



# City of Los Angeles

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City of Los Angeles Personnel Department

[per.lacity.org](http://per.lacity.org)

## CUSTOMER SERVICE SPECIALIST

**Class Code: 1229**

**Open Date: 04-22-16**

**(Exam Open to All, including Current City Employees)**

### **ANNUAL SALARY**

\$49,227 to \$70,115

### **NOTES:**

1. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.
2. For information regarding reciprocity between City of Los Angeles departments and LADWP, go to: [http://per.lacity.org/Reciprocity\\_CityDepts\\_and\\_DWP.pdf](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.

### **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, Lifeline exemptions and reductions, 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 direct customer service experience, accepting payments, processing billings, or resolving payment disputes; **or**
2. One year of full-time or 2,080 cumulative hours paid experience with the City of Los Angeles Office of Finance at the level of a Tax Renewal Assistant directly handling or providing clerical support for processing business tax billings or payments.

### **NOTE:**

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. **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 <https://www.governmentjobs.com/careers/lacity> for Open Competitive Examinations and at <https://www.governmentjobs.com/careers/lacity/promotionaljobs> for Promotional Examinations.

### **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**

## **APPLICATION DEADLINE**

Applications must be received by **THURSDAY, MAY 5, 2016**

## **NOTE:**

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) Los Angeles City Promotional applicants who meet the minimum requirements. You must have received a regular appointment to a City position or be on a reserve list to apply for this examination as a promotional candidate; 2) Applicants currently employed by the City of Los Angeles on a part-time or exempt basis who meet the minimum requirements; 3) Remaining applicants who meet the minimum requirements in sufficient numbers to meet hiring needs in the order the applications were received. Applications submitted during the filing period will be kept on file for two years from April 22, 2016 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 written test and an interview. In the qualifying written test, which will consist of multiple-choice questions, candidates may be examined for the knowledge of: desktop computer software and office equipment; English usage, grammar, and vocabulary; and the ability to perform arithmetic computations; reading comprehension; follow written directions; and other necessary skills, knowledge, and abilities.

## **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%.**

The qualifying written test will be administered in a single half-day session on **SATURDAY, JUNE 25, 2016**, in Los Angeles. Candidates will be notified later by e-mail of the time and location of the written test.

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 placed on the candidate's experience, training, and personal qualifications as they demonstrate knowledge of: 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.

## **NOTES:**

1. As provided by Civil Service Commission Rule 4.20, the written test will not be subject to candidate review.
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](http://per.lacity.org/exams/verify_disability.pdf).
3. Applications accepted are 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. You must have received a regular appointment to a City position or be on a reserve list to file on a promotional basis.
6. The promotional list will ordinarily be used ahead of the open competitive list. However, if open competitive candidates receive a higher score, without military credits, than the highest available promotional candidate, after adding seniority credit at the rate of 0.25 of a point for each year of continuous classified City service, the Civil Service Commission, upon request of the appointing authority, may approve certification of such open competitive candidates ahead of the promotional candidates.
7. In conjunction with Civil Service Rules, applicants who have received a regular appointment to a City position or are on a reserve list will be considered Promotional candidates while all other applicants will be considered Open candidates.

## **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 BOTH ON AN INTERDEPARTMENTAL PROMOTIONAL AND 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.