



# California Department of Child Support Services

## SENIOR CHILD SUPPORT ANALYST, DEPARTMENT OF CHILD SUPPORT SERVICES EXAMINATION

### QUALIFICATIONS ASSESSMENT QUESTIONNAIRE

#### GENERAL INSTRUCTIONS

Thank you for your interest in California State civil service employment. The State of California is an Equal Employment Opportunity employer. The Senior Child Support Analyst, Department of Child Support Services examination will consist of the attached Qualifications Assessment Questionnaire that will be used to evaluate your experience, education, and training.

To apply for this examination, you must submit an examination application package. Missing or incomplete information may delay the processing of your Qualifications Assessment Questionnaire.

The following documents comprise the examination application package for the Senior Child Support Analyst, Department of Child Support Services examination:

- Employment Application (STD 678) available at: State Personnel Board (Outside Source)
- Qualifications Assessment Questionnaire
- Affirmation Statement
- Evidence of completion of the education requirement, if applicable (copies of transcripts are acceptable)

#### **SUBMIT YOUR COMPLETED EXAMINATION APPLICATION PACKAGE TO:**

**California Department of Child Support Services  
Personnel Services Section / Exams Unit  
P. O. Box 419064 MS 631  
11150 International Drive  
Rancho Cordova, CA 95741-9064  
(916) 464-5200**

Once your completed examination application package is received, it becomes the property of the California Department of Child Support Services, Personnel Services Section. Please keep a copy for your records. Please notify this office if you have a change of address.

#### **YOUR RESPONSES ARE SUBJECT TO VERIFICATION**

All information provided on the state employment application and Qualifications Assessment Questionnaire is subject to verification at any time during the examination and/or hiring process.

Anyone who misrepresents their experience, education, or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the certification list
- Loss of State employment
- Loss of rights to compete in future State examinations

# **SENIOR CHILD SUPPORT ANALYST, DEPARTMENT OF CHILD SUPPORT SERVICES**

## **QUALIFICATIONS ASSESSMENT EXAMINATION**

If you meet the minimum qualifications as stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your score in this examination will determine your placement on the eligible list used for this classification.

The entire examination consists of an evaluation of experience, education, and training weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be attained. The Qualifications Assessment Questionnaire has been designed to measure how your education, training, and work experience has provided you with the essential knowledge, skills, and abilities required to successfully perform in the Senior Child Support Analyst, Department of Child Support Services position. Responses to the questionnaire will be assessed based on pre-determined rating criteria.

The Qualifications Assessment Questionnaire will account for 100% of your score. It is important that you fill out the questionnaire completely. Questions without a response will not be scored. Your responses should be an accurate reflection of your experience, education, and training.

All instructions should be read carefully and understood before completing this examination. If you have questions regarding this questionnaire you may contact the California Department of Child Support Services, Personnel Services Section at (916) 464-5200.

# QUALIFICATIONS ASSESSMENT QUESTIONNAIRE

## MINIMUM QUALIFICATIONS:

Listed below are the minimum qualifications for this examination. Please answer the following questions by placing an "X" in the appropriate box. Your responses in this section will not be scored.

### SENIOR CHILD SUPPORT ANALYST

#### PATTERN I - EXPERIENCE

Yes  No

Do you have one year of experience in the California state service performing the duties equivalent to a Child Support Specialist, Department of Child Support Services, Range C?

#### PATTERN II - EXPERIENCE

Yes  No

Do you have one year of experience performing the duties of a Staff Services Analyst, Range C; or performing duties involving evaluating child support program situations/issues and developing recommendations on program planning and evaluation, analyzing child support legislation, and/or technology research or methods?

#### PATTERN III - EXPERIENCE and EDUCATION

Yes  No

Do you have one year of county child support caseload management or collection and/or county child support fiscal/financial management experience that includes the collection, disbursement, and tracking of county child support accounting functions comparable in responsibility to a Child Support Specialist, Department of Child Support Services?

