

**FIELD REPRESENTATIVE,
BUREAU OF ELECTRONIC AND APPLIANCE
REPAIR**



DEPARTMENTAL – OPEN EXAMINATION

www.dca.ca.gov

The State of California and DCA 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.

WHO MAY APPLY

Applicants who meet the minimum qualifications stated in this announcement and who have not taken the examination in the last 12 months may apply for this examination.

HOW TO APPLY

Please submit a **State Application (STD 678)** and the **Supplemental Application** to the address indicated below. **DO NOT** SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR). The State Application and Supplemental Applications are available by clicking on the following links:

- **State Application (STD 678)**
- **Supplemental Application**

Submit **both** the State Application (STD 678) and Supplemental Application

WHERE TO APPLY

MAIL OR HAND DELIVER TO:

Department of Consumer Affairs
Attn: Selection Services (T. Sherel)
1625 North Market Blvd, Suite N-321
Sacramento, CA 95834

**SPECIAL TESTING
ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the Examination and/or Employment Application. The Selection Services and Recruitment Unit will contact you to make special testing arrangements.

FINAL FILE DATE

November 18, 2016.

Supplemental Applications and/or State Applications (STD. 678) **must be POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interagency mail **after** the final filing date **will not** be accepted for any reason. Supplemental Applications and/or State Application forms must have an original signature; therefore, faxed forms will not be accepted.

SALARY RANGE

\$4370 - \$5419 per month.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

All applicants must meet the education and/or experience requirements for this examination on the date they complete and submit their application (s) noted above.

NOTE: All applications must include “to” and “from” dates (month/day/year); time base; civil service class titles and range (if applicable). **Applications received without this information may be rejected.** Resumes **will not** be accepted in lieu of a completed State Application (STD. 678).

Your signature on your State Application (STD. 678) indicates you have read, understood, and possess the basic qualifications required.

**MINIMUM
QUALIFICATIONS**

Experience: Four years of technical experience in the repair and maintenance of home electronic equipment or major home appliances under the Bureau’s jurisdiction, one year of which must be at the full journey level. (Candidates may substitute college, technical, or trade school education training in home electronic or major appliance repair, or education in electronic or mechanical engineering for up to two years of the required general experience on a year-for-year basis.)

**POSITION
STATEMENT**

This is the full journey level class in this series. Under general direction, incumbents represent the Bureau in connection with the administration and enforcement of the Electronic and Appliance Repair Dealer Registration

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

Law; investigate and attempt to resolve consumer complaints; investigate and assist in the prosecution of cases involving suspected fraud, incompetence and negligence and perform technical electronic and mechanical work in the inspection and alteration of electronic equipment and major appliances.

Supplemental Application – Weighted 100%

**EXAMINATION
INFORMATION**

This examination will consist of a Supplemental Application and is the sole component of the Field Representative, BEARHFTE examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

**EXAMINATION
SCOPE**

Knowledge of:

1. Theory and practice of construction and repair of television, radio, stereo, audio and video recorders and playback equipment, video cameras, computer systems and video games, refrigerators, freezers, ranges, washers, dryers, dishwashers, trash compactors, room air-conditioners and associated equipment and testing instruments
2. Installation, repair, and servicing of antennas
3. Investigation techniques and procedures
4. Identification, preservation, and presentation of evidence
5. Rules of evidence and the procedures of courts and administrative hearings
6. Sources of information used in locating persons
7. Laws of arrest, search, and seizures
8. Service of legal process
9. Duties of Federal, State, and local law enforcement agencies

Ability to:

1. Use schematics and diagrams and inspect, operate, maintain and repair electronic equipment, major appliances and all associated testing equipment
 2. Develop and maintain cooperative relationships with the public and trade
 3. Analyze information accurately and take appropriate action
 4. Interpret and apply appropriate applicable laws, rules and regulations
 5. Keep accurate records, prepare comprehensive reports and write articles for trade journals
 6. Speak and write effectively
-

**SPECIAL
PERSONAL
CHARACTERISTICS**

Willingness to travel and work irregular hours and overtime in various locations throughout the State; tact; keenness of observation; good memory for names, faces, and incidents.

**POSITION
INFORMATON**

Positions exist statewide. State Applications (STD. 678) will not be accepted on a promotional basis. Career Credits do not apply.

**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for the Department of Consumer Affairs. The 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.

**VETERANS
PREFERENCE
POINTS**

Veteran's preference credit will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested these points THROUGH California Department of Human Resources (CalHR). Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credit.

QUESTIONS

If you have any questions concerning this announcement, please contact Tina Sherel at the Department of Consumer Affairs, Selection Services and Recruitment Unit, 1625 North Market Blvd, Suite N-321, Sacramento, CA 95834, (916) 574-8388.

Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

GENERAL INFORMATION

The Department of Consumer Affairs 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.

It is the candidate's responsibility to contact the Department of Consumer Affairs, Selection Services and Recruitment Unit, at (916) 574-8370 three weeks after the final file date if he/she has not received a progress notice.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

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

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 rated and scored according to pre-determined rating criteria. All candidates who pass will be ranked according to their scores.

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.

Employment 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 this bulletin.

Veterans Preference: Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded 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 Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. And 3.) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/Veteransinformation> and 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 requirements 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.

