

## CUSTODIAN SUPERVISOR III OPEN EXAMINATION - STATEWIDE

STATE OF CALIFORNIA  
DEPARTMENT OF GENERAL SERVICES



**SALARY RANGE:** \$2,837.00 - \$3,553.00  
**FINAL FILING DATE:** OCTOBER 2, 2015

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 SINCE 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 MAY APPLY** This is an OPEN STATEWIDE examination for the Department of General Services. Anyone who meets the minimum qualifications as stated below may apply. Applications will not be accepted on a promotional basis. Career Credits do not apply.

**HOW TO APPLY** Applications are available upon request or on the Internet at: <http://jobs.ca.gov/pdf/std678.pdf> and may be filed in person or by mail. Resumes alone will not be accepted. Applications (STD 678) and Qualifications Assessments must be POSTMARKED no later than the final filing date. Applications and Qualifications Assessments personally delivered or received via interoffice mail after 5:00 PM on the final filing date will not be accepted for any reason. The examination title must be indicated on the application. **FAXED or EMAILED APPLICATIONS AND QUALIFICATIONS ASSESSMENTS WILL NOT BE ACCEPTED.** Submit both the application and qualifications assessment to:

DEPARTMENT OF GENERAL SERVICES  
OFFICE OF HUMAN RESOURCES  
ATTN: DOLORES BALLEJOS  
MAILING ADDRESS: P.O. BOX 989052  
WEST SACRAMENTO, CA 95798-9052

STREET ADDRESS: 707 3RD STREET, 7<sup>TH</sup> FLOOR  
WEST SACRAMENTO, CA 95605

**Responses to the Qualifications Assessment attached to this bulletin must be submitted along with your standard state application (STD.678) when applying for this examination.**

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

**QUESTIONS** If you have questions concerning this announcement, please contact the Department of General Services, Office of Human Resources, **Dolores Ballejos, Exam Analyst at (916) 376-5444.**

**SPECIAL TESTING ARRANGEMENTS** If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION** Applicants must meet the experience/education requirements by the final filing date. Your signature on your application indicates that you have read, understood and possess the qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I", or "Or II", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**NOTE:** Applications/resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). **Applications/resumes received without this information may be rejected.**

**MINIMUM QUALIFICATIONS**

**Either I**

Two years of experience in the California state service performing the duties of a Custodian Supervisor II.

**Or II**

Experience: Four years of experience in janitorial work, three years of which must have been in a supervisory capacity over other employees and with responsibility for the janitorial work in a large building or group of small buildings.

**AND**

Education: Equivalent to completion of the eighth grade. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**NOTE: Applicants using education to meet the minimum requirements MUST provide a copy of their diploma, official/unofficial transcript, statement and/or evaluation from an accredited U.S. college or university with their examination application.**

**THE POSITION** Under direction, in a large office building or group of small office buildings, to plan, organize, and direct the cleaning and janitorial work; to assist in a training program; and do other related work. Positions are located Statewide.

**SEE REVERSE FOR ADDITIONAL INFORMATION**

CUSTODIAN SUPERVISOR III

DC10/2001

FINAL FILING DATE: OCTOBER 2, 2015

**EXAMINATION  
INFORMATION****Qualifications Assessment -- Weighted 100%**

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

**NOTE:** It is especially important that each applicant take special care to accurately and completely fill out their application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

**CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT WILL BE DISQUALIFIED.**

Special Note:

If conditions warrant, this examination may utilize an evaluation of each competitor's experience and education compared to a standard developed from this class specification. For this reason, it is especially important that each competitor take special care in filling out his or her application accurately and completely. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

**SCOPE**

Candidates should be prepared to answer questions related to the following areas:

**A. Knowledge of:**

1. Methods, materials, chemicals, disinfectants, and equipment used in cleaning offices and public buildings.
2. Sanitation and safety measures used in the operations, cleaning, and care of equipment and work areas.
3. Principles of effective supervision.
4. Training methods.
5. Use of purchase orders for janitorial supplies and equipment.
6. A manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion and for maintaining a work environment that is free of discrimination and harassment.

