



CALIFORNIA STATE CONTROLLER'S OFFICE

PROMOTIONAL - SPOT EXAM SACRAMENTO

Senior Claim Auditor (7CO17)

MONTHLY SALARY RANGE

\$3,621.00-\$4,532.00

Note: The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.

Bulletin Release Date

6/1/2017

Final Filing Date

Continuous; the cut-off dates for this examination are June 30th and December 30th.

Who May Apply

This is a Departmental Promotional Spot examination for the State Controller's Office. Applicants must:

1. Have had a permanent civil service appointment with the State Controller's Office within three years of the cut-off or final filing date without a break in State civil service; or
2. Have a limited-term appointment with the State Controller's Office with both a permanent civil service appointment and no subsequent break in State civil service; or
3. Be a current or former employee of the Legislature for two or more years as defined in Government Code §18990; or
4. Be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or
5. Be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code §18991. Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).

Candidates who meet the minimum qualifications as stated below may apply for this examination. Once you have list eligibility, you may not reapply for twelve (12) months from your examination's cut-off date. All applicants must meet the education and/or experience requirements as stated on this examination announcement. Candidates that are unsuccessful in the exam must wait six (6) months from the cut-off date before reapplying to take the exam.

Filing Instructions

Applications (STD 678) must be *postmarked or received no later than the final filing date*. Applications postmarked, received via inter-office mail, or personally delivered after the final filing date will not be accepted. Faxed or emailed applications will not be accepted. Applications postmarked after the cut-off date or received after 5:00 p.m. on the cut-off date will be held for the next administration of the examination. *The examination title must be indicated on the application.*

***File by Mail:**

State Controller's Office
HR – Examination Unit
P.O. Box 942850-5877
Sacramento, CA 94250-5877
Attn: Maria Morais-Hall

***File in Person:**

State Controller's Office
HR – Examination Unit
300 Capitol Mall, Suite 300
Sacramento, CA 95814
Attn: Maria Morais-Hall

**Candidates are responsible for obtaining proof of mailing or submission of their application to the Examination Unit.*

Special Testing Arrangements

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination Application form STD678. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice Line at 1-800-735-2922.

Identification for Examination

Accepted candidates are required to bring their Notice to Appear *and* either a photo identification card or two forms of signed identification to each phase of the examination.

Requirements for Admittance into the Examination

All applicants must meet the education and/or experience requirements for this examination by the established cut-off date. Your signature on the application indicates that you read, understand, and possess the minimum qualifications required, and that the information provided is true and complete to the best of your knowledge.

All applications must include: "to" and "from" dates (month/day/year), time base, civil service or private sector

titles, the duties performed, and an original signature. Applications received without this information will be rejected.

Note: Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "or II," "or III," etc. For example: Candidates, who possess 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 an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications**

Either I

One year of experience with the State Controller's Office performing the duties of a Claim Auditor or a Supervising Account Clerk I.

Or II

Two years of experience outside of State service performing auditing of claims or expenditures of financial record keeping, at least 18 months shall have been in a responsible position involving complex auditing, accounting, or record-keeping work. (Education in a professional accounting curriculum given by a certified residence or business school may be substituted for one year of the required general experience, on the basis of 12 semester hours being equivalent to one year of experience.) and

Education: Equivalent to completion of the 12th grade. In appraising the relative qualifications of candidates, consideration will be given to the extent and type of pertinent education above the 12th grade, such as professional accounting courses given by a certified residence or business school which may be substituted for one year of the required general experience, on the basis of 12 semester hours being equivalent to one year of experience.

Click on the link below to review the CA State Personnel Board class specification that contains the requirements for admittance to the exam:

<https://hrnet.calhr.ca.gov/CalHRNet/SpecCrossReference.aspx?ClassID=1765>

**Examination
Information**

This examination will utilize an evaluation of each candidate's experience and education/training compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the "Minimum Qualifications" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "Minimum Qualifications" carefully to see what kind of information will be useful to the staff doing the evaluation.

Applications will be accepted on a continuous basis. Testing is considered continuous, as new examination dates may be set at any time as departmental needs warrant. Each new cut-off date will be publicized to ensure that applicants have adequate time to complete and submit an application.

**Eligibility List
Information**

A Departmental Promotional spot eligible list will be established for the State Controller's Office in Sacramento County. The names of successful competitors will be merged onto the list in order of final scores, regardless of date. Competitors' eligibility will expire 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. For a classification with a merged list, it is the competitor's responsibility to reapply for and be successful in the examination in order to maintain eligibility after 12 months.

Position Statement

Positions in this series examine claim schedules; review contracts for sufficiency of law; resolve controversies arising from audits with staff from agencies or local governments; apply new or pertinent statutory provisions, regulations, court decisions, Attorney General Opinions, and administrative rules and regulations to claims against the State; confer with staff of State departments and local governments to explain new and/or amended procedures, statutes, court decisions, legal opinions, and/or administrative policies governing the payment of claims. Claim Auditors may also be required to complete correspondence for the return of improper claims for correction or deletion of questionable items on claim schedules; return improper, invalid, or illegal claims; and approve valid claim schedules.

