

## ***Management Analyst III***

### **Monterey County**

### **Department of Social Services - Military and Veterans Affairs**

**REVISED TO REFLECT OPEN TO PUBLIC AND A NEW APPLICATION DEADLINE AND EXAMINATION DATES**

***Application Deadline*** Thursday, August 10, 2017 at 5:00pm PST

***Monthly Salary*** \$5,969 - \$8,153

***Recruitment Type*** Open to Public, Full-Time

#### ***Tentative Examination Dates***

***Writing Assessment*** Saturday, August 26, 2017

***Oral Examination*** Week of September 18, 2017

*Examinations will be held in Monterey County*

***Work Location*** Salinas, Seaside, King City, and Marina, California

***Monterey County is an Equal Opportunity Employer - Minorities, veterans, and persons with disabilities are strongly encouraged to apply.***

## **The Position**

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Under direction of the Military and Veterans Affairs Officer, the Management Analyst III manages and provides administrative analytical staff support services for a major program or function; performs a wide variety of analytical and administrative duties of moderate to high scope and complexity; supervises support, technical, professional and management staff; implements and evaluates policies, procedures, and programs related to the assignment; prepares Veteran Affairs claims; and acts as the Military and Veterans Affairs Officer in his or her absence.

The incumbent is responsible for an array of complex task and duties, which include a high level of program development for veteran's service type programs. The incumbent must also be adept at community engagements and competent in accomplishing the responsibilities common to the County Military and Veterans Representatives, which include the preparation and presentation of claims for benefits before the Department of Veterans Affairs and the California Department of Veterans Affairs.

## Minimum Qualifications

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While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline. The knowledge, skills and abilities may be acquired through various types of experience, education or training, typically:

Education: Bachelor's degree in business administration, public administration, social services, political science, education, or a related field.

Education Substitution: Year for year substitution of experience performing increasingly responsible analytical and administrative support and technical experience, which included direct involvement in the provision of public and business administration.

### AND

Experience: Two years of experience performing administrative analytical duties which have provided some knowledge of the designated program or function.

Experience Substitution: Postgraduate education in public or business administration or a closely related field may be substituted for the experience requirement on a year for year basis.

**Certification**: The ideal candidate will currently POSSESS or be able to obtain within nine months of employment an accreditation by the United States Department of Veterans Affairs and certification by the California Department of Veterans Affairs in accordance to Title 38, Sections 14.629 and 14.630 of the Code of Federal Regulations.

To view additional information about the typical duties, knowledge, skills and abilities for this classification, please visit the county website at:

<http://www.co.monterey.ca.us/personnel/specifications.asp>

## Typical Duties

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1. Researches, interprets, and complies with local, state and federal codes, regulations, laws, policies, procedures and guidelines.
2. Prepares and submits complex appeals contesting decisions denying claims, services, or benefit amount awarded to clients.
3. Researches and evaluates applicability of regulations and documents supporting claims.
4. Represents clients before appeal boards, hearing officers, and other related boards upon client's request.
5. Interviews military personnel, veterans and their dependents, and advises and assists them in establishing their rights to veterans benefits, such as pensions, education, insurance, hospital care, home loans, outpatient medical care, and burial benefits, and applicable federal entitlements for military personnel, such as in-service application of their veterans benefits, medical board actions and survivors' assistance.
6. Processes applications for veteran's benefits.