#### AND

Do you have an equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or Federal or State business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.

1. 60 semester units - Yes  No  or
2. 90 quarter units - Yes  No  or
3. Currently enrolled with 30 semester or 45 quarter units - Yes  No  or
4. Two years of additional experience - Yes  No

#### AND

Basic accounting  AND federal or state business or commercial law

Completion Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

**All applicants that qualify with education are required to submit transcripts from recognized institutions that indicate the following information for required courses: title, number of units, name of institutions, and completion date.**

Applicants Name: \_\_\_\_\_ Date: \_\_\_\_\_

## SECTION 1 – TASK EXPERIENCE

Please complete the ratings for each of the following task statements using the scale description below.

### FREQUENCY

Check the box that corresponds to how often you performed the task.

### LENGTH OF EXPERIENCE

Check the box that corresponds to the length of experience you have in performing the task.

### PROFICIENCY LEVEL

Check the box that best describes your proficiency level for this task.

- **Extensive:** I have extensive education, training and/or experience performing this task and would be considered an expert in this area.
- **Moderate:** I have moderate education, training, and/or experience performing this task and could effectively perform this task.
- **Limited:** I have limited education, training, and/or experience performing this task and would require assistance.
- **None:** I have no education, training, and/or experience performing this task.

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1. Interpret laws, rules, and guidelines governing case and/or financial management.

#### Frequency

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

#### Length of Experience

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

#### Proficiency

- Extensive
- Moderate
- Limited
- None

2. Apply laws, rules, and guidelines governing case and/or financial management to resolve issues or answer questions.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

3. Analyze operational processes and procedures to identify business impact.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

4. Recommend options for remediation of ineffective operational processes and procedures.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

5. Participate in the development and implementation of operational policies and procedures.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

6. Communicate with stakeholders to provide department policy interpretation and guidance.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

7. Educate stakeholders on compliance with the collection process in a clear and professional manner.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

8. Review and verify fiscal and/or fund management policies and procedures to ensure they are in compliance.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

9. Act as a technical expert to provide guidance and/or recommendations in resolving the more complex and sensitive work.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

10. Analyze data from a variety of systems to determine an appropriate or necessary course of action.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

11. Monitor and document actions taken on case and/or financial management and report results.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

12. Participate in discussions and provide input on process improvements.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

13. Assist stakeholders to determine if the automated processes are working correctly and take the appropriate action.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

14. Manage a workload inventory of accounts to resolve issues in an effective, efficient, and timely manner.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

15. Analyze system issues to identify the impact and recommend potential alternative solutions.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

16. Develop and maintain consistent guidelines that will produce a more efficient work flow.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

17. Evaluate and determine if policies and procedures are effective in order to make recommendations for operation enhancements including design and testing.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

18. Represent the department/agency in formal or informal meetings regarding policy and procedures.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

19. Make recommendations to improve the timeliness of collection activities and the quality of customer service guidelines.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

20. Assist management with evaluating staff to identify training needs for development and/or performance enhancement.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

21. Assist stakeholders by providing options related to case compliance to remedy enforcement actions.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

22. Perform quality assurance reviews on team member's work assignments to verify completeness and accuracy.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

23. Assist team members with technical questions regarding payment processing and/or case management transactions.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

24. Assist in the development and maintenance of reporting processes to improve the efficiency and quality of monitoring programs.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

25. Track assigned workload and report as needed to appropriate stakeholders.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

26. Monitor action items and the progress of multiple projects related to payment processing and/or case management to ensure compliance.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

27. Assist in the development of issue/decision papers and prepare reports.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

28. Write case resolution summaries and report results.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

29. Develop statistical reports to perform analysis on current and/or future business needs.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

30. Maintain statistical reports for management to identify trends and program outcomes.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

31. Initiate and/or respond to various communications from stakeholders to determine an appropriate or necessary course of action.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