This is the recruiting, training, and development classification for candidates who, with close supervision, apply contracts, laws, rules, and regulations to auditing claim schedules.

**Knowledge, Skills,
and Abilities**

Knowledge of:

1. Basic knowledge of principles of accounting procedures and methods used by private or public agencies and organizations of State Government to effectively perform claim audit functions.
2. Basic Knowledge of applicable laws, contracts, rules, and statutes in order to have a successful job performance.
3. General knowledge of personal computers and computer applications to effectively prepare legal correspondence.
4. Basic knowledge of electronic and manual filing systems to track contract information.
5. Basic knowledge of contract laws, purchase orders, and service contracts to determine if claim schedules are in compliance.
6. Basic knowledge of internal control procedures to protect and safeguard departmental assets and resources.
7. Basic knowledge of office procedures like answering telephones to perform daily assigned duties.
8. Basic knowledge of claim Audits Tracking System (CATS) to determine claim audit status.

9. Basic knowledge of contracts and Lease System (CNL) to determine claim schedule compliance with contracts.
10. Basic knowledge of State Administrative Manual (SAM) to identify if claim schedule are in compliance with rules and regulations.
11. Basic knowledge of State Contracting Manual (SCM) to identify if claim schedule are in compliance with rules and regulations.
12. Basic knowledge of Personnel Management Liaisons (PML) in order to get updated with changes on policies and procedures.

Ability to:

1. Basic ability make sound decisions and recommendations to approve and deny claims.
2. Basic ability to communicate effectively to accomplish necessary tasks and assignments.
3. Basic ability to use standard office equipment and machines including personal computer, fax machine, copy machine, telephone and calculator to perform work assignments.
4. Basic ability to analyze situations accurately in order to develop and adopt an effective course of action.
5. Basic ability to apply and explain applicable laws, rules, and regulations in order to ensure compliance with the California Payment Act and perform daily functions.
6. Basic ability to work within tight timeframes to effectively complete projects and/or assignments.
7. Basic ability to changes in priorities, work assignments and other interruptions to effectively complete projects and assignments.
8. Basic ability to maintain confidentiality of claims to protect sensitive information and issues relating to the department's direction, policies, changes, and personnel.
9. Basic ability to independently research using various manuals in order to provide appropriate information and recommendations.
10. Basic ability to identify appropriate resources to answer specific inquiries from other various agencies.
11. Basic ability to meet deadlines and timeline requirements in order to ensure compliance with various claim schedule.
12. Basic ability to maintain compliance with various regulatory and policy manuals to accomplish necessary tasks and assignments.
13. Basic ability to use tact and diplomacy to establish and maintain cooperative relationships when dealing with the needs, problems, and/or concerns of outside agencies.
14. Basic ability to develop a system of organization to file, track, and maintain records.
15. Basic ability to use word processing software to prepare correspondence, and other job-related documents and materials.
16. Basic ability to identify data discrepancies pertaining to work assignments to ensure accurate processing of claims.
17. Basic ability to handle irate individuals by making appropriate statements to minimize argumentation.

Special Personal Characteristics

1. Demonstrate willingness to work on special projects as requested.
2. Demonstrate professionalism within the office environment.
3. Demonstrate ability to act independently, open-mindedness, flexibility and tact.

Additional Desirable Qualifications

None

Veterans Preference

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

Career Credits

Career Credits will not be added to the final score of this examination.

Contact Information

For more information regarding this examination, please contact the Examination Analyst Maria Morais-Hall at 916-324-6401

General Information

For an examination *without* an advertised examination date, it is the candidate's responsibility to contact the State Controller's Office Examination Unit, (916-324-0811), three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of examination fails to reach him/her 3 days prior to their scheduled examination date due to verified postal error, the candidate will be rescheduled upon written request.

Examination Locations: Examinations will be administered in locations deemed appropriate for the examination type and in accordance with the candidate pool and departmental resources. Examinations may not be administered in all areas. Candidates may be asked to travel to the nearest examination location at their own expense.

Applications are available at <https://jobs.ca.gov/Public/StateForms.aspx>, CA Department of Human Resources (CalHR) offices, local offices of the Employment Development Department (EDD), and the State Controller's Office.

If you meet the requirements stated on this bulletin, 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 this examination will be compared with the performance of the others who take this examination, and all candidates who pass will be ranked according to their scores.

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) Servicewide Promotional, 5) Departmental Open, and 6) Open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire 12 months after established unless the needs of service and conditions of the list warrant a change in this period.

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.

Promotional Examination Only: Competition is limited to employees who have a permanent civil service appointment and military veterans who meet all the minimum qualifications. Under certain circumstances other employees may be allowed to compete under provision of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at State Personnel Board office, or <http://www.jobs.ca.gov>.

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

The State Controller's Office reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE 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.