7. Refers military, veterans and their dependents to other governmental agencies, military and veterans groups.
8. Evaluates policies, procedures and programs related to the assignment.
9. Communicates with the United States Department of Veterans Affairs, Department of Defense, state and local governmental agencies and with military and veterans, and/or their representatives in regard to claims and benefits.
10. Prepares reports and correspondence as directed by the Military and Veterans Affairs Officer.
11. Analyzes, researches, gathers, and interprets information on a wide variety of management matters such as budgets, legislation, programs, contracts and staffing.
12. Implements policies, procedures and programs related to the assignment.
13. Acts as the Military and Veterans Affairs Officer in his/her absence.
14. May supervise support, technical, professional and Management Analyst staff or serve as lead to Management Analysts.
15. Manages and provides administrative analytical staff support services for a major program or function.
16. Makes recommendations regarding policies, procedures, organization, operations, programs and other management-related areas.
17. Prepares and presents written and oral reports on recommendations, data, impacts, options, strategies and conclusions that are based on analyses.
18. Coordinates activities related to projects, programs and/or other areas being analyzed.
19. Interprets policies and procedures to department staff, County employees and external agencies and individuals.
20. Attends management liaison at meetings/functions such as committees, task forces, community forums, commissions, and conferences.
21. Develops, prepares, modifies, and monitors items/areas such as budgets, grants, research projects, and contracts.
22. Develops training/informational programs for staff and/or the public on administrative or management issues.
23. Conducts field calls for client related and/or business related visits to homes, hospitals, health care agencies and other agencies as required.
24. Provides direction to internal and external parties on assigned projects and activities.
25. Works closely with managers and other staff within the department and the County to anticipate, obtain and provide ongoing and accurate information.
26. Serves as management liaison at meetings/functions such as committees, task forces, community forums, commissions, and conferences.
27. Obtains data/information from internal and external departments and agencies related to areas being analyzed such as funding sources, interdepartmental activities, and programs.
28. Plans training/informational programs for staff and/or the public on administrative or management issues.
29. Conducts and evaluates training/informational programs for staff and/or the public on administrative or management issues.

## Additional Information

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Employees **must have and show their original Social Security Card and a valid California Driver License on first day of work.** Employees who drive on County business to carry out job-related duties must possess a valid California Driver License for the class of vehicle driven. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

This position is exempt from the Fair Labor Standards Act (FLSA) and is not eligible for overtime pay.

All new hires will be subject to Live Scan Fingerprinting.

Monterey County is a Drug-Free Workplace.

The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the bilingual proficiency examination administered by CPS HR Consulting prior to appointment.

## Examination Information

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The examination process may include one or more of the following components: application evaluation, computer skills assessment, secondary screening, supplemental questionnaire, written examination, writing assessment, job related exercise, and/or a structured oral examination.

The tentative dates of the examination components are listed on the first page of this job bulletin. In the event that a supplemental questionnaire is included, please note that the answers provided may be used as a secondary screening to evaluate applicants.

The exam will be weighed based on the examination components administered for this recruitment.

## Notifications

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CPS HR Consulting will send you an email informing you of your status once it has been determined. Applicants who apply via a paper application and do not provide an email address will receive all recruitment notification(s) via United States Postal Service. Applicants selected to continue in the examination process will be invited to the next step. If you have not received notice at least two (2) working days prior to the tentative test date, please contact CPS HR Consulting at [mss@cpsshr.us](mailto:mss@cpsshr.us).

Please add emails with the extension of @cpsshr.us to your safe sender email list (example: mss@cpsshr.us). This will help ensure that you receive all notifications. Periodically check your spam folder.

CPS HR Consulting is not responsible for emails that are not received, and examinations will not be re-scheduled as a result of emails not being received.

Some positions require that all approved applicants take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from CPS HR Consulting, [mss@cpsshr.us](mailto:mss@cpsshr.us). If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.

## Special Testing Arrangements

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Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CPS HR Consulting at [mss@cpsshr.us](mailto:mss@cpsshr.us) or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

## Foreign Education

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Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). CPS HR Consulting will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to CPS HR Consulting at 916-648-1211 or by email to [mss@cpsshr.us](mailto:mss@cpsshr.us) prior to the application deadline. Applicants who have previously submitted degree equivalency documentation must notify CPS HR Consulting.

## About Monterey County

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Monterey County, with a population of approximately 428,826, is located on the central coast of California, approximately two hours south of San Francisco.

Salinas, the county seat, has a population of approximately 155,662.

Monterey County offers a mild, spring-like climate year-round. The County offers a wide range of scenic locals including: Monterey's picturesque bay and seaside restaurants, the Salinas Valley's hillside vineyards, Big Sur's rugged coastline and redwood groves, Pebble Beach's perfectly groomed golf courses, Salinas' renowned old-fashioned rodeo, and Carmel-by-the-Sea's elite music and art festivals.

## How to Apply

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Applicants must submit a completed online application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and follow the instructions.