**Department of Consumer Affairs
Field Representative,
Bureau of Electronic and Appliance Repair, Home Furnishings & Thermal
Insulation**

Name _____	Phone _____
Address _____ _____	Work _____

Affirmation Security

Completion of this form is a necessary part of the examination process and must be submitted along with the Supplemental Application questionnaire to the:

**Department of Consumer Affairs
Selection Services and Recruitment Unit
Attn: Tina Sherel
1625 N. Market Blvd., Suite N321
Sacramento, CA 95834**

Affirmation Security form and Supplemental Application questionnaire must be postmarked by:
October 14, 2016.

CANDIDATES WHO DO NOT COMPLETE THIS SUPPLEMENTAL APPLICATION WILL BE ELIMINATED FROM THE SELECTION PROCESS.

The purpose of the supplemental application questionnaire is to obtain enough job-related information to determine between the well-qualified, qualified and not-qualified competitors.

Be sure to answer all questions completely and accurately. Some questions ask you to provide specific information so we may evaluate your qualifications. Describe specific, relevant examples from your background, including paid and/or volunteer experience.

OMITTED INFORMATION CANNOT BE CONSIDERED OR ASSUMED.

I certify that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

Signature

Date signed

**Department of Consumer Affairs
Field Representative
Bureau of Electronic Appliance Repair, Home Furnishings & Thermal
Insulation**

Supplemental Application Questionnaire

General Instructions

- Candidates must complete and return all seven (7) pages of the Supplemental Application Questionnaire Package which includes the Affirmation Security form, General Instructions, Supplemental Application Questionnaire and the Conditions of Employment forms.
- **Fill out the questionnaire neatly and legibly or typed format.**
- **Provide your responses on the questionnaire only. Use the space provided, no less than a 12 point font required.**
- Do not attach a resume, additional pages, or other materials unless told to do so. Attachments will not be evaluated.
- Do not alter the form in any way. Altered forms or response will not be evaluated.
- You cannot submit this document electronically. Your completed Supplemental Application Questionnaire Package must be mailed to the following address:

**Department of Consumer Affairs
Selection Services and Recruitment Unit
Attn: Tina Sherel
1625 N. Market Blvd., Suite N321
Sacramento, CA 95834**

Facsimiles (fax) will not be accepted under any circumstances.

Supplemental Application Questionnaire

FIELD REPRESENTATIVE, BUREAU OF ELECTRONIC & APPLIANCE REPAIR, HOME FURNISHINGS & THERMAL INSULATION

I. WORK EXPERIENCE AND EDUCATION (bulleted format acceptable for response)

Please describe your work experience and/or education, in the following areas:

- Technical repair of home electronic equipment or major home appliances - include total years/months worked.
- Education in home or consumer electronic repair, major appliance repair, electronic engineering or mechanical engineering - include total years/months

**Include name and address of employers you attained experience and/or school you attained education.*

II. REPORT AND RECORD KEEPING SKILLS (bulleted format acceptable for response)

Briefly provide examples of your training and/or experience that you feel demonstrate your capability of keeping accurate records and/or preparing reports. Also, please describe specifically the characteristics you believe make for a good report or record keeping.

III. INTERPRETING AND APPLYING LAWS

Please describe in detail a consumer problem incident in which you had to educate a consumer about a law, rule or regulation that pertained to an issue they were experiencing. Please include how you educated the consumer and indicate any law, rule or regulation you had to apply when working with the consumer.

IV. CUSTOMER SERVICE SKILLS

As a Field Representative, it is critical to create and maintain positive relationships and communicate well with others. Please provide specific and detailed examples of your experience that you believe demonstrate your ability to handle with courtesy and tact a wide variety of public contacts, both on the telephone and in person.

V. ANALYTICAL SKILLS (bulleted format acceptable for response)

Please provide specific examples of your experience that you believe demonstrate your ability to analyze information accurately in assisting you with taking appropriate action. Also, please explain the necessary steps you take when needing to analyze a situation in order to find a resolution.

EXAMINATION TITLE: FIELD REPRESENTATIVE, BUREAU OF ELECTRONIC AND APPLIANCE REPAIR

EXAM CODE: 6CA24

CANDIDATE NAME: _____
(PLEASE PRINT)

If you are successful in your examination, your name will be placed on the active employment list and certified to fill vacancies according to the conditions you have specify on this form.

Before you mark this form, there are some things you should consider. If you are not planning to relocate, or are not willing to travel to a distant job location, do not select locations that are a long way from your residence.

LOCATIONS IN WHICH YOU ARE WILLING TO WORK

Mark your selection(s) below. Positions may exist in the following locations:

- ___ Northern California
- ___ Central California
- ___ Southern California
- ___ Statewide

TYPE OF APPOINTMENT THAT YOU WILL ACCEPT (Mark Only One)

- Permanent – Full Time
- Permanent – Part Time
- Permanent - Intermittent
- Limited Term – Full Time
- Limited Term – Part Time
- Limited Term - Intermittent

***PLEASE NOTIFY THE DEPARTMENT OF CONSUMER AFFAIRS
SELECTION SERVICES UNIT PROMPTLY OF ANY CHANGES IN YOUR ADDRESS OR
AVAILABILITY FOR EMPLOYMENT.***