

Louisiana

The logo for the State Civil Service (SCS) of Louisiana. It features the letters "SCS" in a large, bold, dark blue font with a slight shadow effect, centered within a light blue rectangular background that has a subtle gradient. The background is framed by a thin black border.

SCS

State Civil Service

**Staffing Considerations
Workbook**

A. STAFFING JEOPARDY

1. Article X

- **For \$300**

Q: Article X was created to eliminate what system?

- **For \$600**

Q: Permanent appointments and promotions in the classified service shall be made only after _____.

- **For \$900**

Q: The Civil Service system is based on _____, _____, _____, and _____ as ascertained by examination which, so far as practical shall be competitive.

2. Evolution of Staffing

- **For \$300**

Q: The _____ model and _____ agreements were used before LA Careers.

- **For \$600**

Q: Originally, applicants had to be one of the top _____ applicants to be eligible for hire.

- **For \$900**

Q: When working a certificate using _____, the analyst would have to make sure the applicant hired was in the top _____ grade groups.

3. Merit System Principles

- **For \$300**

Q: Recruitment from appropriate sources of qualified individuals in an endeavor to achieve a _____ workforce representing all segments of _____.

- **For \$600**

Q: Selection and advancement on the basis of relative ability, knowledge and skills after _____ and _____ competition.

- **For \$900**

Q: Essentially, merit system principles seek to prevent applicants from being _____ against during the hiring process.

4. Examinations

- **For \$300**

Q: (T/F) Examinations can only be defined as proctored tests.

- **For \$600**

Q: Name one example of an examination: What is _____?

- **For \$900**

Q: Name two characteristics of a good examination: What is _____ and _____?

B. MINIMUM QUALIFICATIONS EXERCISE

The goal of this exercise is to review how to credit experience toward the substitutions allowed. You will evaluate applications to see if the candidates meet the minimum qualifications for the job listed.

INSTRUCTIONS:

Review the applications in each example. Determine if the applicants meet the minimum qualification either by the experience/education required OR the substitution(s) listed. (Please see the Substitution Equivalency on the next page.)

Substitution Equivalency:

Six years of full-time work experience in any field may be substituted for the required baccalaureate degree.

Candidates without a baccalaureate degree may combine work experience and college credit to substitute for the baccalaureate degree as follows:

A maximum of 120 semester hours may be combined with experience to substitute for the baccalaureate degree.

30 to 59 semester hours credit will substitute for one year of experience towards the baccalaureate degree.

60 to 89 semester hours credit will substitute for two years of experience towards the baccalaureate degree.

90 to 119 semester hours credit will substitute for three years of experience towards the baccalaureate degree.

120 or more semester hours credit will substitute for four years of experience towards the baccalaureate degree.

College credit earned without obtaining a baccalaureate degree may be substituted for a maximum of four years full-time work experience towards the baccalaureate degree. Candidates with 120 or more semester hours of credit, but without a degree, must also have at least two years of full-time work experience to substitute for the baccalaureate degree.

Human Resources Analyst A
QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

A baccalaureate degree.

PLE SUBSTITUTIONS (See Substitution Equivalency)

1. Does the applicant qualify for a Human Resources Analyst A?

Human Resources Analyst A	
Contact Information -- Person ID:	
Name:	Address:
Home Phone:	Alternate Phone:
Email:	Notification Preference: Email
Personal Information	
Driver's License:	Yes, Louisiana , Class E
Can you, after employment, submit proof of your legal right to work in the United States?	Yes
What is your highest level of education?	Associate's Degree
Preferences	
Preferred Salary:	\$14.50 per hour; \$30,000.00 per year
Are you willing to relocate?	Maybe Unable to relocate presently but would consider for right opportunity.
Types of positions you will accept:	
Types of work you will accept:	
Types of shifts you will accept:	
Objective	
I am looking for a long term career in the accounting and/or managerial field with retirement benefits.	
Education	
College <i>Delgado Community College</i> www.dcc.edu 8/1997 - 5/2002 New Orleans, Louisiana	Did you graduate: Yes College Major/Minor: Accounting Units Completed: 88 Semester Degree Received: Associate's
High School <i>Ursuline Academy</i> ursulineneworleans.org 8/1988 - 5/1990 New Orleans, Louisiana	Did you graduate: Yes Highest Level Completed: 12 Did you receive a GED? No Degree Received: High School Diploma
Work Experience	