The information you include on all recruitment and selection related documentation is an integral part of your examination and will be reviewed and evaluated based on the current job requirements. Only the education, experience, and training you list will be compared to the criteria measuring the qualifications for this job, and only applicants with the most relevant education, experience, and training will be included in each phase of the selection process. ***Therefore, it is especially important that your responses to each component of this process be as complete and detailed as possible.*** Be very careful to list all relevant education, experience, and/or training that should be taken into account for this job.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. POSTMARKS ARE NOT ACCEPTED. Application packets may be obtained by contacting CPS HR Consulting, or the Social Services, Child Support, or Human Resources Department in the County.

**CPS HR Consulting**  
**Merit System Services Unit**  
241 Lathrop Way, Sacramento, CA 95815  
Website: [www.mss.ca.gov](http://www.mss.ca.gov)  
Email: [mss@cpsshr.us](mailto:mss@cpsshr.us)  
Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of CPS HR Consulting.

**Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline.**

**Please print a copy for your records.**

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. CPS HR Consulting reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*

***Bulletin Re-issued: July 31, 2017***

**SUPPLEMENTAL QUESTIONNAIRE**  
**Management Analyst III**  
**Monterey County Department of Social Services**  
**Application Deadline: Thursday, August 10, 2017**

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

Date: \_\_\_\_\_

Your responses to this supplemental questionnaire are an integral part of your examination, and will be reviewed and evaluated based on the job requirements. Applicants with the most relevant experience will be invited to the examination. It is important that your responses be as complete and detailed as possible. Please write your responses on separate sheets of 8 ½ X 11 paper, referenced to the appropriate questions, and attach them to this cover sheet. **FOR ONLINE APPLICANTS, THESE QUESTIONS WILL BE INCLUDED IN THE SUPPLEMENTAL SECTION OF THE APPLICATION.**

**FAILURE TO RESPOND TO THIS SUPPLEMENTAL QUESTIONNAIRE AND SUBMIT YOUR RESPONSES TO MERIT SYSTEM SERVICES BY THE APPLICATION DEADLINE MAY ELIMINATE YOU FROM THE EXAMINATION PROCESS.**

1. The incumbent **MUST** be able to obtain accreditation, within nine months of appointment, by the United States Department of Veterans Affairs and certification by the California Department of Veterans Affairs in order to comply with Title 38, Sections 14.629 and 14.630 of the Code of Federal Regulations. Select the box that reflect your status and/or ability.
  - Yes, I am an accredited service representative in accordance to the authorities and sections referenced above. Proof can be provided upon request.
  - Yes, I can obtain the referenced accreditation and certification within nine months of appointment to the Management Analyst III position.
  - No, I will not be able to obtain the accreditation and certification within nine months of appointment to the Management Analyst III position.
  
2. It is also desirable that an incumbent be a qualified veteran as described in The California Military and veterans Code, Section 970. Are you a qualified veteran?
  - Yes
  - No
  
3. Describe any experience working with veterans (voluntary or paid). For each position where you have worked with veterans, include: a) employer name, b) job title, c) approximate hours per week worked, d) start date and end date [mo/yr] and, e) relevant duties performed. If you do not have relevant experience, indicate "not applicable."

4. Describe your experience performing outreach, to include public speaking on veteran related services and programs. For each position where you performed such duties, include: a) employer name, b) job title, c) approximate hours per week worked, d) start date and end date *[mo/yr]* and, e) relevant duties performed. If you do not have relevant experience, indicate “not applicable.”
  
5. Describe your experience and level/scope of responsibility in reviewing policies and procedures, analyzing data, compiling information from automated systems, preparing projections and management recommendations, presenting information and/or writing reports related to veteran programs. For each position where you performed such duties provide: a) employer name, b) job title, c) approximate hours per week worked, d) start date and end date *[mo/yr]* and, e) relevant duties performed. If you do not have relevant experience, indicate “not applicable.”
  
6. Describe your supervisory experience . For each position where you have relevant experience provide: a) employer name, b) job title, c) approximate hours per week worked, d) start date and end date *[mo/yr]* and, e) relevant duties performed, including classifications under your purview and the extent you provided direct supervision. If you do not have relevant experience, indicate “not applicable.”