



# Hospital General Services Administrator I

## Training and Experience Assessment

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### Read instructions carefully

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Hospital General Services Administrator I examination consists of a Training and Experience examination used to evaluate your education, training, and experience. The eligible list resulting from this examination process will be used by the Department of State Hospitals facilities to fill their existing positions.

This Training and Experience Assessment will account for 100% of the weight of your examination for this classification. Therefore, please be sure to follow the instructions carefully.

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Candidate's Name: \_\_\_\_\_

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

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

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**\*\*\*In order to expedite the hiring process, your phone numbers are required\*\*\***

Home Phone Number: \_\_\_\_\_

Work Phone Number: \_\_\_\_\_

Cellular Phone Number: \_\_\_\_\_

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**\*\*\*Verification References\*\*\***

Provide references who can verify the information you provide in this exam. Prior to receiving an offer for employment, these references will be contacted to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this exam. List all references that apply.

### EMPLOYMENT

#### Job Reference 1

Job Title: \_\_\_\_\_

Organization Name and Address: \_\_\_\_\_

Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_

Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

#### Job Reference 2

Job Title: \_\_\_\_\_

Organization Name and Address: \_\_\_\_\_

Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_

Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

**Job Reference 3**

Job Title: \_\_\_\_\_  
Organization Name and Address: \_\_\_\_\_  
Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_  
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_  
Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

**Job Reference 4**

Job Title: \_\_\_\_\_  
Organization Name and Address: \_\_\_\_\_  
Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_  
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_  
Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

**Job Reference 5**

Job Title: \_\_\_\_\_  
Organization Name and Address: \_\_\_\_\_  
Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_  
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_  
Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

**Job Reference 6**

Job Title: \_\_\_\_\_  
Organization Name and Address: \_\_\_\_\_  
Dates Worked: From: \_\_\_\_\_ To: \_\_\_\_\_  
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: \_\_\_\_\_  
Contact Phone Number(s) of the above Individual(s): \_\_\_\_\_

**EDUCATION/TRAINING**

**Education/Training Reference 1**

Name and Address: \_\_\_\_\_  
Degree(s) Earned: \_\_\_\_\_  
Date(s) Attended: From: \_\_\_\_\_ To: \_\_\_\_\_

**Education/Training Reference 2**

Name and Address: \_\_\_\_\_  
Degree(s) Earned: \_\_\_\_\_  
Date(s) Attended: From: \_\_\_\_\_ To: \_\_\_\_\_

**Education/Training Reference 3**

Name and Address: \_\_\_\_\_  
Degree(s) Earned: \_\_\_\_\_  
Date(s) Attended: From: \_\_\_\_\_ To: \_\_\_\_\_

## Education/Training Reference 4

Name and Address: \_\_\_\_\_

Degree(s) Earned: \_\_\_\_\_

Date(s) Attended: From: \_\_\_\_\_ To: \_\_\_\_\_

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Signature

Date

**I certify that all the statements I have made in this application are true and correct.**

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### ***FILING INSTRUCTIONS:***

Please submit your completed Training and Experience Assessment, along with a standard State Application Form, STD. 678 as follows:

#### **Mail or Hand Deliver to:**

DSH-SACRAMENTO  
SELECTION SERVICES UNIT  
1600 9TH STREET, ROOM 121  
SACRAMENTO, CA 95814  
(916) 651-8832

**Hospital General Services  
Administrator I**

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

**MINIMUM QUALIFICATIONS**

**Each candidate must meet the minimum qualifications on his/her application by the established cut-off date. If not, the candidate's application in the examination process will be rejected and his/her Training and Experience Assessment will not be scored. Please ensure that your State application (STD. Form 678) clearly indicates your education, experience, and licensure information reflective of the minimum qualifications for this examination process as stated below:**

Experience: One year of supervisory experience in the area of janitorial/housekeeping, laundry, transportation, clothing center management, procurement, property and equipment, ware housing, or business services. (Additional education in hospital or health care administration, or a one year internship in a hospital or its equivalent, may be substituted for the required experience on a year-for-year basis.)

