



# California Department of Human Resources Selection Division, Merit System Services Servicewide Examinations

Rev. 11/2024

## INTRODUCTION

---

The purpose of this document is to outline the policy and administration process for servicewide examinations as part of the recruitment process for Merit System Services (MSS) classifications used to fill program positions within Interagency Merit System (IMS) county department.

## DEFINITION

---

A servicewide examination is a single examination developed for an MSS classification as a result of a collective job analysis process.

## POLICY

---

Consistent with merit system standards, county departments are required to administer at least one competitive examination as part of the selection process for Program positions. Where a servicewide examination exists, if administration conditions are met, county departments shall utilize the servicewide examination as part of the recruitment process.

Servicewide examinations shall only be administered for counties that have either:

- a. Participated in the job analysis used to develop the examination; or
- b. Conducted a valid job analysis, approved by Merit System Services (MSS), that demonstrates linkage to the job analysis used to develop the examination.

If a county has not met the conditions to use a servicewide examination, the county must independently conduct a valid job analysis, consistent with MSS standards, and develop an examination for use as part of the recruitment process.

For counties seeking the use of a servicewide examination to fill vacancies for their county-specific classification, the county personnel department must submit documentation showing valid linkage between the job analysis for the county specific classification and the job analysis used to develop the examination which they seek to use.

Candidates who successfully complete a servicewide examination for a classification will be eligible for appointment to any position within the classification in any participating county for the duration of their eligibility.

## **ADMINISTRATION**

---

Service-wide examinations will be administered online through NEOGOV within the specified timeframes identified in the MSS Service Level Commitments. Upon conclusion of the examination administration period, the county will receive an eligible list of successful candidates ranked in order of percentage.

## **MULTILEVEL RECRUITMENTS**

---

When recruiting for a multilevel vacancy, counties must submit a separate requisition for each classification level. Job postings for each classification level will be posted separately. Candidates will only be examined for the level(s) they apply and qualify for. A separate eligible list will be established for each classification level.

## **ELIGIBLE LIST REQUIREMENTS**

---

Eligible lists established as the result of a competitive examination shall be valid until either:

- a) The length of time specified on the job posting has expired; or
- b) The eligible list has been exhausted.

Counties are required to update the candidate status on the eligible list in the Online Hiring Center (OHC) within NEOGOV when selecting a candidate for interview, rejection, or hiring. All candidates on the eligible list must have an updated status before the eligibility list will be considered exhausted. Requests to administer a new examination for a classification with an active eligible list prior to the expiration date will be denied without reasonable justification and substantiating documentation.

## **AUTHORITIES**

---

- [California Code of Regulations, Title 2, Section 17033](#)
- [Government Code, Section 19800](#)
- [Government Code, Section 19801](#)

## **RESOURCES**

---

### **Related Policies**

[Selection Process Requirements for MSS Program Positions](#)

### **Forms**

None.

### **Additional Resources**

## **CONTACT**

---

Merit System Services Program  
Selection Division, CalHR  
Phone: 916-909-3701  
Email: [mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov)