filing date.

All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS

Experience: Either

One year of experience in the California state service with responsibility for coordinating, planning, directing or managing a complex information and public affairs program, in a class with a level of responsibility not less than Information Officer II.

or

Three years with similar responsibilities in a class with a level of responsibility not less than Information Officer I.

or

Broad and extensive (more than five years) experience in managing and directing a comprehensive information program. **and** Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

Note: Candidates qualifying under pattern III above must provide a copy of your degree or transcripts from a recognized U.S. university or foreign university accredited by the Accredited Institution of Postsecondary Education.

POSITION DESCRIPTION

Under general administrative direction an Information Officer III, CEA plans, organizes and directs a departmental public information program designed to meet the needs of the public to be fully informed of the policies, procedures and programs of departments in which there is a unique or highly unusual public interest; as part of the top management of a department or group of departments to consult with and advise the Director(s) and other top managers on the formation, composition and timeliness of departmental policy and programs as related to the informational impact; to be the contact point for all media and formal information contacts for the department; to supervise other information officers and technical staff; and do other related work.

EXAMINATION INFORMATION

The examination will consist of a supplemental questionnaire weighted 100%. The supplemental questionnaire will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **CANDIDATES WHO DO NOT RETURN A COMPLETED AND SIGNED SUPPLEMENTAL QUESTIONNAIRE ALONG WITH A COMPLETED STATE APPLICATION BY THE FINAL FILING DATE OF AUGUST 14, 2015 WILL BE DISQUALIFIED.**

[CLICK HERE FOR SUPPLEMENTAL QUESTIONNAIRE](#)

KNOWLEDGE, SKILLS AND ABILITIES

Scope:

A. Knowledge of:

1. Department operations (e.g., aviation, station, incident) to ensure correct information is given to the public, media, and various stakeholders.
2. Department specific terminology (e.g., fire, resource management, state fire marshal, administrative) to ensure effective communication with the public, media, and various stakeholders.
3. Key stakeholders of the Department (e.g., legislators, local government entities, cooperators, public) to ensure effective communication and positive relationships are maintained.
4. Principles and practices of California State government to determine appropriate contacts for communication.
5. A variety of communication tools and systems (e.g., television, radio, printed materials) to collect and disseminate information.
6. Principles and techniques of establishing and maintaining good public relations to ensure effective communication is maintained.
7. Various media campaigns (e.g., Ready, Set, Go; One Less Spark) for use in dissemination of daily and sensitive Department information to the public, media, and various stakeholders.
8. The Department's mission, vision, and value statement to ensure it is communicated to the public, media, and various stakeholders.

9. Continuing current events (e.g., drought, politics, law development) that could impact the Department to determine if public information or education programs are necessary.
10. Social media platforms (e.g., internet, Facebook, Twitter) for effective communication with the public, media, and various stakeholders.
11. Various internal communications methods (e.g., Report on Conditions, Duty Chief distribution list, Incident Action Plan) for use in gathering information for appropriate use in the dissemination of daily and sensitive Department information to the public, media, and various stakeholders.
12. Interpersonal communications methods (e.g., oral, written) for use in dissemination of daily and sensitive information within the Department.
13. Effective education programs (e.g., Ready, Set, Go; One Less Spark) for effective coordination with Department's Chief of Public Education for use in education of the public of Department programs and policies.
14. Advanced leadership techniques to coordinate people and resources to meet the Department's communications and public relations objectives.
15. Progressive discipline procedures to help create an effective workforce.
16. Selection and hiring methods to help create an effective workforce.
17. Media operations (e.g., live shots, talkbacks, taped interviews, in studio) to ensure information is disseminated effectively to various outlets.
18. Principles and practices of public administration to ensure effective dissemination of information.
19. Training methods (e.g., webinars, workshops, meetings) to create an effective workforce within the Department.
20. Supervisory roles and responsibilities to ensure effective management of staff.
21. Budgetary methods and practices to ensure fiscal responsibility of assigned budget.
22. Effective writing methods (e.g., spelling, grammar, sentence structure) to effectively communicate information.
23. A variety of software (e.g., word, excel, power point) to collect and/or disseminate information.
24. General current office methods, technologies, and equipment to perform work tasks.