And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for two years of education.)

Hospital General Services  
Administrator I

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

**VERY IMPORTANT: PLEASE READ THIS ENTIRE SECTION CAREFULLY.**

Before a hiring decision will be made, your responses to exam questions will be verified. A hiring manager or personnel staff member may contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided, you may be disqualified from this process, suffer a loss of State employment, and/or suffer a loss of the right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of the department. Be advised that you are expected to answer truthfully and accurately.

**Hospital General Services  
Administrator I**

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

**WORK EXPERIENCE**

**Section 1: Task Ratings**

**Instructions:**

Using the rating scales provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

**Note to Applicant:** Please read carefully. For items 1-29, indicate under “Experience” and “Frequency,” the number of times you performed each statement. Under “References,” identify a job(s) and/or education reference(s) for each statement.

<b>ITEM</b>	<b>Experience</b> I have performed this task for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>Frequency</b> I have performed this task:  4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	<b>EXPERIENCE</b>	<b>FREQUENCY</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>1</b>	Plan and coordinate administrative functions to ensure quality services are provided using various resources (e.g., policies, procedures, laws, rules, regulations).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>2</b>	Prepare various written documents (e.g., reports, correspondence, analysis, forms) to provide information and ensure compliance with various laws, rules, and regulations using various tools, aids, equipment and/or processes.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>3</b>	Prepare and process purchase requests for office and communications equipment (e.g. signs, rubber stamps, business cards, investigator ID cards, calling cards, furnishings) to supply the needs of the department.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>4</b>	Initiate and coordinate the procurement process for facility related procurements, including contacting vendors, researching product information, and repairing related procurements, office and conference room furniture and audio/visual equipment.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>5</b>	Review and approve invoices for maintenance and rental contracts in accordance with the State Administrative Manual (SAM) or other purchasing policies.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Experience</b> I have performed this task for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>Frequency</b> I have performed this task:  4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	<b>EXPERIENCE</b>	<b>FREQUENCY</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>6</b>	Develop and review service agreements and contracts in coordination with vendors to ensure contract service includes appropriate requirements (e.g., warranties for equipment repairs, services).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>7</b>	Write specifications for supplies, rental equipment, maintenance contracts, and alteration of facilities (e.g., office moves) to meet supply needs and appropriate use of available space/resources in accordance with the Department of General Services policies or other applicable authorities.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>8</b>	Develop justifications for contracts to justify needs of expenditures, to comply with department's mission critical statement in accordance with procurement procedures.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>9</b>	Monitor and track the fulfillment of numerous facility contracts and service calls (e.g. vending machines, audio/visual equipment, janitorial) to evaluate contracted vendor performance against service contracts and document vendor performance.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>10</b>	Secure price quotes from vendors to determine vendor costs and award the purchase to the most qualified vendor in terms of price, service, timeframe, product availability and business qualifications.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>11</b>	Solicit bids by gathering relevant specifications and placing recommendations and proposals for procurements.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>12</b>	Coordinate space utilization (e.g., cubicle reconfiguration, floor plans) by initiating appropriate paperwork, tracking workers and contractors, and maintaining price schedule compliance to optimize space resources.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Experience</b> I have performed this task for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>Frequency</b> I have performed this task:  4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	<b>EXPERIENCE</b>	<b>FREQUENCY</b>	<b>REFERENCES: JOB/TRAINING</b>
13	Analyze facility floor plans using efficient storage methods for maintaining organization and inventory of equipment in order to provide recommendations to management on facility issues (e.g. office moves, alterations of facilities).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
14	Log, monitor, and track equipment inventory using detailed records to identify available departmental resources for maintaining office operations (e.g. furniture moves, cubicle reconfiguration, shipping services).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
15	Research, reconcile, and rectify inventory discrepancies by conducting a physical inventory using supporting tracking documents (e.g. weekly physical inventory cycle count, database).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
16	Secure services and repairs for department equipment by gathering information regarding service requests, completing maintenance request service forms, contacting vendors, and submitting invoices for approval.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
17	Identify repairs as routine maintenance, minor capital outlay, or special repair and resolve per current department procedures and governing rules, mandates, and laws.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
18	Develop processes and procedures to identify and resolve routine maintenance issues (e.g. Service Desk incidents, work orders, email, telephone and in-person requests/complaints).				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
19	Track and monitor the completion of mandatory reports by reviewing reports for content, quality, and format to ensure completion within necessary timelines.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
20	Analyze and evaluate the effectiveness of programs, policies or procedures related to the progress of work projects or assignments to identify problems or issues, determine impact, assess alternatives for resolution and/or formulate action plans.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4