Hospital Admit Tech

2/2010 - Present

Lallie Kemp Hospital
www.lsuhsospitals.org
52579 US 51
Independence, Louisiana 70443
(985) 878-9421

Hours worked per week: 40
Monthly Salary: \$1,710.00
of Employees Supervised: 0
Name of Supervisor: Gena Womack
May we contact this employer? No

Duties

Hospital Admissions
Screen patients for medically indigent application
Entry of Ancillary service orders

Reason for Leaving

currently employed

Accounting Manager

1/2007 - 8/2009

Smith Properties
www.smith-properties.net
109 S Cate Street
Hammond, Louisiana 70403
(985) 542-4021

Hours worked per week: 40
Monthly Salary: \$2,917.00
Name of Supervisor: Toni Basso - Office Manager
May we contact this employer? Yes

Duties

Commercial & Residential Property Management and Accounting.
New Construction Accounting.
Reconcile 40+ bank statements per month.
Prepare new commercial leases and lease amendments.
Review any proposed commercial leases from prospective tenants.
Generate financial statements.
File Sales Tax.
Generate financial statements and budget reports.
Maintain files.
Create forms, letters and leases.
Order equipment & supplies.
Review legal documents and make recommendations.
Schedule and conduct meetings.
Prepare and submit historic preservation tax abatement filings.
Show and lease properties.
Collect rent and homeowners dues.
Answer multi line phone system.

Reason for Leaving

laid off

Legal Secretary

1/2006 - 1/2007

Breazeale Sachse & Wilson
www.bswllp.com
909 Poydras Street Suite 1500
New Orleans, Louisiana 70115
(504) 619-1800

Hours worked per week: 40
Monthly Salary: \$2,500.00
Name of Supervisor: Joseph E Friend - Attorney
May we contact this employer? Yes

Duties

Legal secretary to Joseph E. Friend.
Prepare legal documents.
Maintain files.
Prepare and schedule board meetings.
Prepare board meeting minutes.
Commercial property accounting.
Attorney time entry.

Reason for Leaving

job offer closer to home with better pay

Office Manager

5/1998 - 8/2005

Credit Card Software Inc.
New Orleans, Louisiana 70119

Hours worked per week: 40
Monthly Salary: \$2,500.00
Name of Supervisor: Jim Hotard - Owner
May we contact this employer? No

Duties

Management and bookkeeping for commercial and residential property.
Accounting and sales tax preparation.
Generate financial statements and break even analysis.
Increased Sales and Customer .
Supervised a staff of 4 - 11, including technicians, sales associates and office staff.
Sole provider of technical support for Autho credit card processing software.
Maintain files.
Create forms, letters and marketing material.
Assist in web design.
Complete and submit credit card processing applications.
Order all equipment and supplies.
Schedule installations and demonstrations.

Reason for Leaving

Hurricane Katrina - business owner lost all properties he owned - do not have contact info or know if back in business

Administrative Assistant

4/1997 - 5/1998

Touro Infirmery Inpatient Pharmacy
New Orleans, Louisiana

Hours worked per week: 40
Monthly Salary: \$1,560.00
May we contact this employer? Yes

Duties

Data entry for new medical distribution system
Maintain filing system
General typing
Create Forms & Flyers
Compile, type & distribute committee meeting minutes
Answer Multi Line Phone System
Employee Time Entry

Reason for Leaving

Temporary Position through Kelly Services

Commercial Specialist 1

QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

A baccalaureate degree.

