

**DEPARTMENT OF CONSUMER AFFAIRS  
TRAINING AND EXPERIENCE EXAMINATION  
SUPERVISING SPECIAL INVESTIGATOR II (NON-PEACE OFFICER)**

**GENERAL INSTRUCTIONS**

The Supervising Special Investigator II (Non- Peace Officer) examination will consist of the attached Training and Experience Examination (T&E) that will be used to evaluate your experience, education, and training. This T&E is the examination and will account for 100% of your score. It is important that you fill out the T&E completely. Your responses should be an accurate reflection of your experience, education, and training. Questions without a response will not be scored.

**How to Submit**

Your electronic application, this T&E and any other required documents can be submitted through your account at [www.CalCareers.ca.gov](http://www.CalCareers.ca.gov). Sign into your profile and apply for the Supervising Special Investigator II (Non- Peace Officer) examination for the Department of Consumer Affairs. Add the documents listed in the section below as attachments to your Examination/Employment Application (STD. 678). Or you can mail your complete package to:

Department of Consumer Affairs  
Examination Services Unit, Attn: R. Kinney  
1625 North Market Blvd., Suite N-321  
Sacramento, CA 95834

**What to Include**

In order to apply for and participate in this examination, you must submit a complete examination application package. Missing information may delay the processing or scoring of your examination.

The following documents must be submitted along with your [Examination/Employment Application \(STD. 678\)](#):

- [Affirmation Statement](#)
- [Training and Experience Examination \(T&E\)](#)
- Evidence of completion of the education/credential requirement, if applicable (copies are acceptable)
- [Conditions of Employment Form](#)

Upon receipt of your completed examination application package, documents become confidential information and are the property of the Department of Consumer Affairs, Examination Services Unit. Please notify us if you have a change of address.

**Your Responses Are Subject to Verification**

All information provided on your application and T&E is subject to verification at any time. Anyone who misrepresents their experience, education, and/or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the examination eligibility list
- Loss of State employment
- Loss of rights to compete in any future State examinations

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**THIS AFFIRMATION MUST BE COMPLETED**

Government Code section 18935:

(a) The department or a designated appointing power may refuse to examine, or after examination may refuse to declare as eligible, or may withhold or withdraw from an eligible list, before the appointment, anyone who meets any of the following criteria:

- (1) Lacks any of the requirements for the examination or position for which he or she applied.
- (2) Has been dismissed from any position for any cause that would be a cause for dismissal from state service.
- (3) Has resigned from any position not in good standing in order to avoid dismissal.
- (4) Has misrepresented himself or herself in the application or examination process, including permitting another person to complete or attempt to complete a portion of the examination on his or her behalf.
- (5) Has been found to be unsuited or not qualified for employment pursuant to rule.

(b) The remedies provided in this section are not exclusive and shall not prevent the board, department, or appointing power from taking additional actions pursuant to Chapter 10 (commencing with Section 19680).

I hereby certify and understand that the information provided by me on this examination 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 it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

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

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

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

**HOME PHONE NUMBER:** \_\_\_\_\_

**WORK PHONE NUMBER:** \_\_\_\_\_

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**Applicant's Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

This Training and Experience (T&E) examination will be used to evaluate your experience, education, and training. This is a scored examination and will account for 100% of your rating. It is important to complete the examination accurately. Your responses are subject to verification, and should be an accurate reflection of your experience, education, and training.

<b>SECTION I - MINIMUM QUALIFICATIONS</b>		
<b>Items in this section request information about your minimum qualifications, and will be used to determine appointment eligibility. Please answer the following questions by placing an "X" in the appropriate box related to your education and/or experience.</b>		
<b>Pattern I</b>	<b>Yes</b>	<b>No</b>
Do you have one year of experience performing the duties of a Supervising Special Investigator I or a Supervising Special Investigator I (Non-Peace Officer) in the California state service?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pattern II</b>	<b>Yes</b>	<b>No</b>
Do you have two years of experience performing the duties of a Senior Special Investigator or a Senior Special Investigator (Non-Peace Officer) in the California state service?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pattern III</b>	<b>Yes</b>	<b>No</b>
Do you have three years of experience in investigation work, at least two years of which shall have been in a supervisory capacity? and Education: equivalent to completion of the twelfth grade? (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)	<input type="checkbox"/>	<input type="checkbox"/>

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Items in the following sections will be scored and used to determine your final rating.