B. Skill to:

1. Operate mobile communications devices (e.g., cell phones, tablets).

C. Ability to:

1. Independently develop and implement a comprehensive media program to ensure effective communication of daily and sensitive Department information with the public, media, and various stakeholders.
2. Independently develop and implement a comprehensive communication plan to ensure effective communication of daily and sensitive Department information with the public, media, and various stakeholders.
3. Coordinate with the Public Education Chief to develop and implement a comprehensive education program to ensure effective communication of daily and sensitive Department information with the public, media, and various stakeholders.
4. Independently compile, organize, and interpret information to evaluate the type of impact upon the Department.
5. Quickly adapt well to changes in assignments and priorities.
6. Speak on various media outlets (e.g., television, radio, internet) on behalf of the Department.
7. Clearly convey and receive information and ideas through a variety of media.
8. Communicate effectively (e.g., orally, written) to convey information to the public, media, and various stakeholders.
9. Independently analyze and evaluate information and situations to make sound judgments and conclusions for the Department.
10. Participate as an active and contributing member of a management team to achieve Department goals.
11. Maintain composure and function effectively in stressful situations.
12. Supervise the work of assigned staff.
13. Develop positive working relationships with coworkers, public, media, and various stakeholders.
14. Stimulate positive interest in Department programs via public information and education campaigns.
15. Work independently.
16. Recognize sensitive situations (e.g., accidents, misconduct) and their impact upon the Department, public and stakeholders and take appropriate action.

VETERANS PREFERENCE

Veterans' preference is not granted in promotional examinations.

CAREER CREDITS

Career credits are not granted in promotional examinations.

CONTACT INFORMATION

Department of Forestry and Fire Protection
P.O. Box 944246
Sacramento, California 94244-2460
(916) 445-7824

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)
STS is Speech-to-Speech Service for persons with a speech disability and is reachable at
1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)

DISTINGUISHING CHARACTERISTICS

An Information Officer III, C.E.A., is differentiated from an Information Officer II by the scope and sensitivity of a department's programs, and by the level, scope and role of the Information Officer.

An Information Officer III, C.E.A., is located in departments where programs, policy and activity is of a highly sensitive and visible nature.

An Information Officer III, C.E.A., is delegated independent responsibility for the department's information program, and reports directly to the Director. He/She is considered part of top management and has important influence on policy and program.

DISCLAIMER

Please go to the following website to review the official California Department of Human Resources (CalHR) class specification: <http://www.calhr.ca.gov/state-hr-professionals/pages/5597.aspx>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Department of Forestry and Fire Protection, (916) 445-7824, three days prior to the written test date if he/she has not received his/her notice of appointment.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Forestry and Fire Protection three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her three days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available online at CalHR, local offices of the Employment Development Department and the testing Department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement 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.

The testing Department 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 competitors will be notified.

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 classification. 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, 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.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at Departmental personnel offices or www.jobs.ca.gov.

If 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.

Veterans' Preference Points: Will be awarded in this examination, pursuant to Government Code Section 18973.1, 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) Veterans Preference is not granted once a person achieves permanent civil service status. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (STD. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation> or the Department of Veterans Affairs.

Career Credits: In open, non promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirement specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their service status in the appropriate section of the Examination/Employment Application. (STD. 678).

Felony Disqualification: You are disqualified from being employed as a peace officer if: 1) you have been convicted of a felony in California or any other State; 2) you have been convicted of any offense in any other State which would have been a felony if committed in California; 3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; 4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): 1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; 2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; 3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

Confidentiality and Security: Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists or cancellation of eligibility for employment in State civil service.