**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Experience</b> I have performed this task for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>Frequency</b> I have performed this task:  4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	<b>EXPERIENCE</b>	<b>FREQUENCY</b>	<b>REFERENCES: JOB/TRAINING</b>
21	Prepare statistical data and spreadsheets using projected expense reports (e.g., equipment dates, costs of proposed new equipment, value of current equipment) to track and monitor budgets.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
22	Monitor forecasting, reconciliation, and analysis of fiscal year expenditures using budget tracking logs to determine projected expenditures.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
23	Audit maintenance equipment, purchases, and contract invoices to balance expenditures to ensure compliance with budgetary restraints.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
24	Respond to requisition requests by soliciting vendors for quotes and comparing vendors on numerous dimensions (e.g., price, availability, product quality) to determine appropriate selection.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
25	Investigate and resolve questions and complaints related to projects and programs from stakeholders in responding to various customer service needs by providing information and explaining policies and procedures.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
26	Draft correspondence (e.g. letters, memos, emails) addressing various issues or policies, as well as disputes and complaints to provide guidance to customers and stakeholders.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
27	Delegate and assign work to staff based on functional areas involved, workload levels, and individual expertise and skill required to accomplish objectives.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
28	Oversee training and development of staff to expand their knowledge and ensure efficiency and compliance with established rules and regulations.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Experience</b> I have performed this task for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>Frequency</b> I have performed this task:  4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	<b>EXPERIENCE</b>	<b>FREQUENCY</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>29</b>	Conduct and coordinate interviews and hiring processes to comply with department requirements and equal employment opportunity (EEO) policies.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

**WORK EXPERIENCE**

**Section 2: Knowledge, Skill, and Ability Ratings**

**Instructions:**

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

**Note to Applicant:** Please read carefully. For items 30-68, indicate under “Experience” the number of times you performed each statement. Under “References,” identify a job(s) and/or education reference(s) for each statement.

ITEM	<b>Years of experience</b> I have applied this knowledge or ability for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	EXPERIENCE	REFERENCES: JOB/TRAINING
30	Knowledge of materials, equipment, methods, and occupational classifications used in the general services function of a department.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
31	Knowledge of various printer copier machines, their functions and capabilities to assist with replication orders within the department.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
32	Knowledge of resources and locations where information regarding purchases, maintenance services, policies, procedures, and guidelines may be acquired to solve business services issues.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
33	Knowledge of budgeting processes to develop and/or assist in the development of the work unit or division budgets.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
34	Knowledge of budgeting and purchasing control measures, such as checks and balances, to manage credit card use and purchases.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

