



STATE OF CALIFORNIA
Department of Parks and Recreation
 EXAMINATION ANNOUNCEMENT
GUIDE I, HISTORICAL MONUMENT
OPEN - SPOT



THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

POSITIONS EXIST

This is a **SPOT** examination for San Luis Obispo County. Candidates may only establish eligibility for this county.

SALARY RANGE

\$2987 - \$3739

WHO SHOULD APPLY

Applicants who meet the minimum qualifications by **January 30, 2015**, the **final filing date**. Applications will not be accepted on a promotional basis.

WHERE TO APPLY

Application ([Std. Form 678](#)) and a hard copy of the Training & Experience Examination may be delivered in person or by mail. Please submit to:

By mail:

Department of Parks and Recreation
 Attention: Selections Unit/Cindy Dougherty
 P.O. Box 942896
 Sacramento, CA 94296-0001

In person:

Department of Parks and Recreation
 1416 9th Street
 Room 1018 (10th floor)
 Sacramento, CA 95814

INCLUDE EXAM CODE (5PR01) ON YOUR APPLICATION IN THE SECTION TITLED “EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING”.

Only applications for the *Guide I, Historical Monument* will be accepted. If you are applying for multiple examinations you must file a separate application for each one. Failure to do so will result in the rejection of your application from this examination.

EXAMINATION INFORMATION

The examination is based solely on your Training and Experience. The Training and Experience (T&E) Examination is weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be received.

Filing deadline to complete the T&E Examination is **5:00 PM, Friday, January 30, 2015**. The link to this examination will not be available after that point.

To preview the Training & Experience Examination, click below or type the following link into your address bar: <https://www.surveymonkey.com/s/preview-guide-hearst-castle>

To complete the required Training and Experience Examination, click below or type the following link into your address bar: <https://www.surveymonkey.com/s/guide-hearst-castle>

Exam Title: Guide I, Historical Monument
Exam Code: 5PR01
Schem Code: BU90

Release date: January 14, 2015
Final Filing Date : January 30, 2015
Class Code: 2794

FINAL FILING DATE

Required: A hard copy of your completed T&E Examination and an application (STD Form 678) must be mailed and postmarked or hand delivered no later than **January 30, 2015**, the **final filing date**. Packets postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.

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 Selections Unit will contact you to make special testing arrangements. If you have not been contacted prior to receiving a notice to appear for the examination, please contact the Exam Analyst at (916)651-0438.

ELIGIBLE LIST INFORMATION

A departmental eligible list will be established for the Department of Parks and Recreation for San Luis Obispo County. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by **January 30, 2015**, the **final filing date**.

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

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

If education is required to meet the minimum qualifications, include on the application (question #13) the name and location of the institution, course of study, units completed (semester/quarter), diploma, degree, or certificate obtained, and date completed. **Note:** Applicants who are hired from the employment list must provide their official transcripts from the applicable institution(s) if education is used to meet the minimum qualifications.

Acceptable course work and degrees must be completed at a regionally accredited institution. Course work completed in other states is acceptable as long as the institution holds regional accreditation through an accrediting body. Course work and degrees completed outside of the United States must be evaluated by an approving foreign transcript evaluation agency before they may be used for credentialing purposes.

MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "Either" I, "Or" II, "Or" III, 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 the examination as meeting 100% of the overall experience requirement.

Either I

Six months of experience in the California state service performing the duties of a Guide Trainee, Historical Monument. (Education of college level may be substituted for up to three months of the required experience on the basis of two years of college being equivalent to three months of experience.)

