



City of Los Angeles

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City of Los Angeles Personnel Department

per.lacity.org

CHIEF COMMUNICATIONS OPERATOR

Class Code: 1466

Open Date: 05-01-15

(Exam Open to Current City Employees)

ANNUAL SALARY

\$57,002 to \$83,352

The salary in the Department of Water and Power is \$77,945 to \$82,288.

NOTE:

1. For information regarding reciprocity between the City of Los Angeles departments and LADWP, go to http://per.lacity.org/Reciprocity_CityDepts_and_DWP.pdf.
2. The current salary range is subject to change. You may confirm the starting salary with the hiring department before accepting a job offer.

DUTIES

A Chief Communications Operator plans, organizes and directs the work of a large group of communications employees engaged in the operation of a large Citywide radio and telephone activity; and applies sound supervisory principles and techniques in building and maintaining an effective work force.

REQUIREMENTS

1. Two years of full-time paid experience as a Principal Communications Operator with the City of Los Angeles; or
2. Four years of full-time paid experience as a Senior Communications Operator with the City of Los Angeles.

NOTE:

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. Some positions may require a valid California driver's license. Candidates may not be eligible for appointment to these positions if their record within the last 36 months reflects three or more moving violations and/or at-fault accidents, or a conviction of a major moving violation (such as DUI).

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?promotionaljobs=1> for Promotional Examinations.

APPLICATION DEADLINE

Applications must be received by **THURSDAY, MAY 14, 2015.**

NOTE:

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

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

SELECTION PROCESS

Examination Weight: Essay **Advisory**
Interview **100%**

The examination will consist entirely of an evaluation of professional and personal qualifications by interview. In the interview, emphasis may be placed on an evaluation of the nature and adequacy of the candidate's experience, training, and professional development as they have provided the background needed to carry out the duties of a Chief Communications Operator, including knowledge of: the features available and operating procedures used on a communication console; the abilities to: analyze and assign priority calls; supervise a large group of communication operators including planning and organizing work, and evaluating and disciplining employees; identify, plan and implement training programs; apply the principles and practices of supervision, equal employment opportunity and employee relations; communicate orally in a skillful manner, deal tactfully and effectively with other employees and the public; and other necessary skills, knowledge and abilities.

At the time of the interview, candidates will be required to prepare some written material related to the duties and responsibilities of a Chief Communications Operator. This material will not be separately scored, but will be presented to the interview board for discussion with the candidate and for consideration in the overall evaluation of the candidate. Candidates who fail to complete the advisory writing session will be disqualified. Candidates may anticipate that PCs (personal computers) will be made available to type their advisory essay responses.

Candidates will be notified by e-mail of the time and location of the interview, which will be held in Los Angeles. It is anticipated that the interviews will begin during the period of **June 8, 2015 to June 19, 2015**.

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. 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.
3. This examination is based on a validation study.
4. A final average score of 70% is required to be placed on the eligible list.
5. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
6. Seniority credit at the rate of 0.25 of a point for each year of continuous service will be added to the weighted test score of each candidate.
7. If in accordance with the Rule of Three Whole Scores all applications are eligible for appointment consideration, the examination will consist entirely of an evaluation of the candidates' City employment applications by Personnel Department staff to ensure that the minimum requirements are met.

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.