State of Connecticut
EXAM ANNOUNCEMENT

CONTINUOUS RECRUITMENT AGENCY PROMOTIONAL EXAMINATION

DEPARTMENT OF LABOR

LABOR DEPARTMENT COMMUNITY SERVICES REPRESENTATIVE

ANNUAL SALARY: $45,933 $58,021	**SALARY GROUP: SH 17***	**APPLICATION CLOSING DATE: SEE BELOW**	**EXAM NO: 043060ACJR**
ANNUAL SALARY: $53,194 $66,423	**SALARY GROUP: SH 20***	***Please refer to the job spec for salary information. (Reissued with dates for 2014)**	

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS: In the Department of Labor this class is accountable for providing client services in the areas of unemployment compensation, assessment of clients needs, placement of workers and employer services; in the Central Office this class is accountable for performing basic technical tasks in the following functional areas: claims examination, benefit payment control and merit rating.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF LABOR** WHO HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE, SIX MONTHS SERVICE AT THE **DEPARTMENT OF LABOR** AND THE FOLLOWING EXPERIENCE AND TRAINING:**

GENERAL EXPERIENCE: Five years of technical level experience performing Job Service, Unemployment Insurance or Employment and Training functions.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (2) For State employees, two years of experience as a Social Services Trainee with the target class of Labor Department Community Services Representative may be substituted for the General Experience.

SPECIAL REQUIREMENTS: (1) Incumbents in this class assigned to veterans program positions will be required to meet the qualifications set forth in Title 38, i.e. must be veterans, preferably disabled veterans, or other qualified, eligible persons. Any employee who bumps a Labor Department Community Service Representative in a veterans program position must meet the eligibility requirements under Title 38. (2) Incumbents in this class may be required to speak a foreign language. (3) Incumbents in this class may be required to travel.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of Job Service, Unemployment Compensation and Employment and Training laws, regulations, policies and procedures; knowledge of interviewing techniques and principles; interpersonal skills; oral and written communication skills; analytical skills; decision making ability; ability to establish cooperative relationships with staff, employers, diverse client population and the public; ability to use automated systems; ability to maintain good public relations; ability to understand, apply and explain relevant laws, regulations, policies, programs and procedures; ability to create and maintain case management records.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION INSTRUCTIONS: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties as well as college degrees earned and current licenses and certifications. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS.** Your examination will only be scored if you meet the minimum experience and training requirements outlined above. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 **(Secure Fax #860-622-2840)**. **If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** Due to the large number of applications received, we cannot confirm receipt of applications. Applications must be date stamped by DAS/Human Resources or postmarked by **March 26, 2014 for the May 5, 2014 grading date; and by September 26, 2014 for the November 5, 2014 grading date. Applicants must meet the experience and training requirements by the closing date for the exam administration they are applying for. A separate application form must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (http://www.das.state.ct.us/exam) and at the Department of Labor.

***Employees in the unclassified service may be eligible to participate in promotional exams if they have previous continuous permanent status in the classified service and have current status as a state employee.*

(revised January 31, 2014)

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.