Or II

Experience: One year of experience involving major emphasis on oral presentations before groups. (Education of college level may be substituted for up to six months of the required experience on the basis of two years of college being equivalent to six months of experience.) **And**

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

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Exam Title: Guide I, Historical Monument
Exam Code: 5PR01
Schem Code: BU90

Release date: January 14, 2015
Final Filing Date: January 30, 2015
Class Code: 2794

POSITION DESCRIPTION

The Guide I, Historical Monument, conducts the public on tours through historical monuments; explains the historical significance of the unit and exhibits to individuals and groups; assists in preparation of tour talks by study of reference and other material; protects buildings and exhibits against theft, damage, and vandalism; maintains order and enforces the rules and regulations of the State Park System; prepares exhibits under guidance; maintains exhibits; assists in the cleanup and maintenance of the monument or may supervise others in this work; keeps records and performs other associated clerical tasks.

Positions exist at Hearst Castle in San Luis Obispo County.

CONFIDENTIALITY AND SECURITY

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

EXAMINATION SCOPE

Knowledge of:

1. The English language to speak with proper grammar and pronunciation when speaking with staff, visitors, and other members of the public.
2. Verbal communication techniques to ensure information is communicated effectively to diverse groups of people.
3. Customer service techniques and principles to ensure effective responses to customer questions, issues, complaints, etc.
4. Meaning of facial expressions and body language in order to gauge the reactions of the tour groups.
5. Basic computer programs (i.e., Word, Excel, Outlook, etc.) to perform duties related to the job (i.e., create documents, send/receive email, analyze data, etc.).
6. Basic mathematics (i.e., addition, subtraction, multiplication, division, etc.) in order to analyze numerical data to develop and/or manage budgets, track donations or volunteer hours, assess visitor numbers, etc.

Skill to:

1. Speak with proper grammar and pronunciation to communicate with staff, visitors, and other members of the public.
2. Speak to groups of people of varying sizes and personal characteristics, adjusting the method and manner of speaking as necessary to maintain attention, and to ensure the understanding of the group members.
3. Actively listen to visitors and others to make sure questions and comments are fully understood.
4. Conduct research, including identifying and using appropriate sources, evaluating the quality of information, and compiling and summarizing information to plan and develop interpretive programs and materials.
5. Resolve disagreements and conflicts in order to achieve a harmonious, productive environment.
6. Read and understand complex information and ideas presented in writing (i.e., policies, procedures, historical documents, research articles, etc.).
7. Prioritize and organize work activities of self and others to ensure all work is completed correctly and in a timely manner.
8. Utilize basic computer programs (i.e., Word, Excel, Outlook, etc.) to perform duties related to the job (i.e., create documents, send/receive email analyze data, etc.).
9. Perform basic housekeeping duties to keep public and staff use areas clean and safe.

Ability to:

1. Speak to groups of people with sufficient volume and clarity to ensure that all group members hear and understand.
2. Remember material for guided tours to present information that sounds natural and spontaneous.
3. Stand for long periods of time to perform the duties associated with the job.
4. Establish a positive work environment by providing direction, vision, and motivation to others to ensure productivity.
5. Walk more than 5 miles both uphill and downhill, up and down stairs, to lead walks/hikes or perform other job duties, within time constraints.

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SPECIAL PERSONAL CHARACTERISTICS

Neat personal appearance; tact; poise; willingness to work on Saturdays, Sundays, and holidays on an assigned shift; ability to stand and walk for long periods of time.

VETERANS' PREFERENCE

Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

CAREER CREDITS

Career credits are not granted in open examinations.

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GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Parks and Recreation, (916) 653-9522 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Selection Unit of the Department of Parks and Recreation, (916) 653-9522, three weeks after the final filing date if he/she has not received a progress notice.

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

Applications are available at Department of Parks and Recreation, California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department, and online at jobs.ca.gov.

If you meet the requirements, 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 described on 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 Parks and Recreation reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on 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 examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans' Preference: Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application ([CalHR 1093](#)), which is available at <https://jobs.ca.gov/job/veteransinformation>, and the Department of Veterans Affairs.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education 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.

DEPARTMENT OF PARKS AND RECREATION

Personnel Office/Selection Unit 1416 9th Street, Room 1018, Sacramento, CA 95814 (916) 653-9522

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)