



# City of Los Angeles

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City of Los Angeles Personnel Department

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## SENIOR COMMUNICATIONS OPERATOR

**Class Code: 1467**

**Open Date: 03-11-16**

**(Exam Open to Current City Employees)**

### **ANNUAL SALARY**

\$48,566 to \$71,033 and \$51,281 to \$75,000

The salary in the Department of Water and Power is \$58,046 to \$72,119 and \$50,905 to \$63,266.

### **NOTES:**

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](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.
3. Candidates from the eligible list are normally appointed to vacancies in the lower pay grade positions.

### **DUTIES**

A Senior Communications Operator assigns, reviews, and evaluates the work of Communications Information Representatives who operate a centrex console and two-way radio telephone consoles, enters and retrieves data from a computer based system, and does related work. A Senior Communications Operator applies sound supervisory principles and techniques to build and maintain an effective workforce and satisfy equal employment opportunity responsibilities.

### **REQUIREMENT**

Two years of full-time paid experience as a Communications Information Representative with the City of Los Angeles.

### **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. 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 <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 **MARCH 24, 2016**.

## **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 the adequacy of the candidate's background, training and experience as they have provided knowledge of: features available on a centrex console; characteristics of radio communication versus telephone communication; the Federal Communication Commission (FCC) acceptable use and terminology restrictions relevant to two-way radio transmissions; pertinent City and Department rules, policies and procedures including Equal Employment Opportunities (EEO) and Memoranda of Understanding (MOUs); and the ability to: analyze calls and assign priorities; exercise basic supervisory principles and practices; use good judgement when providing assistance and responding to a wide variety of requests; interact and deal tactfully and effectively with department management, subordinates, other City employees, and the public; communicate in a clear, convincing, and courteous manner; communicate in writing sufficient to prepare reports and other necessary knowledge, skills, and abilities.

At the time of the interview, candidates will be required to prepare some written material related to the duties and responsibilities of Senior 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 date, time, and location of the interview, which will be held in Los Angeles. It is anticipated that interviews will begin during the period of **MAY 9, 2016 to MAY 20, 2016**.

## **NOTES:**

1. This examination is based on a validation study.
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 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% 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 applicants are eligible for appointment consideration, the examination will consist entirely of an evaluation of the candidates' City applications by Personnel Department staff to ensure that the minimum qualifications have been met.
8. In accordance with Civil Service Rule, Sec. 4.24, review periods may be combined. Candidates in the examination process may file protests as provided in Sec. 4.20, 4.22 and 4.23 as applicable and within the required time frame; however, the Personnel Department may respond to and resolve protests prior to the establishment of the eligible 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.