



Hiring FAQs

Covered California Fresno Call Center

Background

The California Health Benefit Exchange/ Covered California is creating 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 Covered California'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 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.

The exam is offered on a first-come-first-serve basis for each written exam.

Self-Scheduling Opens	Written Exam Date	Class Title(s)
Wednesday, August 6 , 2014 at 11:00 a.m.	Saturday, August 9 , 2014	Program Technician 2 Program Technician 3
Wednesday, September 10 , 2014 at 11:00 a.m.	Saturday, September 13 , 2014	Program Technician 2 Program Technician 3
Wednesday, October 8 , 2014 at 11:00 a.m.	Saturday, October 11 , 2014	Program Technician 2 Program Technician 3
Wednesday, November 5 , 2014 at 11:00 a.m.	Saturday, November 8 , 2014	Program Technician 2 Program Technician 3
Wednesday, December 10 , 2014 at 11:00 a.m.	Saturday, December 13 , 2014	Program Technician 2 Program Technician 3

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?

A. Class	Monthly Salary	Hourly Salary
Program Technician 2	\$2691-\$3371/month	\$15.52-\$19.44
Program Technician 3	\$3010-\$3770/month	\$17.36-\$21.75
Supervising Program Technician 3	\$3425-\$4292/month	\$19.75-\$24.76

Q. What is involved in applying for the positions?

A. For the Program Technician 2 and 3 positions, the 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.

Q. Additional information regarding the Supervising Program Technician III positions?

A. The Supervising Program Technician III 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.

Q. Are part-time positions available?

A. Yes. Permanent Intermittent positions will be available at both the Program Technician 2 and 3 levels. Permanent Intermittent employment is part time-hourly employment that is less than full time.

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 III 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 your availability and the training schedule.

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

A. Program Technician 3 (PT 3)- <http://jobs.ca.gov/JOBSGEN/2PB31.PDF>

Program Technician 2 (PT 2)- <http://jobs.ca.gov/JOBSGEN/2PB30.PDF>

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