PLE SUBSTITUTIONS (See Substitution Equivalency)

1. Does the applicant qualify for a Commercial Specialist 1? _____

Commercial Specialist 1	
Contact Information -- Person ID:	
Name:	Address:
Home Phone:	Alternate Phone:
Email:	Notification Preference: Email
Personal Information	
Driver's License:	
Can you, after employment, submit proof of your legal right to work in the United States?	Yes
What is your highest level of education?	Technical College
Preferences	
Preferred Salary:	\$12.08 per hour;
Are you willing to relocate?	
Types of positions you will accept:	
Types of work you will accept:	
Types of shifts you will accept:	
Objective	
Education	
Professional <i>Domestic Health Care Institute</i> 2/2002 - 2/2003 Baton Rouge, Louisiana	Did you graduate: Yes College Major/Minor: Degree Received: Certification
High School <i>Baker High School</i> [Unspecified Start] - [Unspecified End] Baker, Louisiana	Did you graduate: No Degree Received: GED
Work Experience	
Admin. Coord. 4 7/2008 - 12/2010 DOA - LPAA 1059 Brickyard Lane	Hours worked per week: 40 Monthly Salary: \$0.00 Name of Supervisor: Richard Janis - Fleet Manager May we contact this employer? Yes

Baton Rouge, Louisiana 70802
(225) 342-6849

Duties

Clerical, Dispatch, Coordinating driver schedule, Answering Telephones

Assistant Manager / Bartender

6/2005 - 2/2007

Hours worked per week: 32

Monthly Salary: \$0.00

May we contact this employer? No

Benningans
Baton Rouge, Louisiana

Duties

Managing staff, Serving, Bartending, Clerical

Reason for Leaving

Business is now closed

Compliance Investigator 3

QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

A baccalaureate degree plus two years of professional experience in accounting or financial auditing; program auditing; building inspection; administrative services; internal affairs investigation; investigatory work; law enforcement; legal research; real estate investigation; or real estate appraisal.

PLE SUBSTITUTIONS (See Substitution Equivalency)

A master's degree in any field will substitute for one year of the required experience.

1. Does the applicant qualify for a Compliance Investigator 3?

2. Please circle the qualifying fields he met:

accounting or financial auditing	program auditing
building inspection	administrative services
internal affairs investigation	investigatory work
law enforcement	legal research
real estate investigation	real estate appraisal

ETH-CMPINV34A-050213 - COMPLIANCE INVESTIGATOR 3/4-A		
Contact Information -- Person ID: 15993898		
Name:	Address:	
Home Phone:	Alternate Phone:	
Email:	Notification Preference:	Email
Personal Information		
Driver's License:	Yes, Louisiana , Class B CDL	
Can you, after employment, submit proof of your legal right to work in the United States?	Yes	
What is your highest level of education?	Doctorate	
Preferences		
Preferred Salary:		
Are you willing to relocate?		
Types of positions you will accept:		
Types of work you will accept:		

Types of shifts you will accept:

Objective

Education

Graduate School

Southern University School of Law
8/2008 - 5/2011
Baton Rouge, Louisiana

Did you graduate: Yes
College Major/Minor: Law
Units Completed: 100 Semester
Degree Received: Doctorate

College

Louisiana State Univeristy
8/2004 - 5/2008
Baton Rouge, Louisiana

Did you graduate: Yes
College Major/Minor: Political Science
Units Completed: 120 Semester
Degree Received: Bachelor's

Work Experience

Asst. Operations Manager

6/2012 - 2/2014

Garda CL Southeast
311 Pinehurst
Lafayette, Louisiana 70508
(337) 233-4165

Hours worked per week: 40
Monthly Salary: \$4,583.00
of Employees Supervised: 25
Name of Supervisor: RB Logan - CFO
May we contact this employer? No

Duties

Managed 25 employees relative to the day-to-day operations of an armored carrier.
Conducted human resource management.
Performed risk assessment.
Trained employees relative to security and safety.
Prepared weekly work schedules.
Performed security surveillance.
Conducted applicant interviews.
Monitored industry safety standards.
Optimized and coordinated trucking routes.

Reason for Leaving

Reduction In Force

Attorney

8/2011-6/2012

Attorney - Sole Practitioner
115 W. Main St., Suite 16
Lafayette, Louisiana 70506

Hours worked per week: 40
Monthly Salary: \$6,500.00
of Employees Supervised: 2
Name of Supervisor: None - Not applicable
May we contact this employer? No

Duties

Trial attorney with experience as lead counsel in numerous jury and non-jury criminal and civil matters.
Sole practitioner with a diverse case load involving criminal law, personal injury, family practice, estate matters, and workers' compensation claims.