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<b>ITEM</b>	<b>Years of experience</b> I have applied this knowledge or ability for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>EXPERIENCE</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>35</b>	Knowledge of purchasing rules and regulations of procurement activities to manage the acquisition of goods and services.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>36</b>	Knowledge of various solicitation practices and procedures such as Request for Proposals (RFP), Request for Quotations (RFQ), and Invitation for Bid (IFB) to develop bids and ensure compliance.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>37</b>	Knowledge of contracting principles, practices, rules, and regulations to develop and review specifications and create service agreements.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>38</b>	Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>39</b>	Knowledge of standard purchase order processes and forms to complete the procurement process.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>40</b>	Knowledge of property management principles activities and processes to maintain facility needs.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>41</b>	Ability to prepare rough sketches of proposed alterations and repairs of premises to plan and document projected business services projects.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>42</b>	Ability to negotiate agreements with stakeholders (e.g. vendors, management) for office space, equipment, and services.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>43</b>	Ability to facilitate meetings with various audiences to communicate information, exchange ideas, and outline project goals.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Years of experience</b> I have applied this knowledge or ability for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>EXPERIENCE</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>44</b>	Ability to visually inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements, following checklists and inspection guidelines.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>45</b>	Knowledge of office equipment, their uses, and functions to make procurement recommendations and supply department staff appropriately.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>46</b>	Ability to research equipment specifications and compare to business needs to assist staff with obtaining equipment.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>47</b>	Knowledge of fleet management requirements to obtain new or used vehicles, survey vehicles, and purchase vehicles supplies.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>48</b>	Knowledge of warehouse and stockroom equipment usage such as pallet jacks, fork lifts, and ladders to ensure safe and efficient handling.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>49</b>	Knowledge of storage and shelving requirements to ensure the safe and efficient storage of goods and materials.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>50</b>	Knowledge of property disposal rules and regulations to manage equipment recycling and disposal practices.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>51</b>	Ability to operate a forklift in compliance with forklift certification standards and regulations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>52</b>	Ability to identify information, materials, and resources needed to complete projects and assignments or solve office related issues.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Years of experience</b> I have applied this knowledge or ability for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>EXPERIENCE</b>	<b>REFERENCES: JOB/TRAINING</b>	
<b>53</b>	Ability to analyze and evaluate data (e.g. numerical, graphical, charted, tabulated) accurately with minimal errors to apply information, formulate conclusions, and appropriate courses of action.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>54</b>	Ability to research information through a variety of methods (i.e., internet, reading materials, verbal or written communication) to acquire necessary information (e.g. pricing, product specifications, contract listings) for completing projects.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>55</b>	Ability to estimate future needs and cost of equipment, supplies, and services for decision making purposes.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>56</b>	Ability to develop detailed reports based on numerical and qualitative data to summarize general service operations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>57</b>	Ability to prepare concise written summaries of complex and detailed written materials into a clear and concise single document.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>59</b>	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>59</b>	Ability to write product and service specifications to outline the scope of work.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>60</b>	Ability to develop standards, procedures, and/or policies to guide department operations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4
<b>61</b>	Knowledge of basic statistics such as averages and percentages to develop reports, compare bid prices, and determine tax amounts for purchases.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Job 4	<input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

<b>ITEM</b>	<b>Years of experience</b> I have applied this knowledge or ability for:  4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	<b>EXPERIENCE</b>	<b>REFERENCES: JOB/TRAINING</b>
<b>62</b>	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>63</b>	Knowledge of basic accounting and budgeting practices to manage procurement, maintain facilities, and complete business service operations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>64</b>	Ability to prepare budgetary data to determine departmental operating expenses and needs.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>65</b>	Knowledge of project management principles to manage the progress of a variety of administrative programs and project activities to ensure that project timelines and schedules are appropriately established, modified, and adhered to as project work progresses.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>66</b>	Ability to plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement business service projects.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>67</b>	Knowledge of leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
<b>68</b>	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Hospital General Services  
Administrator I**

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

If you are successful in this examination, your name will be placed on an active employment list for 12 months and utilized to fill vacancies. Before you mark this form, please consider relocation and distance. 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 great distance from your residence. You may choose multiple locations.

**TYPE OF APPOINTMENT YOU WILL ACCEPT**

- Permanent/Full Time
- Other than Permanent/Full Time
- Both

**LOCATIONS IN WHICH YOU ARE WILLING TO WORK**

- (4001) DSH – Atascadero  
Atascadero, CA
- (1002) DSH – Coalinga  
Coalinga, CA
- (1945) DSH – Metropolitan  
Norwalk, CA
- (3619) DSH – Patton State Hospital  
Patton, CA



*Please notify the Department of State Hospitals, Human Resources Branch promptly of address or location preference changes at 1600 9<sup>th</sup> Street, Room 121, Sacramento CA 95814 or (916) 651-8832.*