<b>SECTION II – SPECIALIZED EXPERIENCE</b>			
<b>Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.</b>			
<b>Areas of Experience</b>	<b>Years of Experience</b>		
	<b>Less than 1 yr</b>	<b>1-3+ yrs</b>	<b>4+ yrs</b>
1. Knowledge of investigation techniques and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of court procedures or case preparation and presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledge of laws of arrest, search and seizure, service of legal process, and the legal rights of citizens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Knowledge of the rules of evidence and techniques of identifying, preserving and presenting evidence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Knowledge of how to obtain information through interviews and interrogation techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Knowledge of resources used in locating persons and business entities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Knowledge of principles and techniques of personnel management and supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Knowledge of duties of Federal, State, and local law enforcement agencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Knowledge of the department’s Equal Employment Opportunity program objectives, a supervisor’s role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Skill to plan, organize and direct investigations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Skill to listen actively, giving full attention to what others are saying to develop and evaluate options and implement solutions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Skill to convey information effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION II – SPECIALIZED EXPERIENCE**

Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.

Areas of Experience	Years of Experience		
	Less than 1 yr	1-3+ yrs	4+ yrs
14. Ability to interpret and apply applicable laws, rules, or regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ability to supervise investigators in the performance of investigatory work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Ability to analyze situations accurately and apply judgment and knowledge to determine the best course of action from a set of alternatives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Ability to communicate effectively in writing by preparing clear, concise, and comprehensive correspondence and reports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Ability to speak effectively and convey the appropriate information correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Ability to gather, analyze and maintain the integrity of evidence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Ability to establish and maintain cooperative relationships across jurisdictional agencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Ability to think and act quickly in emergencies to adopt an effective course of action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Ability to effectively promote equal opportunity in employment to maintain a work environment that is free of discrimination and harassment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**SECTION III – TASK EXPERIENCE**

Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.

Areas of Experience	Years of Experience		
	Less than 1 yr	1-3+ yrs	4+ yrs
1. Oversee the preparation of cases for disciplinary actions to be submitted for administrative hearings, criminal, and/or civil prosecution by reviewing the investigative process and all supporting evidence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensure departmental policies and procedures are adhered to, including use of state vehicles and equipment, approval or disapproval of attendance and travel requests and claims.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Review highly sensitive and complex investigations to ensure the investigations are properly conducted by the Special Investigators.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Communicate with law enforcement throughout California on investigations and sensitive and high-profile cases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Plan, organize, and direct the work of staff in the investigation of suspected violations of provisions of laws, rules, or regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Provide updates and/or recommendations to immediate supervisor regarding enforcement actions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Plan and direct and/or assist in the execution of a statewide investigation program, and act for leadership in their absence as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Direct or participate in the more difficult or confidential field investigations by providing guidance to staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Serve as a main point of contact for agencies throughout California on investigations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Communicate verbally in a clear, concise, and respectful manner with a variety of individuals inside and outside the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Organize investigations and/or inspections to establish priorities for investigative staff assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SECTION III – TASK EXPERIENCE

Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.

Areas of Experience	Years of Experience		
	Less than 1 yr	1-3+ yrs	4+ yrs
12. Actively promote the department’s Equal Employment Opportunity program objectives to ensure a discrimination and harassment free workplace using the Uniform Guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Assist in developing and/or enhancing personnel to make recommendations to all staff on their performance using performance appraisals and individual development plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Make recommendations regarding disciplinary actions and citations using the investigative report, internal policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Provide training on the functions and services rendered by the program to department staff to ensure staff have the skillset necessary to perform successfully.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Confer with appropriate Deputy Attorney General, City Attorney, Deputy District Attorneys and/or other law enforcement regarding planned or pending legal actions against individuals regulated by the Department of Consumer Affairs to collaborate, provide updates, to prepare for a hearing, and/or to present a case for prosecution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Represent the program at arraignments, pre-trial conferences, depositions, hearings and trials, and serve as a subject matter expert.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Collaborate with executive and investigative teams on process improvement and policy updates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Prepare written correspondence, reports, and other job-related documents and materials for a variety of audiences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Conduct meetings to collect, share, or distribute information and/or discuss and resolve issues important to the work unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Respond to the most sensitive complaints and inquiries from the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Resolve performance problems by planning and implementing clear and well-documented progressive disciplinary actions and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SECTION III – TASK EXPERIENCE

Please indicate your years of experience in the following areas by placing an “X” in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.