**B. Ability to:**

1. Plan, organize, and direct the work of others.
2. Conduct in-service training programs.
3. Keep inventories and make requisitions.
4. Analyze situations accurately and adopt an effective course of action.
5. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

**ELIGIBLE LIST  
INFORMATION**

An OPEN STATEWIDE eligible list will be established for the Department of General Services. 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.

**VETERANS'  
PREFERENCE**

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact the DGS Office of Human Resources at (916) 376-5400 three days prior to the written test date if s/he has not received his/her notice; or three weeks after the final filing date if there is no written test.

**If a candidate's notice of oral interview** or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, s/he will be rescheduled upon written request.

**Applications are available** at local offices of the Employment Development Department, the Department noted on the bulletin, or on the Internet at <http://jobs.ca.gov>.

**If you meet the requirements** stated on the reverse, 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 the other side of this bulletin 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 Department of General Services** 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 the civil service law and rules and all competitors will be notified.

**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 as determined by the departmental testing office. Ordinarily, interviews are scheduled in Sacramento, San Francisco and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide 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 from one to four years unless otherwise stated on this bulletin.

**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 exams investigation may be made of employment records and personal history--fingerprinting may be required.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 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 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.

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.

**High School Equivalence:** Equivalent to completion of the 12<sup>th</sup> 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-level 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; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**CALIFORNIA DEPARTMENT OF GENERAL SERVICES** ⌘ **OFFICE OF HUMAN RESOURCES**  
**MAILING ADDRESS: P.O. BOX 989052** ⌘ **West Sacramento, CA 95798-9052** ⌘ **Telephone (916) 376-5400**  
**STREET ADDRESS: 707 3RD Street, 7<sup>TH</sup> Floor** ⌘ **West Sacramento, CA 95605**

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.  
California Relay (Telephone) Service for the Deaf or Hearing Impaired:  
From TDD phones 1-800-735-2929 ⌘ Voice 1-800-735-2922

**DEPARTMENT OF GENERAL SERVICES  
OFFICE OF HUMAN RESOURCES  
QUALIFICATIONS ASSESSMENT FOR:  
  
CUSTODIAN SUPERVISOR III**

**GENERAL INSTRUCTIONS**

**Read instructions carefully**

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for Custodian Supervisor III with Department of General Services (DGS). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed onto an eligible list. The list will be used by DGS to fill existing positions. A "Conditions of Employment" form is included in this examination which will allow you to select the location and time base you are interested in working. It is required that you personally complete this examination accurately and without assistance.

This process is the entire examination for this classification. Therefore, please be sure to follow the instructions carefully as missing or incomplete information may result in disqualification or a low score.

1. Additional instructions are provided on the following pages.
2. This examination enables you to apply for the Custodian Supervisor III classification. If successful, your name will be placed on an eligible list.
3. The examination is intended to provide candidates the opportunity to demonstrate their knowledge and experience in a variety of areas. It is not expected that you will have experience in all areas.

The following areas comprise the complete examination for Custodian Supervisor III. You must ensure you have addressed each of the following areas:

- Candidate Information (page 2)
- Prior State Employment Information (page 2)
- Conditions of Employment (page 2-3)
- Address or Availability for Employment Changes (page 3)
- Minimum Qualifications (page 3)
- Work Experience (page 4 - 5)
- Knowledge, Skill, and Ability Assessment (pages 6)
- Preparation for Hiring Interview (page 7)
- Qualifications Assessment Return and Mailing Procedures (page 7)
- Affirmation Statement (page 7)

**YOUR COMPLETED QUALIFICATIONS ASSESSMENT MUST INCLUDE YOUR ORIGINAL  
SIGNATURE  
AND MUST BE RECEIVED OR POSTMARKED BY:**

**OCTOBER 2, 2015**

**CANDIDATE INFORMATION**

Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

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

\_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**PRIOR STATE EMPLOYMENT INFORMATION**

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU**, please mark the "Not Applicable" box below and continue to the next section.

