



New Orleans Civil Service

AN EQUAL OPPORTUNITY EMPLOYER

OFFICIAL CLASS TITLE

ENTRANCE SALARY: \$36,119 PER YEAR

311 TELECOMMUNICATIONS OPERATOR,
SUPERVISOR
(CLASS CODE 7403)

FINAL DATE FOR FILING APPLICATIONS: Friday, February 24, 2012

KIND OF WORK:

Supervisory and office management work supervising the daily activities of 311 personnel assigned to the Communications Center. Work includes responsibility for monitoring calls answered by representatives, coordinating training and resolving complex customer requests; and related work as required.

Note: Employees in this classification work a fixed or rotating shift, Saturdays and emergencies. Employees in this classification are considered essential and must report to work in declared emergencies.

MINIMUM QUALIFICATION REQUIREMENTS:

EITHER: A Bachelor's Degree from an accredited college or university **and** one (1) year of supervisory customer relations and administrative experience in a medium to high volume call center, hospitality management, or a related industry. **Original college diploma or official college transcript must be submitted within two (2) weeks of filing an application.**

OR: A high school diploma **and** five (5) years of customer service experience in a medium to high volume call center, hospitality management, or a related industry. At least one (1) year of this experience must have been supervisory and included customer relations and administrative experience. **Original high school diploma or G.E.D. issued by a state department of education must be submitted within two (2) weeks of filing an application.**

Note: Civil Service reserves the right to determine if experience qualifies as medium to high volume call center experience. A call center is a place where customer calls are handled using computer automation. Typically a call center has the ability to: a) handle a considerable volume of calls at the same time, b) to screen calls and forward them to someone qualified to handle them, and c) to log calls.

(SEE REVERSE SIDE FOR ADDITIONAL INFORMATION)

A special 311 Telecommunications Operator, Supervisor Work History Form must be filled out and returned to the Civil Service Department within two (2) weeks of the final filing date.

KIND OF EXAMINATION:

A qualifying computerized keyboarding test, a rating of training and experience weighted 33.3% (credit will only be given for related experience gained within the last ten (10) years), a written test weighted 33.3%, and a structured oral interview weighted 33.3%. Applicants must pass a computerized keyboarding test with a minimum score of twenty (20) words per minute after the deduction of errors in order to be admitted to the written examination. Applicants must pass the written test with a minimum score of 50 to be admitted to the structured oral interview.

This is an original entrance examination.

DOMICILE requirements are currently waived for this examination.

THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO AMY TREPAGNIER AT (504) 658-3516 OR TTY/VOICE AT (504) 586-4475 or (504) 658-4020.

AT

GENERAL INFORMATION AND REQUIREMENTS

Applications will not be accepted if received after the closing date or after the stated maximum number of applications has been received, as specified on this announcement. All minimum qualification requirements for examinations must be met by the final filing date unless otherwise specified on this announcement. Applications must be submitted on the official application form AND MUST BE RECEIVED IN THE DEPARTMENT OF CITY CIVIL SERVICE, CITY HALL, 1300 PERDIDO STREET, NEW ORLEANS, LOUISIANA, BEFORE THE CLOSE OF BUSINESS ON THE FINAL FILING DATE.

DELAY IN THE MAIL: The Department of City Civil Service cannot be responsible for failure of the applicant to receive an admission slip to an examination or for failure of the Department to receive material mailed by the applicant. Applicants should notify the Department of City Civil Service in writing of any address changes.

Candidates for original entrance examinations are required to be domiciled in and, if U.S. citizens, registered voters of Orleans Parish unless otherwise specified on this announcement. Aliens residing in the U.S. are required to provide notarized proof of domicile (and an Alien Registration Card). Permanent employees of the City of New Orleans are exempt from this requirement unless otherwise specified on this announcement.

The minimum age limit is 18 years for any class of work requiring hard physical labor, operation of or proximity to hazardous machinery, exposure to hazardous chemicals, or participation in any other processes or procedures which are prohibited or limited by the Louisiana State Child Labor Law.

The working test (probation) period for most positions in the classified service is six months unless otherwise specified. Any working test period may be extended to a maximum of one year at the request of the appointing authority. Positions in the Inspector General's Office, Fire Department and Police Department as well as all positions in the classes of Institutional Counselor II & III (original entrance), Librarian I-IV, Management Development Analyst I & II, and Management Development Specialist I & II (original entrance), require a one year working test period.

The City of New Orleans has a comprehensive program of substance abuse testing. Candidates for employment for certain positions where the health, welfare and/or safety of the public, co-workers and the individual employee is at risk will have to undergo pre-employment substance abuse screening. Candidates for all other original entrance positions will have to undergo an unannounced substance abuse screening during their working test period. For further information, see Civil Service Rule V, Section 9.

A MEDICAL EXAMINATION is required for all original entrance probationary appointments to ACTIVE classifications, and may be required for re-employment, promotions and/or transfers.

A MEDICAL SCREENING, which may result in a medical examination, is required for all original entrance probationary appointments to **non-active** classifications.

GOOD MORAL CHARACTER is required of all applicants. Any applicant may be disqualified if his/her character or past employment record is found to be unsatisfactory as determined by the Department of City Civil Service. Forgery, misrepresentation of facts, or cheating on examinations is punishable by disqualification, fine and other penalties.

IMPORTANT: Applicants who are licensed to drive should have a current license **on their person** for purposes of identification during **all** phases of an examination. In lieu of such license, the Department of City Civil Service may require that applicants have some form of picture identification.

VETERANS PREFERENCE: On original entrance examinations, veterans (as defined in Article X, Section 10(2) of the Constitution of the State of Louisiana), disabled veterans, certain spouses and parents of veterans shall receive additional credit if claimed as provided on the Veterans Preference claim form which can be obtained in this office. To obtain credit, this form must be submitted with the required proof (at the minimum, a DD214) before the final filing date.

ACCREDITED COLLEGES AND UNIVERSITIES: An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education).

PROFESSIONAL ADMINISTRATIVE EXPERIENCE: The Civil Service Department defines this experience as experience gained after receiving a Bachelor's Degree.

Revised January 1991, April 2003, July 2005, February 2007 and August 2010.