

EDITED KSAPC LISTING

CLASSIFICATION: Personnel Technician I

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	Basic knowledge of communication principles and techniques (e.g., grammar, spelling, punctuation, and modern English usage, etc.) in order to communicate with customers.
K2.	Basic knowledge of Government Code provisions governing the State civil service merit system in order to perform selection and certification program functions.
K3.	Basic knowledge of office practices and procedures including the use of personal computers, and other office equipment to perform routine duties.
K4.	Basic knowledge of organizational techniques (e.g., timeframes, flow charts, tracking systems, etc.) to ensure critical deadlines are met.
K5.	Basic knowledge of SPB laws and rules to ensure compliance in the processing of selection and certification program functions.
K6.	Basic knowledge of mathematical computations (i.e., addition, subtraction, multiplication or division) to audit selection process, calculate minimum qualifications, and compute/compile statistical data.

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KSAPC Statements	
Ability to:	
A1.	Interpret written material in order to comply with the State of California merit principles as it relates to selection and certification processes.
A2.	Edit written material in order to provide accurate information as it relates to selection and certification processes.
A3.	Write effectively in order to convey clear and concise information to customers regarding selection and certification processes.
A4.	Analyze written and numerical data to ensure employment and eligible lists are accurate and comply with the State of California merit principles as it relates to selection and certification processes.
A5.	Follow oral and written instructions in order to complete daily assignments.
A6.	Present clear and concise verbal instruction and information to customers as it relates to selection and certification processes.
A7.	Communicate effectively to establish and maintain good working relationships.
A8.	Analyze situations accurately in order to determine and implement an effective course of action.
A9.	Organize and prioritize workload and develop effective work methods to process work timely and accurately.
A10.	Operate various types of office equipment (i.e., personal computers, tape recorders, copiers, fax machines, etc.) used to perform selection and certification functions.
A11.	Perform basic mathematical computations (i.e., addition, subtraction, multiplication or division) to audit exam results, calculate minimum qualifications, and compute/compile statistical data.
A12.	Exercise tact and good judgment to respond effectively to a variety of contacts from the public and departmental employees.

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KSAPC Statements	
<i>Personal Characteristics:</i>	
PC1.	Accuracy and thoroughness in performance of tasks and ability to work in harmony with others.