Reason for Leaving

Transitioned to a corporate job.

Human Resources Analyst A

QUALIFICATION REQUIREMENTS:

MINIMUM QUALIFICATIONS:

A baccalaureate degree.

PLEASE SUBSTITUTIONS (See Substitution Equivalency)

1. Does the applicant qualify for a Human Resources Analyst A? _____

2. What is the time credited for each of the following jobs:

Student Worker (Accuscreen Systems) _____

Account Executive (United Way) _____

Student Worker (Dept of Labor) _____

Student Worker (Governor's Office) _____

Cashier/Student (Fidelity Finance): _____

Student Worker (Dept of Culture, Recreation and Tourism): _____

Human Resources Analyst A		
Contact Information -- Person ID:		
Name:	Address:	
Home Phone:	Alternate Phone:	
Email:	Notification Preference:	Email
Personal Information		
Driver's License:	Yes, Louisiana , Class E	
Can you, after employment, submit proof of your legal right to work in the United States?	Yes	
What is your highest level of education?	Some College	
Preferences		
Preferred Salary:		
Are you willing to relocate?	Maybe	
Types of positions you will accept:	Regular	
Types of work you will accept:	Full Time	
Types of shifts you will accept:	Day	
Objective		
To sustain gainful employment in the area of Human Resources so I can bring positive enthusiasm and knowledge to the field.		

Education

College

Louisiana State University
www.lsu.edu
5/1999 - 5/2003
Baton Rouge, Louisiana

Did you graduate: No
College Major/Minor: Marketing
Units Completed: 68 Semester
Degree Received: Bachelor's

Work Experience

Student Worker

10/2009 - 8/2010

Accuscreen Systems
Baton Rouge, Louisiana

Hours worked per week: 35
Monthly Salary: \$1,400.00
Name of Supervisor: Bruce Childers - Owner
May we contact this employer? Yes

Duties

- Employment, education, and personal verifications for pre-employment
- Accounts receivables: post payments received, generate invoices, and follow up on past due invoices
- Collection of urine specimen at on-site facilities
- General office duties: order supplies, distribute results, answer phones, etc.

Reason for Leaving

Obtain full time job

Account Executive

8/2006 - 2/2008

Capital Area United Way
Baton Rouge, Louisiana
(225) 383-2643

Hours worked per week: 30
Monthly Salary: \$1,320.00
Name of Supervisor: Melissa Parmelee - Campaign Associate
May we contact this employer? Yes

Duties

- Set appointments with company representatives to discuss their business, history with United Way, and campaign plan
- Review account history and establish action plan to meet goals
- Maintain accurate records of account data and contact logs
- Met with United Way staff and volunteers to review action plan, account status, successes, and challenges
- Complete evaluation of account and division performance including recommendations for the future?????
- Attend and assist with company and community special event fundraisers
- Conduct employee group presentations

Reason for Leaving

Seasonal employment - appointment ended

Student Worker

8/2000 - 8/2006

Louisiana Department of Labor
1001 N. 23rd Street
Baton Rouge, Louisiana
(225) 342-7692

Hours worked per week: 25
Monthly Salary: \$1,320.00
Name of Supervisor: Jeanne David - Administrative Assistant
May we contact this employer? Yes

Duties

- Provided administrative support for an appointed authority
- Proofed and logged all letters signed by the Assistant Secretary
- Answered LAWorks.net website questions via email
- Compiled spreadsheets and input data

Reason for Leaving

Layoff

Student Worker

8/1999 - 8/2000

Louisiana State Governor's Office
Baton Rouge, Louisiana

Hours worked per week: 30

Monthly Salary: \$840.00

Name of Supervisor: Renee Roberts - Legislative
Liasion Assistant

May we contact this employer? Yes

Duties

- Performed a wide range of administrative services
- Assisted Governor's Legislative Liaison
- Set, scheduled and confirmed appointments

Reason for Leaving

Higher pay

Cashier/Student

8/1998 - 8/1999

Fidelity Finance, Incorporated
Zachary, Louisiana 70791

Hours worked per week: 32

Monthly Salary: \$720.00

Name of Supervisor: Tony Chauvin

May we contact this employer? Yes

Duties

- Received and posted payments, distributed mail, sent letters to clients
- Handled all solicitation sent to new and existing customers
- Directed calls through a busy multi-line telephone system

