



**State of Alabama Personnel Department**  
64 North Union Street  
Montgomery, AL 36130-4100  
**Phone:** (334) 242-3389    **Fax:** (334) 242-1110  
[www.personnel.alabama.gov](http://www.personnel.alabama.gov)  
Continuous Announcement

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## EMPLOYMENT SECURITY REPRESENTATIVE – 11408

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**Salary:** \$36,508.80 - \$61,063.20  
Starting salary upon initial appointment to the merit system may be based on various factors.

**Announcement Date:** May 31, 2023

**Revised Date:** September 18, 2024

### 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(S)

- Bachelor's degree in any area of college study from an accredited\* four-year college or university. Applicants may apply for this position during their last semester of college; however, applicants will be required to submit documentation verifying completion of the Bachelor's degree to the hiring agency prior to beginning work.

### ADDITIONAL REQUIREMENT(S)

- Applicants must submit an official college transcript for each accredited\* postsecondary academic institution attended. Original transcripts issued to students, photocopies of transcripts, and faxed transcripts will be accepted. Information obtained from the internet will NOT be accepted. Applicants can upload their transcripts when applying online through the Application Portal or attach them to their application when applying by email, mail, or fax. You may also request to have your school, or a third-party transcript service, send your transcript directly to the State Personnel Department at [transcripts@personnel.alabama.gov](mailto:transcripts@personnel.alabama.gov). Official transcripts which have been submitted for any state job will remain on file in our system and will not need to be resubmitted. You may call or email the transcripts email to verify.

### NOTE(S)

- 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.

### EXAMINATION

- Open-Competitive to all applicants
- An evaluation of Training and Experience as shown on the application will comprise 100% of the final score for the open-competitive register.

### HOW TO APPLY

- Complete an Application for Examination Form available at [www.personnel.alabama.gov](http://www.personnel.alabama.gov), the above address, or any Alabama Career Center Office.
- Apply on-line, by mail, by fax, or by email at [apply@personnel.alabama.gov](mailto:apply@personnel.alabama.gov). Applications will be accepted until further notice. The State Personnel Department is not responsible for late receipt of applications due to mail service or faxing malfunctions.
- Individuals currently on the register DO NOT need to reapply to remain eligible for employment.

**THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER**

\*Please refer to the back of this announcement for complete information on State Personnel's 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

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**Print your name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Social Security Number**