



City of Los Angeles

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City of Los Angeles Personnel Department

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COMMUNICATIONS INFORMATION REPRESENTATIVE

Class Code: 1461

Open Date: 12-05-14

ANNUAL SALARY

\$43,138 to \$53,598; \$48,003 to \$59,633; and \$51,657 to \$64,185

The salary range in the Department of Water and Power is \$44,495 to \$64,832. The salary range covers multiple pay grades within the class.

NOTES:

1. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.
2. **For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.**
3. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.
4. Higher salaries are paid for night work.

DUTIES

A Communications Information Representative operates a central voice telephone communication system or a two-way radio console; responds to incoming calls and email messages from the public; routes telephone calls to the proper station; monitors and dispatches personnel via radio; enters and retrieves information from a computer based system; relays messages received orally and in writing; places long distance and/or operator assisted calls; and does incidental clerical work.

NOTE:

Communications Information Representatives may be required to work in various locations and/or on various shifts.

REQUIREMENTS

1. One year of full-time paid experience in a customer service call center environment responding to telephonic and/or electronic inquiries and processing requests for service or providing information to customers; and
2. One year of full-time paid office clerical experience; and
3. Graduation from a U.S. high school, G.E.D. or equivalent from a U.S. institution, or a California High School Proficiency Examination (CHSPE) certificate.

NOTES:

1. Applicants who lack six months or less of the required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.
2. Positions within the Departments of Airports and Transportation require Department of Justice clearance. In addition, some departments may require background investigation clearance.
3. Applicants must include educational information, including name and location of the school and completion date, on the application form or the application will not be processed.

SELECTIVE CERTIFICATION

In accordance with Charter Section 1010 (b) and Civil Service Rule 5.31, selective certification will be used for some positions that require special skills and/or training. Only persons possessing the following at the time of filing may be considered for appointment to fill such positions.

1. Some positions may require the ability to speak or write a language other than English. If you have the ability to speak or write a language other than English, indicate this language in the appropriate box on the application.
2. Some positions will require one year of full-time paid experience dispatching public safety personnel using a Computer Aided Dispatch (CAD) system.

WHERE TO APPLY

Applications will only be accepted on-line. **When you are viewing the on-line job bulletin of your choice, simply scroll to the top of the page and select the "Apply" icon.** On-line job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm> for Open Competitive Examinations.

NOTE:

Applicants are urged to apply early to ensure you have time to resolve any technical issues you may encounter.

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APPLICATION DEADLINE

Applications must be received by **THURSDAY, DECEMBER 18, 2014.**

In accordance with Civil Service Rule 4.2, all applicants who apply may not be tested in this examination. To meet anticipated hiring needs, only a limited number of qualified applicants will be invited to participate in the written test in the following order: 1) Applicants currently employed by the City of Los Angeles who meet the minimum requirements, or are on a reserve list; 2) Remaining applicants who meet the minimum requirements in sufficient numbers to meet hiring needs in the order that applications were received. Applications submitted during the filing period will be kept on file for two years from December 5, 2014 in the event that additional applicants need to be tested to meet hiring needs.

SELECTION PROCESS

Examination Weight:	Written Test	Qualifying
	Interview	100%

The examination will consist of a qualifying multiple-choice written test and an interview. In the qualifying written test, which will consist entirely of multiple-choice questions, candidates may be examined for knowledge of the features available on various telephone systems and radio-telephone consoles; basic arithmetic including addition, subtraction, multiplication, and division; and the ability to push buttons or depress a foot pedal on a variety of communications equipment; operate a personal computer; analyze calls; monitor and interpret radio broadcasts from field personnel; read and comprehend written materials, including maps and diagrams; memorize a variety of information; and other necessary skills, knowledge, and abilities.

The qualifying written test will be administered in a single half-day session on **SATURDAY, FEBRUARY 7, 2015** in Los Angeles. Candidates will be notified later by e-mail of the time and location of the written test.

Passing Score for the Qualifying Written Test

The passing score for the qualifying written test will be determined by Personnel Department staff after the qualifying written test is administered. Consideration will be given to the number of candidates taking the test and the existing and anticipated number of vacancies, such that there are a sufficient number of eligibles on the list to satisfy current and future vacancies for the next two years. **Therefore, the passing score for the qualifying multiple-choice written test may be set either above or below 70%.**

Candidates must achieve a passing score on the qualifying multiple-choice test in order to be scheduled for the interview.

The examination score will be based entirely on the interview. In the interview, emphasis may be place on the candidate's knowledge of the features available on various telephone systems and radio-telephone consoles; and the ability to push buttons or depress a foot pedal on a variety of communications equipment; operate a personal computer; analyze calls; read and comprehend written material; communicate verbally with customers in a professional manner; provide effective customer service over the phone with sufficient level of quality to diffuse irate callers and avoid potentially hostile situations from escalating; and other necessary skills, knowledge, and abilities.

Candidates will be notified later by e-mail of the date, time, and location of the interview, which will be held in Los Angeles.

NOTES:

1. This examination is based on a validation study, and as provided by Civil Service Commission Rule 4.20, the written test will not be subject to candidate inspection.
2. As a covered entity under the Fair Employment and Housing Act and Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and upon request, will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To request a disability accommodation, please complete the Disability Accommodation Form within 14 calendar days of the submittal of the City application. The Disability Accommodation Form can be obtained at http://per.lacity.org/exams/verify_disability.pdf.
3. Applications are accepted subject to review to ensure that minimum qualifications are met. Candidates may be disqualified at any time if it is determined that they do not possess the minimum qualifications stated on this bulletin.
4. A final average score of 70% in the interview portion of the examination is required to be placed on the eligible list.

Notice:

If you receive and accept an offer of employment to a regular position with the City of Los Angeles, your employee benefit coverage (including health and dental coverage as well as life insurance) will commence approximately six weeks after your original regular appointment. Not all positions in the City receive benefit coverage; you should inquire regarding the availability of employee benefits prior to accepting a position.

THIS EXAMINATION IS TO BE GIVEN ONLY ON AN OPEN COMPETITIVE BASIS

The City of Los Angeles does not discriminate on the basis of race, religion, national origin, sex, age, marital status, sexual orientation, gender identity, gender expression, disability, creed, color, ancestry, medical condition (cancer), or Acquired Immune Deficiency Syndrome.