Reason for Leaving

Higher pay and location

Student Worker

5/1996 - 8/1998

Department of Culture, Recreation and
Tourism
1051 N. 3rd Street
Baton Rouge, Louisiana
(225) 342-8189

Hours worked per week: 20

Monthly Salary: \$400.00

of Employees Supervised: 0

Name of Supervisor: Janice Lansing - Assistant
Secretary

May we contact this employer? Yes

Duties

- General office responsibilities in the management and finance division
- Assisted with telephones, filing, coding documents and computer input

Reason for Leaving

Better employment opportunity

Test Exemptions

NOTE: Assume that all candidates will meet the Minimum Qualifications for the position for which the action will be taken.

1. Sarah has applied for my Administrative Coordinator 2 vacancy, and she doesn't have the required OSE test score. Sarah has worked in various jobs within private industry but none in State government. On her application, she has reported that she earned a 3.50 GPA in an Associate's Degree program. Does Sarah qualify for a testing exemption?
2. Mary has applied for a Workforce Development Officer 2 (which is at pay level AS 612) and doesn't have a test score. She has worked with permanent status as an Administrative Program Specialist A (which is at pay level AS-613) for 20 years. Both are EEO code PR. Does Mary qualify for a testing exemption?
3. Christine is currently an Administrative Coordinator 4 with permanent status. She has passing COAST and PET scores (she does not have a OSE or PLE score). She wishes to be promoted within her agency to a Human Resources Analyst A (requires a PLE test score). Does she need a passing PLE score?
4. Suzie is a permanent employee and is being demoted to an Administrative Assistant 5, which has an EEO Code of OC, from a Compliance Examiner 1, which has an EEO Code of PR. Does Suzie need a test score in order for this action to be compliant?
5. Paul is being demoted from an Administrative Assistant 6, which has an EEO code of OC, to a Statistician 1, which has an EEO code of PR. Does Paul need a score in order for this action to be compliant?
6. The LA Department of Revenue has an open vacancy for Budget Analyst 1 (PLE) in Washington, D.C. Does the appointee to this vacancy need a test score in order for this action to be compliant?
7. The LA Department of Wildlife and Fisheries has a vacancy for Wildlife & Fisheries Technician 1 that they would like to fill with a certified State vocational rehab client. Does the appointee need a test score in order for this action to be compliant?
8. Sally is a permanent employee of the Department of Civil Service. She has been an Administrative Coordinator 3 for the last 5 years, but she would like to apply to an Administrative Coordinator 4 for promotion. She is hesitant to apply because she does not have a test score. Does she need one?

C. 22.3 and 22.9 Exercise

1. Betty worked with permanent status as an Administrative Assistant 4 (OSE Series) from 7/2000-9/2008. She would like to come back to work as a non-competitive hire into an Administrative Assistant 4 job. Does the job need to be announced?
2. Sandy
 - a) Sandy applied to an Administrative Assistant 2 vacancy (pay level AS 607) which had a closing date of August 23, 2009. She was appointed on December 23, 2009 (120 days). Is this a legal appointment?
 - b) Assuming Sandy was a permanent State employee working as an Administrative Coordinator 2 (pay level AS 607), did the job need to be announced?
3. The Department of Treasury has recently had someone resign who was an Auditor Supervisor. They would like to temporarily fill the position (less than 3 months) with a detail to special duty. Do they have to announce the position?
4. Fred works for the Department of Insurance. He applied for a vacancy with the Department of Education that was announced as a Promotion with the promotional zone listed as the Department of Education. Assuming Fred qualifies, is Fred eligible to be placed on the eligible list?
5. DHH – OBH in Baton Rouge recently had a layoff. They are now able to fill a position within OBH in Baton Rouge in which 6 people were laid off and placed on the DPRL. Can DHH fill this job with a public announcement?
6. The Department of Revenue would like to hire Classified WAE Appointments to help them process tax returns during tax season. These employees will work less than 1245 hours in a 12 month period. Do they have to announce the positions?