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GENERAL CIRCULAR NUMBER 2013-017

DATE: May 31, 2013

TO: Heads of State Agencies and Human Resources Directors

SUBJECT: Implementation of New Office Support Exam and Change to Two Year Expiration Date For All Tests

This circular serves as notification that the Department of State Civil Service will be implementing a new test for designated clerical and support positions. This new exam, the Office Support Exam (OSE---series 8500), will replace the current Clerical, Office and Administrative Support Test (COAST---series 9000& 9001).

Effective November 4, 2013, all test scores for tests administered by State Civil Service will have a two year expiration date. This includes the Office Support Exam (OSE), Professional Level Exam (PLE), Law Enforcement & Protective Services (LEAPS), Accounting Paraprofessional Test, Engineering Technician Test, Parish Highway Maintenance Superintendent Test and Highway Foreman Test.

The last date for administration of the COAST will be Friday, August 30, 2013. Administration of the new OSE will begin Tuesday, September 3, 2013, in our Baton Rouge Testing and Recruiting Office. Our Saturday Test Centers in New Orleans, Opelousas, Lake Charles, Shreveport and West Monroe will begin administration during the month of September. Schedule dates for each location can be found on our website at www.civilservice.la.gov.

There will be a **transition period** for implementing the OSE that will last from **September 3 through November 3, 2013.**

AGENCIES may create postings in LA Careers during this transition period from September 3 through October 22, 2013, and the eligible lists will be based on old COAST grades. Applicants who do not have active COAST grades or test exemptions cannot apply for vacancies posted during this period. Agencies will not be able to create postings in LA Careers for current COAST jobs at all from October 23 through November 3, 2013.

APPLICANTS may apply for and take the new OSE during the transition period, but they will not receive grade notices until after November 3, 2013. This delay is necessary to build up the new eligible list. On November 4, 2013, the OSE grades will become active and may be used to apply to posted vacancies. Applicants cannot take the old COAST during this September/October transition period. The last date for taking the COAST is August 30, 2013. Applicants who want to apply to these vacancies during the transition period who do not already have an active COAST grade will need to take the COAST by August 30, 2013.

AGENCIES WILL NOT BE ALLOWED TO POST COAST JOBS IN LA CAREERS FROM OCTOBER 23, 2013 THROUGH NOVEMBER 3, 2013. APPLICANTS WILL BE UNABLE TO APPLY FOR COAST JOBS AFTER OCTOBER 27, 2013.

On November 3, 2013, COAST scores presently active in LA Careers will expire. These scores will be unavailable to be used for probational, job appointments or promotion. Effective November 4, 2013, applicants will need a score for the OSE to be eligible to apply for these types of appointments. **All new scores for the OSE will have an expiration date of two years following the effective date of the test score.**

Candidates are strongly encouraged to test during the months of September and October 2013 to be assured they may apply for vacancies as soon as possible using the new OSE scores, starting November 4, 2013. Attached is the list of jobs that will require the OSE test in order to be hired. Please note that there have been some changes to the list of clerical and office support jobs that are included on the test.

State agencies will not be able to create postings in LA Careers for job titles using the COAST from October 23 through November 3, 2013. This is to allow for system updates to reflect the test changes. Any posting using the COAST created in September or October 2013 must have a closing date no later than October 27, 2013. An agency may continue to fill vacancies from previous COAST postings and test scores with closing dates on or before October 27, 2013, until the normal eligible list expiration date passes which is 90 days (or 3 months) from the posting closing date. Continuous postings in LA Careers that use the current COAST must be inactivated by October 27, 2013.

On November 4, 2013, agencies will be allowed to post again for clerical and office support job titles that are assigned to the new OSE. Staffing will make all necessary changes in the LA Careers system; therefore, the HR workflow of any posting created on November 4, 2013 may be processed as normal.

Important dates to remember are:

- August 30, 2013—Last administration of the COAST (series 9000 & 9001) required to be eligible to apply for vacancies posted during September and October.
- September 3, 2013—Administration of the OSE (series 8500) in Baton Rouge Testing Office begins.
- September 2013—Administration of the OSE (series 8500) in Saturday Centers begins. Check website for schedule dates for each location.
- October 23 through November 3, 2013—Agencies cannot post in LA Careers for job titles covered by the COAST.
- October 27, 2013—All COAST vacancy postings must close and all COAST continuous job postings must be inactivated.

- November 3, 2013—Scores for the COAST expire.
- November 4, 2013—Scores for the OSE are active. Postings for job titles covered by the OSE can now be posted in LA Careers. **OSE scores will now have an expiration period of two years.**
- January 27, 2014—All COAST eligible lists expire from postings that closed on October 27, 2013.

The Staffing division will conduct two webinars for the Human Resources community covering the details of this implementation on Wednesday, June 19th at 9 a.m and Thursday, June 20th at 1 p.m. Agencies are encouraged to participate in one of these webinars.

Agency Human Resources representatives should direct questions to their assigned consultant in the Staffing Division. If they cannot be reached, please direct questions to (225) 219-9390.

Job seekers should direct questions to the Baton Rouge Testing and Recruiting Office at (225) 925-1911 or Toll Free at (886) 783-5462 or TDD at (800) 846-5277.

Sincerely,

s/Shannon S. Templet
Director

Job Titles on Office Support Exam

ADMINISTRATIVE ASSISTANT 1
ADMINISTRATIVE ASSISTANT 2
ADMINISTRATIVE ASSISTANT 3
ADMINISTRATIVE ASSISTANT 4
ADMINISTRATIVE ASSISTANT 5
ADMINISTRATIVE ASSISTANT 6
ADMINISTRATIVE COORDINATOR 1
ADMINISTRATIVE COORDINATOR 2
ADMINISTRATIVE COORDINATOR 3
ADMINISTRATIVE COORDINATOR 4
COMMUNICATIONS OFFICER 1
CRIMINAL RECORDS ANALYST 1
GROUP BENEFITS ADJUSTER 1
HEALTH INFORMATION PROCESSOR 1
HEALTH INFORMATION PROCESSOR 2
HEALTH INFORMATION PROCESSOR 3
HOSPITAL ADMISSIONS TECHNICIAN 1
HOSPITAL ADMISSIONS TECHNICIAN 2
HOSPITAL ADMISSIONS TECHNICIAN 3
INSURANCE TECHNICIAN 1
INSURANCE TECHNICIAN 2

LICENSING ASSISTANT
POLICE RADIO DISPATCHER
PURCHASING TECHNICIAN 1
PURCHASING TECHNICIAN 2
REVENUE TAX ANALYST 1
REVENUE TAX ANALYST 2
REVENUE TAX ANALYST 3
STATISTICAL TECHNICIAN 1
STATISTICAL TECHNICIAN 2