



COUNTY OF LOS ANGELES
SHERIFF'S DEPARTMENT
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 770-2821

Posting Date: April 16, 2010

JOB TITLE	<u>TELEPHONE OPERATOR / NORTH COUNTY</u>
EXAM NUMBER	J2420J
FILING DATES	April 19, 2010 - April 30, 2010
SALARY	\$2,235.27 - \$2,927.00 MONTHLY
POSITION INFORMATION	Positions allocable to this class operate a telephone operations computerized system or console.
ESSENTIAL JOB FUNCTIONS	<ul style="list-style-type: none">• Assists callers and routes all telephone inquiries, complaints, and non life-threatening calls to the proper person.• Maintains an information directory of all stations served by a telephone system for reference in making calls.• Logs and compiles reports on call center activity in a timely manner.• Takes detailed messages and delivers them to the appropriate person.• Performs clerical functions including use of basic keyboarding skills in the preparation of documents or other reference materials, as required.• Screens calls to determine appropriate department or representative and provides information on access for services or other general information.• Pages employees using the over-head/phone system.• Operates or monitors emergency alarm systems, emergency radio systems, and intercommunication systems and reports incidents to repair technicians or to the facility police, as required.• Operates public address systems as required.
MINIMUM REQUIREMENTS	<p>No training or experience is required.</p> <p>Physical Class: 2 - Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.</p> <p>Licenses: A valid California Class "C" Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.</p>

Sheriff's Department: Address: 101 Centre Plaza Drive, Monterey Park, CA 91754
24-Hour Job Line: (800)970-LIST; TTY Phone: (323) 260-5291

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SPECIAL INFORMATION

Shift: Any Shift
APPOINTEES MUST BE WILLING TO WORK ANY SHIFT, INCLUDING EVENINGS, NIGHTS, WEEKENDS, AND HOLIDAYS.

VACANCY INFORMATION

The eligible list resulting from this examination will be used to fill vacancies at the Los Angeles County Sheriff's Department, North County area only.

EXAMINATION CONTENT

This examination will consist of a written test covering verbal directions, telephone etiquette, checking for errors, vocabulary, and spelling weighted 100%.

THE WRITTEN TEST IS NOT SUBJECT TO REVIEW BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

CANDIDATES MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON THE EXAMINATION IN ORDER TO BE PLACED ON THE ELIGIBLE LIST.

ELIGIBILITY INFORMATION

The names of candidates receiving a passing grade in the examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months from the date of promulgation.

***** IMPORTANT INFORMATION *****

APPLICATION INFORMATION

All applicants are required to submit a Standard County of Los Angeles Employment Application, which must be submitted either online, in person, or by U.S. mail beginning on Monday, April 19, 2010, through Friday, April 30, 2010. You have the option of filing your application either through hard copy submission **-OR-** online (via electronic submission). **Please select only one method to file your application.**

Instructions for Filing Online: A Standard County of Los Angeles Employment Application for this examination may be completed online and submitted electronically. Applications received electronically after 4:30 p.m. PST on the last day of filing will not be accepted. **TO APPLY ONLINE CLICK ON THE LINK BELOW THE FILING ADDRESS.**

Instructions for Hard Copy Submission: A Standard County of Los Angeles Employment Application for this examination will be accepted either in person or by U.S. mail on business days only, between 8:00 a.m. and 4:30 p.m., at the address listed below. A Standard County of Los Angeles Employment Application can found at: <http://easier.co.la.us/JobsInfo/empapp.pdf>.

Applications filed at any other County location **will not** be accepted if they are not received at the location below by 4:30 p.m. on the last day of filing. Facsimiles of the application **will not** be accepted. For further information concerning this examination, please call the Professional Examinations Unit at (323) 526-5611, TTY (323) 260-5291 or (323) 267-6669.

Applications may be rejected at any stage of the selection process.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

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Sheriff's Department
University Centre Building, Professional Examinations Unit
101 Centre Plaza Drive
Monterey Park, CA 91754-2169
(323) 526-5611

On-Line Filing: To file On-Line,
https://easier.co.la.ca.us/easier/Applicant/applicant_logon.cfm?exid=1809.

DISABILITY ACCOMMODATIONS

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (323) 526-5671.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (323) 526-5671. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (323) 260-5291 or (323) 267-6669. The County will attempt to meet reasonable accommodation requests whenever possible.

AN EQUAL OPPORTUNITY EMPLOYER

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

CHILD SUPPORT COMPLIANCE

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

VETERAN'S CREDIT

VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

EMPLOYMENT ELIGIBILITY INFORMATION

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

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**RECORD OF
CONVICTIONS**

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

**SOCIAL SECURITY
ACT OF 2004**

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.