32. Develop training material on program policy and procedures to address changes and/or enhancements.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

33. Present recommendation for resolution on escalated issues during oral briefings with management.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

34. Work independently and in a team environment to improve quality of service and maintain stakeholder's satisfaction.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

35. Provide expertise and excellent customer service on the more complex issues.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

36. Thoroughly review critical and/or sensitive issues and respond promptly to customers with resolution.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

37. Research electronic databases to obtain information, analyze findings, and communicate results to stakeholders.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

38. Prepare, document, and test new internal processes to ensure accuracy and efficiency of program requirements.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

39. Perform complex analysis on identified issues to provide management with a recommendation of an appropriate resolution.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

40. Research and resolve customer service case and/or financial inquiries.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

41. Research, analyze and reconcile the transactions and balances of accounts to verify financial integrity.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

42. Capture and input program data using a variety of electronic systems to validate program effectiveness.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

43. Identify and recommend changes to existing forms utilized by stakeholders to conform to program and/or law requirements.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

44. Utilize the available technology (i.e., computers, software, web, telecommunications, etc.) to increase the effectiveness and efficiency of an organization's operation.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

45. Identify electronic system issues and communicate system problems to the appropriate entity.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

46. Participate in development sessions with internal and/or external stakeholders for maintenance changes, application changes, and document updates for system correction and or enhancements.

**Frequency**

- Daily  
 Weekly  
 Monthly/Quarterly/Annually  
 Never

**Length of Experience**

- More than three years of experience  
 One to three years of experience  
 Six months to one year of experience  
 No experience performing this task

**Proficiency**

- Extensive  
 Moderate  
 Limited  
 None

## SECTION 2 – KNOWLEDGE/SKILL/ ABILITY ASSESSMENT

Please rate your level of knowledge/skill/or ability for the following statements using the scale description below.

### DEFINITION OF LEVELS:

**Extensive:** I possess an expert level of knowledge and have used it to instruct others on specific aspects of this knowledge.

**Moderate:** I have sufficient knowledge and have applied it to an actual task.

**Limited:** I have some knowledge but require additional instruction to apply.

**None:** I do not possess knowledge in this area.

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### KNOWLEDGE IN:

1. Accounting practices and principles related to data and/or financial resolution.

#### Knowledge

- Extensive
- Moderate
- Limited
- None

2. Types of business organizations connected with tax issues, legal issues, and financial concerns.

#### Knowledge

- Extensive
- Moderate
- Limited
- None

3. Basic business and management practices related to carrying out the objective of an organization.

#### Knowledge

- Extensive
- Moderate
- Limited
- None

4. Methods related to collection of data and/or payment processing.

#### Knowledge

- Extensive
- Moderate
- Limited
- None

5. Information technology systems, including automated and non-automated databases used for collection of data and/or financial data.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

6. Assertive interviewing techniques to obtain pertinent information to resolve issues.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

7. Principles and practices of administrative and legislative processes to ensure compliance with state and federal laws, rules, and regulations.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

8. Case and/or financial management techniques and procedures to ensure compliance.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

9. Identify and understand suspended collections and how it affects cases.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

10. Methods to resolve suspended and misallocated collections to ensure accurate financial resolution.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

**SKILL TO:**

11. Apply interpersonal skills to secure and maintain the cooperation of others at all levels of an organization.

**Skill**

- Extensive
- Moderate
- Limited
- None

12. Apply written and verbal communication techniques to obtain accurate information and provide assistance.

**Skill**

- Extensive
- Moderate
- Limited
- None

13. Use good judgment in order to make quality decisions.

**Skill**

- Extensive
- Moderate
- Limited
- None

14. Provide leadership and guidance by evaluating situations quickly and accurately to take an effective course of action.

