



State of Connecticut EXAM ANNOUNCEMENT

EXAMINATION OPEN TO THE PUBLIC COMPLAINT OFFICER

ANNUAL \$53,708
SALARY: \$67,344

SALARY
GROUP: SH 19

APPLICATION CLOSING
DATE: **DECEMBER 2, 2015**

EXAM
NO: 150960OCPD

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Office of the Victim Advocate this class is accountable for assisting in the implementation and coordination of a comprehensive, statewide complaint-line operation that handles complaints filed by victims of crime and other interested parties including intake, referral and preliminary investigative matters.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY **DECEMBER 2, 2015.**

GENERAL EXPERIENCE: Four years of experience in the area of victim services or investigating human/social service issues or complaints.

SUBSTITUTION ALLOWED: College training in counseling, criminal justice, human services, psychology or social work may be substituted for the General Experience on the basis of fifteen semester hours equaling one-half year of experience to a maximum of two years.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of available programs and services for victims of crime; knowledge of issues facing victims of crime; knowledge of relevant state and federal laws, regulations and guidelines; knowledge of the legislative process; knowledge of interviewing techniques; basic knowledge of investigatory methods; interpersonal skills; oral and written communication skills; ability to plan and implement excellent customer service; ability to analyze and resolve problems.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT:

- (1) Completed Application Form (CT-HR-12)
- (2) Supplemental Examination Materials (see instructions below)

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 AND complete the required examination materials as detailed below. **Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision.** Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: **Section 1.** For each job (maximum of three) which you feel has best prepared you for the job of Complaint Officer include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Complaint Officer cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Communication experience. Describe the range and types of oral communication activities you have performed such as interviewing, investigating, counseling, advocating, negotiating, or public speaking. Describe the range and types of written communication activities you have performed such as preparing investigative reports or writing policies and procedures. **(2)** Experience investigating victim's complaints and/or human or social service issues or complaints. Describe your experience investigating complaints filed by victims of crimes and/or human or social service issues or complaints. Include in your description the population you served, types of complaints/situations/issues you investigated and the actions you took to address them. Include your intake procedures, investigation methods used, referrals to appropriate service providers, the results of your actions and how you evaluated the effectiveness of your actions (e.g., customer satisfaction). **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** **Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process.** **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4)** **Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by **DECEMBER 2, 2015**.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, CT 06106-1658 (**Secure Fax #860-622-2875**). **If faxing materials, keep a copy of your completed application form, exam materials and the fax transmittal receipt for your records. Make certain that your application form and exam materials are complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7)** **Examination scores will be mailed by **JANUARY 21, 2016**.** **(8)** **A separate application/examination package 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://.das.ct.gov/employment>) or at the Offices of the Connecticut State Job Centers.

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, persons with disabilities and military veterans.