State Personnel Board, Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

Do you have written permission from the State Personnel Board Executive Officer to take this examination?

<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> NOT APPLICABLE
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**CONDITIONS OF EMPLOYMENT FOR DEPARTMENT OF GENERAL SERVICES**

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE - YOU WILL NOT BE OFFERED A JOB IN LOCATIONS NOT MARKED.

Note: Positions are not available at all locations. Please refer to the official examination bulletin for information regarding current available positions and their locations.

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

**TYPE OF APPOINTMENT YOU WILL ACCEPT**

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

(D) Permanent Full-Time     (R) Permanent Part-Time     (K) Limited-Term Full-Time     (A) Any

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

**CONDITIONS OF EMPLOYMENT FOR DEPARTMENT OF GENERAL SERVICES (CONTINUED)**

**LOCATION(S) YOU ARE WILLING TO WORK:**

**5 ANYWHERE IN THE STATE** – If checked, no further selection is necessary

**NORTHERN CALIFORNIA**

- |   |   |  |                                       |
|---|---|--|---------------------------------------|
| <input type="checkbox"/> 0400 Butte     | <input type="checkbox"/> 1700 Lake      | <input type="checkbox"/> 3100 Placer     | <input type="checkbox"/> 4900 Sonoma  |
| <input type="checkbox"/> 0600 Colusa    | <input type="checkbox"/> 1800 Lassen    | <input type="checkbox"/> 3200 Plumas     | <input type="checkbox"/> 5100 Sutter  |
| <input type="checkbox"/> 0800 Del Norte | <input type="checkbox"/> 2300 Mendocino | <input type="checkbox"/> 3400 Sacramento | <input type="checkbox"/> 5200 Tehama  |
| <input type="checkbox"/> 0900 El Dorado | <input type="checkbox"/> 2500 Modoc     | <input type="checkbox"/> 4500 Shasta     | <input type="checkbox"/> 5300 Trinity |
| <input type="checkbox"/> 1100 Glenn     | <input type="checkbox"/> 2800 Napa      | <input type="checkbox"/> 4600 Sierra     | <input type="checkbox"/> 5700 Yolo    |
| <input type="checkbox"/> 1200 Humboldt  | <input type="checkbox"/> 2900 Nevada    | <input type="checkbox"/> 4700 Siskiyou   | <input type="checkbox"/> 5800 Yuba    |

**CENTRAL CALIFORNIA**

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> 0100 Alameda      | <input type="checkbox"/> 1500 Kern     | <input type="checkbox"/> 2700 Monterey        | <input type="checkbox"/> 4300 Santa Clara |
| <input type="checkbox"/> 0200 Alpine       | <input type="checkbox"/> 1600 Kings    | <input type="checkbox"/> 3500 San Benito      | <input type="checkbox"/> 4400 Santa Cruz  |
| <input type="checkbox"/> 0300 Amador       | <input type="checkbox"/> 2000 Madera   | <input type="checkbox"/> 3800 San Francisco   | <input type="checkbox"/> 4800 Solano      |
| <input type="checkbox"/> 0500 Calaveras    | <input type="checkbox"/> 2100 Marin    | <input type="checkbox"/> 3900 San Joaquin     | <input type="checkbox"/> 5000 Stanislaus  |
| <input type="checkbox"/> 0700 Contra Costa | <input type="checkbox"/> 2200 Mariposa | <input type="checkbox"/> 4000 San Luis Obispo | <input type="checkbox"/> 5400 Tulare      |
| <input type="checkbox"/> 1000 Fresno       | <input type="checkbox"/> 2400 Merced   | <input type="checkbox"/> 4100 San Mateo       | <input type="checkbox"/> 5500 Tuolumne    |
| <input type="checkbox"/> 1400 Inyo         |  | <input type="checkbox"/> 2600 Mono            |   |

