



**COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES
OPEN COMPETITIVE JOB OPPORTUNITY**



THIS ANNOUNCEMENT IS A REBULLETIN TO EXTEND THE FILING DATE AND CHANGE THIS EXAMINATION FROM A STANDARD EXAMINATION TO AN ELIGIBLE REGISTER. THIS ANNOUNCEMENT SUPERSEDES BULLETIN NUMBER 05-149, POSTED ON JANUARY 20, 2006. PERSONS WHO HAVE PREVIOUSLY APPLIED NEED NOT REAPPLY, BUT MAY SUBMIT ADDITIONAL INFORMATION TO THEIR ORIGINAL APPLICATION. ANY ADDITIONAL INFORMATION SUBMITTED MUST INCLUDE THE CORRECT EXAMINATION TITLE AND NUMBER.

Bulletin No. 06-093

Posting Date: June 12, 2006

JOB TITLE	<u>CONSUMER AFFAIRS REPRESENTATIVE I</u>
EXAM NUMBER	R1662C
FILING DATES	June 13, 2006 until needs are met
SALARY	\$2,511.00 - \$3,110.09 MONTHLY
POSITION INFORMATION	Positions are located in the Department of Consumer Affairs. Incumbents assist in the investigation, mediation, and resolution of consumer complaints and disputes, and provide information pertaining to consumer complaints or small claims court procedures.
ESSENTIAL JOB FUNCTIONS	Assists higher-level staff in the screening and coding of consumer complaints; assists in counseling consumers and business representatives via telephone and in person; assists higher-level staff in conducting detailed case investigations of consumer complaints; assists in conducting consumer-complaint research and analysis; monitors consumer-complaint records; assists in mediating and monitoring resolution of consumer cases; assists in preparing consumer-protection cases for prosecution; testifies in civil and/or criminal courts when necessary; assists in preparing presentations to various community and consumer-protection organizations and agencies; enters and maintains consumer protection records in a computerized database.
SELECTION REQUIREMENTS	Completion of sophomore year from an accredited* four-year college or university in Consumer Science, Home Economics, Administration of Justice, Political Science, Law, Public Administration, or related fields. *Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as <i>American Universities and Colleges</i> and <i>International Handbook of Universities</i> are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services. A selective certification list may be prepared for a foreign language specialty such as Spanish, Chinese, Korean, etc. Candidates must pass a qualifying language proficiency test assessing the ability to SPEAK, READ, AND WRITE

Department of Human Resources: Address: 3333 Wilshire Boulevard, Los Angeles, CA 90010
24-Hour Job Line: (800)970-LIST; TTY Phone: (800) 899-4099

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**APPLICATION
INFORMATION**

All applicants are required to submit a Standard Los Angeles County Employment Application. You have the option of filing your Standard Los Angeles County Employment Application either online (via electronic submission) - OR - via hard copy submission. Select only one method by which to file your application.

Instructions for Filing Online: The Standard County Employment Application for this examination can be completed online and submitted electronically. Online filing has been designed to facilitate and expedite the filing process for this examination. A Standard Los Angeles County employment application for this position will be accepted beginning Tuesday, June 13, 2006. Applications electronically received after 5:00 p.m. P.S.T., on the last day of filing will not be accepted. To file an application online, go to: <https://easier.co.la.ca.us>.

Instructions for Hard Copy Submission: Standard County Employment Applications are available at the filing location below. To download a Standard Los Angeles County Employment Application, please visit <http://dhr.lacounty.info> (Use ONLY for hard-copy application submissions). Applications will be accepted on business days only between 8:00 a.m. and 5:00 p.m., P.S.T., beginning Tuesday, June 13, 2006 until further notice. Applications must be received, either in person or through mail, by 5:00 p.m., on the last day of filing, at the location below.

Whether you file by using a hard copy application or via the online method, the acceptance of your application depends on whether you have clearly shown that you meet the **SELECTION REQUIREMENT**.

A) Fill out the application completely and correctly to receive full credit for any related education and job experience you include. In the space provided for education, include the name and address of each school attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. In order to receive credit for college coursework or college degrees held (e.g., Bachelor's, Master's, Doctorate, etc.), you **MUST** include a photocopy of the diploma or official transcripts with your application. Resumes may be attached but will **NOT** be accepted in lieu of a completed application.

B) For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification. Applications may be rejected at any stage of the selection process.

Candidates who apply online may attach an electronic copy of the diploma or official transcripts with the online application at the time of filing OR fax to (213) 380-3681, Attention: C. Stevens, and include the exam number and exam title.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:
3333 Wilshire Blvd., Suite 100
Los Angeles, CA 90010
(213) 738-2084

<p>DISABILITY ACCOMMODATIONS</p>	<p>Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (213) 738-2057.</p> <p>Contact the Coordinator of Personnel Services for Disabled Persons by calling (213) 738-2057. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (800) 899-4099 or 800.897.0077 . The County will attempt to meet reasonable accommodation requests whenever possible.</p>
<p>AN EQUAL OPPORTUNITY EMPLOYER</p>	<p>Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.</p>
<p>CHILD SUPPORT COMPLIANCE</p>	<p>Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.</p>
<p>VETERAN'S CREDIT</p>	<p>VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:</p> <ul style="list-style-type: none"> • During a declared war; or • During the period April 28, 1952 through July 1, 1955; or • For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or • In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. <p>This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.</p>
<p>EMPLOYMENT ELIGIBILITY INFORMATION</p>	<p>Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.</p>

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<p>RECORD OF CONVICTIONS</p>	<p>A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.</p>
<p>SOCIAL SECURITY ACT OF 2004</p>	<p>Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.</p>
<p>VACANCY INFORMATION</p>	<p>The eligible register resulting from this examination will be used to fill vacancies in the County of Los Angeles Department of Consumer Affairs.</p>

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