

CIVIL SERVICE COMMISSION

WATERBURY, CONNECTICUT

OPEN COMPETITIVE EXAM #1791

OPEN COMPETITIVE EXAMINATION FOR:

COMPLAINT CLERK SALARY: \$12.73 ~ \$17.33 / hour

NOTE: This is a 40 hour per week position working rotating shifts.

FRINGE BENEFITS: Choose from three available health insurance plans (employee contributions vary), Prescription Drug Rider, Dental Plan; Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained on our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 and must be in our office by 4:50 p.m. on: JANUARY 30, 2007

IMPORTANT:

1. Veterans - Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted with your application before the date of the examination.
2. Residents - Residency points shall be added in accordance with the amendment to the Civil Service Rules and Regulations. Proper documentation (Civil Service Office Request for Residency Points) must be submitted with application of employment. **THIS POSITION IS ELIGIBLE FOR RESIDENCY POINTS**

EXAMPLES OF DUTIES: Operates a multi-position telephone within the Communications Control Center of the Police Department. Performs clerical duties in accordance with Police Department procedure. Receives and handles emergency calls for the Police Department; obtains pertinent information such as: nature of incident, location, units needed, complainant's information, etc.; types information into computer and assigns priority codes accordingly. Transfers calls to appropriate departments and agencies when necessary. Cross-indexes and files documents pertaining to missing persons, stolen motor vehicles, etc. Assists sworn personnel in clerical duties and researching of complaints. Performs other related work as required.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Some knowledge of various agencies and help lines, ability to learn the practice and procedures for answering emergency and other calls; ability to distinguish between routine and emergency calls; ability to extract information under pressure, display tact and skill in delicate situations; ability to type information into computer accurately at an average rate of speed, ability to follow written and oral instructions with little supervision; excellent hearing, clear speaking voice, mental alertness.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

High School diploma; ability to type 35 words per minute. One year of experience as a Telephone Operator and familiarity with computers desirable.

SPECIAL REQUIREMENT: Applicants must be of good moral character and habits. A thorough character and background investigation of each applicant will be made prior to certification and appointment. Anyone convicted of a felony or a moral turpitude charge shall not be eligible to take the examination. Personnel files of applicants who have been convicted of a misdemeanor shall be reviewed by the Superintendent of Police and his staff who shall give their recommendation as to whether or not such applicants shall be eligible to take the examination. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

APPEAL PROCESS: An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification of examination will be mailed to the address written on your application. This position is covered under the written agreement between the City of Waterbury and the Waterbury City Employee's Association. (White Collar Union.)

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER