



City of Los Angeles

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City of Los Angeles Personnel Department

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CUSTOMER SERVICE SPECIALIST

Class Code: 1229

Open Date: 06-06-14

ANNUAL SALARY

\$52,012 to \$64,623

DUTIES

A Customer Service Specialist performs specialized business tax and associated permits work, involving various aspects of processing and reviewing customer requests for service, billing questions and resolutions, as well as service complaints, responding to the public's concerns and requests for information on City business tax and associated permits, ordinances, rules, regulations, and policies, including the use of a computer terminal for inputting requests, reviewing billing information, and following up on requests; and does related work.

REQUIREMENTS

1. Two years of full-time paid call center operation or public counter experience with the City of Los Angeles, accepting payments, processing billings, or resolving payment disputes; **or**
2. Two years of full-time paid experience with the City of Los Angeles Office of Finance as a Tax Renewal Assistant or Senior Tax Renewal Assistant.

NOTES:

1. **Candidates must achieve a passing score in the qualifying written test in order to be called for subsequent portions of the examination.**
2. **In addition to the regular City application form, each applicant is required to complete the Customer Service Specialist Qualifications Questionnaire at the time of filing. The Customer Service Specialist Qualifications Questionnaire is located within the Supplemental Question Section of the City application. Applicants who fail to complete the Qualifications Questionnaire will not be considered further in this examination, and their application will not be processed.**
3. Applicants who lack six months or less of the above required experience may file for this examination. However, they cannot be appointed until the full experience requirement is met.

WHERE TO APPLY

Applications WILL ONLY BE ACCEPTED ON-LINE from 8:00 a.m., TUESDAY, JUNE 17, 2014 to MIDNIGHT, THURSDAY, JUNE 19, 2014. Applications submitted before the start of the filing period will not be accepted. For administrative purposes, filing may close and reopen periodically throughout the filing period. **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.** Online job bulletins are also available at <http://agency.governmentjobs.com/lacity/default.cfm?promotionaljobs=1> for Promotional Examinations.

NOTE:

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

APPLICATION DEADLINE

Applications will only be accepted on-line on the following three days: from 8:00 a.m., TUESDAY, JUNE 17, 2014; WEDNESDAY, JUNE 18, 2014; to MIDNIGHT, JUNE 19, 2014. For administrative purposes, filing may close and reopen periodically throughout the filing period.

SELECTION PROCESS

Examination Weight: Written TestQualifying
Interview 100%

The examination will consist of a qualifying written test and an interview. The qualifying written test may consist of one or more of the following test parts: multiple-choice test or training and experience questionnaire. In the qualifying written test, candidates may be examined for the knowledge of: desktop computer software and office equipment; customer service techniques; English usage, grammar, and vocabulary; and the ability to perform arithmetic computations; reading comprehension; follow written directions; write clear and comprehensive reports; and other necessary skills, knowledge, and abilities.

Candidates will be notified later by mail of the test type, date, time and location of the qualifying written test, which will be held in a single half-day session in Los Angeles. The first test date is **JULY 19, 2014**. Additional test dates may be added as needed.

Passing Score for 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 written test may be set either above or below 70%.**

All candidates who pass the qualifying written test will be invited to participate in the interview.

The examination score will be based entirely on the interview. In the interview, emphasis may be placed on the candidate's experience, training and personal qualifications as they demonstrate knowledge of: desktop computers software and office equipment; proper customer service techniques; and the ability to read, comprehend, apply, and explain written information pertaining to business and user tax information, permits, City policies and procedures, rules, regulations, and ordinances; communicate information, both orally and in writing, in a clear, concise, and effective manner; deal tactually and effectively with the public, other employees, and supervisors; exercise good judgment and make sound decisions; work independently and under pressure; and other necessary skills, knowledge, and abilities.

The Qualifications Questionnaire will not be separately scored, but will be considered by the interview board in evaluating each candidate's qualifications. Candidates may expect the interview panel members to discuss this information during the interview. Qualifications Questionnaires submitted by candidates on the day of the interview will not be accepted for presentation to the interview board.

NOTES:

1. 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.
2. You may take the test only once every 365 days during the administration of this examination.
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 needed in order to be placed on the eligible list.
5. Seniority credit at the rate of 0.25 of a point for each year of continuous classified City service will be added to the weighted test score of each candidate.
6. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
7. Your rank on the employment list may change throughout the year as the scores of candidates from other administrations of this examination are merged onto one list.

THIS EXAMINATION IS TO BE GIVEN ONLY ON AN INTERDEPARTMENTAL PROMOTIONAL 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.