**SOUTHERN CALIFORNIA**

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> 1300 Imperial       | <input type="checkbox"/> 1900 Los Angeles | <input type="checkbox"/> 3000 Orange        | <input type="checkbox"/> 3300 Riverside |
| <input type="checkbox"/> 3600 San Bernardino | <input type="checkbox"/> 3700 San Diego   | <input type="checkbox"/> 4200 Santa Barbara | <input type="checkbox"/> 5600 Ventura   |

**ADDRESS OR AVAILABILITY FOR EMPLOYMENT CHANGES**

Please notify the Department of General Services promptly of any address changes or availability for employment changes at the following address:

Department of General Services  
Office of Human Resources  
PO Box 989052  
West Sacramento, CA 95798-9052  
Attention: Dolores Ballejos

**MINIMUM QUALIFICATIONS**

**EITHER I**

**Experience:** Two years of experience in the California state service performing the duties of a Custodian Supervisor II.

**OR II**

**Experience:** Four years of experience in janitorial work, three years of which must have been in a supervisory capacity over other employees and with responsibility for the janitorial work in a large building or group of small buildings.

**And**

**Education:** Equivalent to completion of the eighth grade. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**WORK EXPERIENCE**

Under "Work Experience," for items #1 - #12, please indicate

**Frequency:**

- A. If you have performed this task within the last 5 years
- B. How often you perform this task  
(Please select one box from "Weekly", "Monthly/Quarterly", "Semi-Annual/Annual", or "Never" column)

**AND**

**Length of Experience:**

- A. Select the appropriate box that best describes your months (length) of work experience for each of the following tasks. Only count actual months worked. If counting substitute teaching experience, please convert working days to full-time month's equivalent.  
(Please select one box from the "Length of Experience" column)

**NOTE: There may be up to three (3) checkmarks for each question.**

	Frequency					Length of Experience		
	Performed task within last 5 years	Weekly	Monthly/Quarterly	Semi-Annual/Annual	Never	60+ months	24 to 59 months	0 to 23 months
1. Overseeing and managing assigned staff in the instruction and assignment of custodial work utilizing approved cleaning techniques and products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Providing instruction and training to custodial staff as required to ensure staff learns unit policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Evaluating the performance of subordinate as necessary utilizing various tools (e.g., daily unit check lists) to ensure efficient unit operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overseeing the cleaning and maintenance of tools and equipment (e.g., power washers, buffers, carpet extractors) according to facility policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Make inspections and maintain custodial practices and standards of safety and sanitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overseeing unit supply orders and distribution of supplies, ensure stock is available, and the influx of supplies are distributed evenly by communicating with staff and utilizing previous supply records as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Receive complaints of building occupants and make or recommend necessary adjustments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Plan, organize, and lead staff activities to support program objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Coach and mentor team members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Providing training to all assigned staff regarding the proper use of Personal Protective Equipment (PPE) when handling hazardous materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Assessing and providing corrective action to assigned staff as necessary on health and safety related issues according to facility policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Monitoring and ensuring staff is informed of Hazardous Materials inventory, properly utilize Safety Data Sheets and locate proper protective gear as needed to ensure safe unit operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**WORK EXPERIENCE (CONTINUED)**