Areas of Experience	Years of Experience		
	Less than 1 yr	1-3+ yrs	4+ yrs
23. Manage staff training and development needs to establish and maintain skill sets, learn new skills, and/or gain knowledge that will improve the effectiveness of the program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Conduct outreach and educational forums to inform affected stakeholders of the laws, policies, and procedures enforced or applied by the department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Oversee the complaint intake functions and establish a timeline for providing responses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Assist management in the performance of their administrative duties, take appropriate actions and attend meetings in their absence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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**SECTION IV – EDUCATION**

Please indicate your specific education by placing an "X" in the corresponding box. Check all that apply. Failure to provide proof of education will affect the scoring of your exam.

Bachelor's degree

Master's degree

Doctorate degree

**CONDITIONS OF EMPLOYMENT - FORM 631**

**CANDIDATE NAME:**

**EXAMINATION TITLE: SUPERVISING SPECIAL INVESTIGATOR II (NON-PEACE OFFICER)**

**Positions are available throughout the state** - 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. Please place a check mark ✓ next to your choices below.

Type of appointment you will accept	<input type="checkbox"/> Permanent Full time D	<input type="checkbox"/> Other than Permanent Full time R	<input type="checkbox"/> Both A
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**Locations in which you are willing to work** - Please place a check mark ✓ next to your choices – You will not be offered a job in locations not checked. If more than 15 selections are made, you may be considered available for work anywhere in the state.

**Anywhere in the state** - If checked, no further selection is necessary.

**Anywhere in the northern region (8004)** or make northern county choices below.

<input type="checkbox"/> Butte 0400	<input type="checkbox"/> Colusa 0600	<input type="checkbox"/> Del Norte 0800
<input type="checkbox"/> Glen 1100	<input type="checkbox"/> Humboldt 1200	<input type="checkbox"/> Lake 1700
<input type="checkbox"/> Mendocino 2300	<input type="checkbox"/> Modoc 2500	<input type="checkbox"/> Nevada 2900
<input type="checkbox"/> Placer 3100	<input type="checkbox"/> Plumas 3200	<input type="checkbox"/> Shasta 4500
<input type="checkbox"/> Sierra 4600	<input type="checkbox"/> Siskiyou 4700	<input type="checkbox"/> Sutter 5100
<input type="checkbox"/> Tehama 5200	<input type="checkbox"/> Trinity 5300	<input type="checkbox"/> Yuba 5800

**Anywhere in the central region (8001)** or make central county choices below.

<input type="checkbox"/> Alameda 0100	<input type="checkbox"/> Alpine 0200	<input type="checkbox"/> Amador 0300
<input type="checkbox"/> Calaveras 0500	<input type="checkbox"/> Contra Costa 0700	<input type="checkbox"/> El Dorado 0900
<input type="checkbox"/> Fresno 1000	<input type="checkbox"/> Madera 2000	<input type="checkbox"/> Marin 2100
<input type="checkbox"/> Mariposa 2200	<input type="checkbox"/> Merced 2400	<input type="checkbox"/> Monterey 2700
<input type="checkbox"/> Napa 2800	<input type="checkbox"/> Sacramento 3400	<input type="checkbox"/> San Benito 3500
<input type="checkbox"/> San Francisco 3800	<input type="checkbox"/> San Joaquin 3900	<input type="checkbox"/> San Mateo 4100
<input type="checkbox"/> Santa Clara 4300	<input type="checkbox"/> Santa Cruz 4400	<input type="checkbox"/> Solano 4800
<input type="checkbox"/> Sonoma 4900	<input type="checkbox"/> Stanislaus 5000	<input type="checkbox"/> Tuolumne 5500
<input type="checkbox"/> Yolo 5700		

**Anywhere in the southern region (8011)** or make southern county choices below.

<input type="checkbox"/> Imperial 1300	<input type="checkbox"/> Inyo 1400	<input type="checkbox"/> Kern 1500
<input type="checkbox"/> Kings 1600	<input type="checkbox"/> Los Angeles 1900	<input type="checkbox"/> Mono 2600
<input type="checkbox"/> Orange 3000	<input type="checkbox"/> Riverside 3300	<input type="checkbox"/> San Bernardino 3600
<input type="checkbox"/> San Diego 3700	<input type="checkbox"/> San Luis Obispo 4000	<input type="checkbox"/> Santa Barbara 4200
<input type="checkbox"/> Tulare 5400	<input type="checkbox"/> Ventura 5600	