

State of Alabama
Personnel Department
64 North Union Street
P. O. Box 304100
Montgomery, AL 36130-4100
Phone: (334) 242-3389
Fax: (334) 242-1110
www.personnel.alabama.gov

Continuous Announcement

EMPLOYMENT SECURITY REPRESENTATIVE – 11408

Salary: \$29,224.80- \$47,757.60
Announcement Date: July 25, 2012
Revised Date: October 3, 2012

JOB INFORMATION

The Employment Security Representative is a permanent full-time position with the Department of Labor. Positions are located throughout the state. This is technical employment security work at the entry level involving interviewing, assessing, and referring applicants to jobs and training, including applicants that meet local veterans' employment program criteria; processing unemployment compensation claims; auditing and adjusting employers' accounts; or determining employer tax rates.

MINIMUM REQUIREMENT

- Bachelor's degree in any area of college study from an accredited* four-year college or university

NOTES

- Some positions in this classification are required to work in a **call center**. Please see the reverse side of this announcement for a Willingness Questionnaire regarding work in a call center environment. In order to be considered (**selectively certified**) for one of these positions, this questionnaire **MUST be completed and attached to the application**.
- Some positions in this classification are required to interact only with **veterans**. The provisions of the Jobs for Veterans Act (Public Law 107-288), codified under Title 38 USC, indicate that for these positions, preference must be given to qualified veterans in the following order of priority: qualified service-connected disabled veterans and qualified eligible veterans. In order to be considered (**selectively certified**) for one of these positions, applicants **MUST complete the veteran's preference section on the Application for Examination form and include the required documentation**.

ADDITIONAL REQUIREMENT

- Applicants must submit an official college transcript. Original transcripts issued to students will be accepted. Photocopies of transcripts, and/or information obtained from the internet will NOT be accepted. Official transcripts which have been submitted for any state job after January 2, 2012, will remain on file in our system and will not need to be resubmitted. You may call to verify.

EXAMINATION

- **Open-Competitive** to all applicants
- **Written, Multiple-Choice Exam**
- The How to Prepare guide for this examination is available on our web site listed above. Please contact State Personnel if you wish to have a guide mailed to you.

HOW TO APPLY

- Complete an Application for Examination Form available at www.personnel.alabama.gov, the above address, or any Alabama Career Center Office.
- Apply by mail or by fax. *Applications will be accepted until further notice.*

THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER

*Please refer to the State Personnel Department web site or call us at (334) 242-3389 for complete information on our policy for accepting post-secondary and advanced degrees.

Applicants hired by the State of Alabama on or after January 1, 2012 will be subject to the E-Verify process pursuant to Act No. 2011-535.

**UNEMPLOYMENT COMPENSATION CALL CENTER OPERATIONS
WILLINGNESS QUESTIONNAIRE**

Some Employment Security Representative (11408) positions are located in an Unemployment Compensation Call Center. Persons in these positions are responsible for taking telephone calls to assist eligible individuals in receiving unemployment compensation benefits. In order to be considered (selectively certified) for one of these positions, applicants must complete the questionnaire shown below **and attach it to their applications**. Applicants who are not willing to work in this type of environment are not required to complete this questionnaire. These applicants may still be considered for vacant Employment Security Representative positions in other divisions, including those positions located in Career Centers and in a central office located in Montgomery.

Are You Willing To:

YES NO

- work in a busy, potentially stressful, and structured call center environment
- work in an environment where arrival, break, and departure times are computer monitored
- work overtime
- work holidays when required
- wear a headset for extended periods of time during the workday (i.e., for up to eight hours or more a day)
- sit and remain stationary while remaining alert for extended periods of time
- enter data into a computer for extended periods of time
- work in an environment that prohibits personal electronic devices such as cell phones, iPods, and electronic reading devices
- work in an environment where telephone calls and emails may be monitored and/or recorded
- work an assigned shift that may start as early as 7:00 a.m. or end as late as 5:30 p.m.
- calmly handle phone calls which may involve aggressive or hostile individuals without retaliating verbally

Print your name

Signature

Social Security Number



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300 Folsom Administrative Building
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Jackie Graham
State Personnel Director
Alice Ann Byrne
Deputy Director

MEMORANDUM

TO: Persons Interested in Continuous Announcements

FR: State Personnel Director

SUBJECT: Weekday Testing For:

Effective immediately the State Personnel Department will administer the written test for the below job classifications each month on a selected Friday as follows:

<u>Second Friday of the Month</u>		<u>Fourth Friday of the Month</u>	
ASA I	10196	Account Clerk	10601
ASA II	10197	ES Representative	11408
ASA III	10198	Engineering Assistant I	20111
Retirement Counselor	10875	PEDS I	21231
Health Services Administrator I	40761	Financial Support Worker	50247
Drivers License Examiner	60410	Classification Specialist	50340
Probation and Parole Officer	60901	Probation and Parole Officer	60901

Individuals wishing to take the written test on a Friday must call the State Personnel Department at **334-353-3492** to received instructions about the testing schedule. Candidates must have an accepted application on file prior to making a reservation.

TEST CENTER SPACE FOR FRIDAY TESTING IS LIMITED SO APPLICANTS WILL BE SCHEDULED ON A FIRST CALL/FIRST SERVE BASIS. WE WILL STOP TAKING RESERVATIONS WHEN SEATING CAPACITY IS MET OR BY 10:00 A.M. SEVEN WORKING DAYS PRIOR TO TEST DATE. CANDIDATES WILL BE SENT A CARD BY MAIL AND MUST PRESENT THIS NOTIFICATION CARD AND A PICTURE IDENTIFICATION TO BE ADMITTED TO THE TEST.

Friday tests will be conducted **ONLY** at the State Personnel Department Testing Center located at the following address:
State Personnel Test Facility
3738 Atlanta Highway
Montgomery AL 36109

***NOTE:** Friday testing will be offered in addition to the regular statewide testing conducted throughout the year for these job classification on Saturdays.

State Personnel Department Test Center

3738 Atlanta Highway

Montgomery, AL 36109

(334) 272-6245