Under "Work Experience," for items #13 - #21, please indicate	Frequency					Length of Experience		
	Performed task within last 5 years	Weekly	Monthly/Quarterly	Semi-Annual/Annual	Never	60+ months	24 to 59 months	0 to 23 months
<p><b>Frequency:</b></p> <p>B. If you have performed this task within the last 5 years</p> <p>B. How often you perform this task (Please select <u>one</u> box from "Weekly", "Monthly/Quarterly", "Semi-Annual/Annual", or "Never" column)</p> <p style="text-align: center;"><b>AND</b></p> <p><b>Length of Experience:</b></p> <p>B. Select the appropriate box that best describes your months (length) of work experience for each of the following tasks. Only count actual months worked. If counting substitute teaching experience, please convert working days to full-time month's equivalent. (Please select <u>one</u> box from the "Length of Experience" column)</p> <p><b>NOTE: There may be up to <u>three</u> (3) checkmarks for each question.</b></p>								
13. Ensuring staffing levels adequately meet the needs of the units and redirect staff to cover units as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Performing inspections and rectifies any discrepancies to maintain janitorial practices and standards of safety and sanitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Keeping records and assist in preparing reports of inspections and other custodial projects to ensure efficient unit operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Assisting in receiving grievances by facility occupants and make or recommend adjustments as necessary to ensure efficient operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Overseeing overall inspection and maintenance of units (floor care, windows, walls, restrooms, furniture) in cleanliness and safety as defined by facility guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Assisting in the interviewing and hiring of custodial staff in accordance with Equal Employment Opportunity (EEO) guidelines and facility procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Investigating and documenting any accidents or injuries incurred by assigned staff and prepare reports of findings according to facility policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Providing consultation services regarding custodial services to program managers and department heads to ensure efficient unit operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Keeping records and assist in preparing reports of inspections and other custodial projects to ensure efficient unit operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**KNOWLEDGE/SKILL/ABILITY (KSA) ASSESSMENT**

For items #1 – #11, please rate your Knowledge, Skill, or Ability (KSA) by indicating the box that best describes your level of the KSA for each of the following areas.

**Definition of Levels:**

**Extensive Knowledge, Skill, or Ability:** I have applied this KSA in an actual setting while performing a job.

**Moderate Knowledge, Skill, or Ability:** I have this KSA to perform this task, but may require general supervision.

**Limited Knowledge, Skill, or Ability:** I have education or training relevant to this KSA, but have not applied it to an actual job.

**No Knowledge, Skill, or Ability:** I have no experience, education or training relevant to this KSA.

	K S A L e v e l			
	<u>Extensive</u> Knowledge, Skill, or Ability	<u>Moderate</u> Knowledge, Skill, or Ability	<u>Limited</u> Knowledge, Skill, or Ability	<u>No</u> Knowledge, Skill, or Ability
1. Knowledge of methods, materials, chemicals, disinfectants, and equipment used in cleaning offices and public buildings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of sanitation and safety measures used in the operations, cleaning, and care of equipment and work areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledge of principles of effective supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Knowledge of training methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Knowledge of use of purchase orders for custodial supplies and equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Knowledge of a manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ability to plan, organize and direct the work of others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ability to conduct in-service training programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ability to keep inventories and make requisitions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Ability to analyze situations accurately and adopt an effective course of action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## PREPARATION FOR HIRING INTERVIEW

If you are successful in this examination and called for a hiring interview, you will be asked to supply transcripts of your college course work, proof of degree(s) received and any credential(s) that may be applicable. Additionally, you may be asked to supply supplemental documentation to verify your responses in this examination. It is strongly recommended that you assemble transcripts and licenses in advance to expedite the process.

## QUALIFICATIONS ASSESSMENT RETURN AND MAILING PROCEDURES

**Do not attach any additional documents** to this Qualifications Assessment or send any forms/documents in advance as additional documents will not be rated. This Qualifications Assessment will account for 100% of the weight of your examination for this classification. **You may mail or deliver in person the completed Qualifications Assessment to the following address:**

Department of General Services  
Office of Human Resources  
PO Box 989052  
West Sacramento, CA 95798-9052  
Attention: Dolores Ballejos

### NOTE:

- Candidates whose Qualifications Assessment is postmarked, personally delivered, or received via interoffice mail after the due date will be eliminated from the examination.
- Be sure your envelope has **adequate postage** if submitting via mail.
- Facsimiles (FAX) will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.

## AFFIRMATION STATEMENT

### THIS AFFIRMATION MUST BE COMPLETED

#### 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 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 already hired from the result of this examination, I may have adverse action taken against me, which could result in dismissal.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

NAME (PRINTED): \_\_\_\_\_

**THIS COMPLETES THE QUALIFICATIONS ASSESSMENT**