**Skill**

- Extensive
- Moderate
- Limited
- None

15. Work independently to complete work quickly and efficiently with minimal guidance or detailed instructions.

**Skill**

- Extensive
- Moderate
- Limited
- None

**ABILITY TO:**

16. Communicate effectively and tactfully with all stakeholders to provide program specific information, answer questions, and/or address issues.

**Ability**

- Extensive
- Moderate
- Limited
- None

17. Reason logically and creatively to evaluate situations and resolve problems.

**Ability**

- Extensive
- Moderate
- Limited
- None

18. Extract relevant data and information to analyze cases, account history, and/or patterns of payments for financial and data resolution.

**Ability**

- Extensive
- Moderate
- Limited
- None

19. Exercise good judgment when handling sensitive and confidential information.

**Ability**

- Extensive
- Moderate
- Limited
- None

20. Provide excellent customer service using good verbal communication in person or by telephone in a clear and concise manner to exchange pertinent information.

**Ability**

- Extensive
- Moderate
- Limited
- None

21. Analyze situations to provide a solid resolution in a timely manner.

**Ability**

- Extensive
- Moderate
- Limited
- None

22. Prepare and complete reports to provide information and/or documentation for projects and/or assignments.

**Ability**

- Extensive
- Moderate
- Limited
- None

23. Handle all confidential information with high regard.

**Ability**

- Extensive
- Moderate
- Limited
- None

24. Utilize automated tools to communicate with customers.

**Ability**

- Extensive
- Moderate
- Limited
- None

25. Establish and maintain effective working relationships.

**Ability**

- Extensive
- Moderate
- Limited
- None

26. Work effectively in a team environment to achieve a common goal.

**Ability**

- Extensive
- Moderate
- Limited
- None

27. Act independently with initiative, flexibility, and tact.

**Ability**

- Extensive
- Moderate
- Limited
- None

28. Demonstrate the capacity for assertiveness, firmness, and discretion in communications with the public while maintaining courtesy, efficiency, and effectiveness.

**Ability**

- Extensive
- Moderate
- Limited
- None

29. Utilize a variety of analytical techniques to resolve problems related to financial or case management.

**Ability**

- Extensive
- Moderate
- Limited
- None

30. Apply program knowledge to analyze, evaluate, and resolve complex problems in an effective, efficient and timely manner.

**Ability**

- Extensive
- Moderate
- Limited
- None

31. Analyze data and present ideas and information effectively to address program changes and /or enhancements.

**Ability**

- Extensive
- Moderate
- Limited
- None

32. Consult, advise, and represent an organization on a variety of subject matter areas to provide information and/or recommend resolution utilizing policy and procedures.

**Ability**

- Extensive
- Moderate
- Limited
- None

33. Provide technical assistance to staff regarding payment processing and/or case management.

**Ability**

- Extensive
- Moderate
- Limited
- None

34. Provide guidance and program expertise to develop and train staff.

**Ability**

- Extensive
- Moderate
- Limited
- None

35. Provide input to supervisors regarding staff performance by recommending job-related training.

**Ability**

- Extensive
- Moderate
- Limited
- None

**SECTION 3 – CASE AND/OR FINANCIAL MANAGEMENT**

Please indicate your experience performing technical, analytical, and consultative work in each of the following areas by placing an "X" in the appropriate box.

	<b>Two or More Years</b>
<b>State Level</b>	<input type="checkbox"/>
<b>Federal Level</b>	<input type="checkbox"/>
<b>County Level</b>	<input type="checkbox"/>
<b>District Level</b>	<input type="checkbox"/>
<b>Financial Institution</b>	<input type="checkbox"/>
<b>Insurance Company</b>	<input type="checkbox"/>

## AFFIRMATION STATEMENT

Government Code Section 18935:

The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

- j. Has intentionally attempted to practice any deception or fraud in his or her application, or in his or her examination or in securing his or her eligibility.

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name (printed):** \_\_\_\_\_

**Contact Information:**

**Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Home Number:** \_\_\_\_\_

**Work Number:** \_\_\_\_\_