



EXAMINATION OPEN TO THE PUBLIC

CONSUMER INFORMATION REPRESENTATIVE

ANNUAL \$55,273
SALARY: \$70,024

SALARY
GROUP: AR 20

APPLICATION CLOSING
DATE: JANUARY 8, 2014

EXAM
NO: 131540CJR

PURPOSE OF CLASS: In a state agency, this class is accountable for independently performing a full range of tasks in investigating, negotiating, mediating or researching consumer complaints or responding to consumer requests for technical assistance.

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 **JANUARY 8, 2014**.

GENERAL EXPERIENCE: Five years of experience in technical public contact capacity in a governmental regulatory agency or a large business organization.

SUBSTITUTIONS ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equalling one-half year of experience to a maximum of four years for a Bachelor's degree; (2) A Master's degree in a closely related field may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSA's): Knowledge of functions of regulatory agencies and other sources of consumer assistance; interpersonal skills; oral and written communication skills; skill in conducting investigations or research; ability to make appropriate referrals; ability to gather information from consumers and assistance resources; ability to interpret and apply laws and regulations relating to consumer complaints or technical inquiries, ability to utilize computer software.

THE EXAMINATION WILL BE COMPOSED OF:
(Exam questions will cover KSA's listed above.)

PART
WRITTEN

WEIGHT
100%

THE EXAMINATION WILL BE HELD ON: TUESDAY, FEBRUARY 25, 2014
(Reserve the day as the exam may be scheduled in the morning or afternoon.)

APPLICATION PROCEDURE: 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. Mail applications to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 **(Secure Fax #860-622-2875)**. **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 January 8, 2014. 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://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.