



# Hiring FAQs

## Covered California Fresno Service Center

### Background

The California Health Benefit Exchange also known as Covered California (Exchange/CC) has created through the Affordable Care Act an innovative, competitive marketplace allowing consumers to choose the health plan and providers that provide them the best value. It's part of CC's commitment to improving Californians access to affordable, high quality care.

The Fresno Service Center was established to assist customers in understanding their options, enrolling in health plans, and determining eligibility for subsidies and tax credits.

Service Center Representative (SCR) and Supervisor positions are fast-paced with a need for creativity, self-motivation and organizational skills. If you are interested in a challenging opportunity in a highly team oriented environment, and wish to take one of the examinations listed below, use the link (s) at the bottom of page three and follow the self-scheduling instructions.

Program Technician 2 and 3 examinations are offered on a first-come-first-serve basis. Self-scheduling opens the second Tuesday and/or Wednesday of each month for the following Saturday written examination in Fresno, CA. Dates are as follows:

<b>Program Technician 3 Self-Scheduling Opens</b>	<b>Program Technician 2 Self-Scheduling Opens</b>	<b>Written Exam Date</b>
December 9, 2014 at 11:00 a.m.	December 10, 2014 at 11:00 a.m.	December 13, 2014
January 6, 2015 at 11:00 a.m.	January 7, 2015 at 11:00 a.m.	January 10, 2015
February 10, 2015 at 11:00 a.m.	February 11, 2015 at 11:00 a.m.	February 14, 2015
March 10, 2015 at 11:00 a.m.	March 11, 2015 at 11:00 a.m.	March 14, 2015
April 7, 2015 at 11:00 a.m.	April 8, 2015 at 11:00 a.m.	April 11, 2015
May 5, 2015 at 11:00 a.m.	May 6, 2015 at 11:00 a.m.	May 9, 2015
June 9, 2015 at 11:00 a.m.	June 10, 2015 at 11:00 a.m.	June 13, 2015

Below are some commonly asked questions about the positions and hiring process:

**Q. How many positions are available?**

**A.** There are numerous Service Center Representative positions available in Fresno.

**Q. What types of positions are available and what is the salary?**

<b>A. Classification</b>	<b>Monthly Salary</b>	<b>Hourly Salary</b>
Program Technician 2	\$2691-\$3371/month	\$15.53-\$19.45
Program Technician 3 (Lead)	\$3010-\$3770/month	\$17.37-\$21.75
Supervising Program Technician 3	\$3425-\$4292/month	\$19.76-\$24.76

**Q. Are bilingual positions available?**

**A. Yes.** An individual must be in a position that has been certified by the department as a position requiring the use of bilingual skills on a continuing basis averaging 10 percent of the time. Use of bilingual skills includes any combination of conversational, interpretational, or translation work.

**Q. Is there additional pay for bilingual positions?**

**A. Yes.** In order to qualify for a bilingual position, incumbents are required to take and pass the applicable bilingual fluency and/or written examination(s). Once certified, Bilingual Service Center Representatives will be compensated an additional **\$100 per month**.

**Q. What is involved in applying for the positions?**

**A.** All Program Technician 2 and 3 applicants must take and successfully pass a written test covering the following three areas: Arithmetic Calculations, Written Communication and Reading Comprehension. Once an applicant has passed the written test and established eligibility on a hiring list, they are eligible to be considered for hire based on test ranking. Competitive applicants will be interviewed and references will be checked. If they are successful, they will be fingerprinted and must pass a criminal record check before a job offer can be made.

The Supervising Program Technician 3 test is online and can be taken by interested applicants. Once an applicant has passed the online test and established eligibility on a hiring list, they can be considered for hire depending on test ranking. Competitive applicants will be interviewed and references will be checked. If they are successful, they will be fingerprinted and must pass a criminal record check before a job offer can be made.

**Q. Are the applicants required to pass a background check?**

**A. Yes,** successful applicants will be fingerprinted and a criminal record check will be run through the Department of Justice and the FBI. Applicants must pass the background check in order to be hired.

**Q. Will there be training available and is there a cost?**

**A. Yes.** Successful applicants will be provided with training at no cost.

**Q. What hours will I be required to work?**

**A.** Individual schedules will be determined upon hiring. Schedules do however, vary Monday through Saturday.

**Q. Are these positions represented by a union?**

**A. Yes,** the Program Technician 2 and 3 are rank and file positions and are in Bargaining Unit 4, represented by SEIU, Local 1000.

**Q. Will I be required to serve a probationary period?**

**A. Yes.** The probationary period for the Program Technician 2 and 3 classes is six months (Intermittent hours will be calculated.) The Supervising Program Technician 3 is twelve months.

**Q. When will I be expected to begin work?**

**A.** Once you have accepted a job offer, the hiring manager will work with you to determine your start date, based on the availability of the next scheduled training class.

**Q. Where can I find additional information about the positions and the instructions to schedule myself for an exam?**

**A.** Program Technician 2 (PT 2)- <http://jobs.ca.gov/JOBSGEN/2PB30.PDF>  
Program Technician 3 (PT 3)- <http://jobs.ca.gov/JOBSGEN/2PB31.PDF>  
Supervising Program Technician 3- (this is an online exam)  
<http://jobs.ca.gov/JOBSGEN/PB332.PDF>

**Q. Can I take the PT 2 and PT 3 written exams on the same day?**

**A. Yes,** you may take the PT 2 and PT 3 exams on the same day as long as you meet the minimum qualifications (which may be viewed through the following link: <http://www.calhr.ca.gov/state-hr-professionals/pages/9927.aspx>) of each classification and schedule yourself to take both exams.

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**All California Health Benefit Exchange/Covered California vacancies can be found at:** <https://forms.spb.ca.gov/bulletins/ejv.cfm?criteria=0&loc=0&dept=N499>

(Vacancies are updated daily; please remember to click the “next page” link to be sure to see all vacancies.)