

State of Alabama  
Personnel Department  
64 North Union Street  
P. O. Box 304100  
Montgomery, AL 36130-4100  
Phone: (334) 242-3389  
Fax: (334) 242-1110  
[www.personnel.alabama.gov](http://www.personnel.alabama.gov)

Continuous Announcement

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## EMPLOYMENT SECURITY REPRESENTATIVE – 11408

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**Salary:** \$30,100.80 - \$49,190.40  
**Announcement Date:** July 25, 2012  
**Revised Date:** November 14, 2018

### **JOB INFORMATION**

The Employment Security Representative is a permanent, full-time position with the Department of Labor. Positions are located throughout the state. This is technical employment security work at the entry level involving interviewing, assessing, and referring applicants to jobs and training, including applicants that meet local veterans' employment program criteria; processing unemployment compensation claims; auditing and adjusting employers' accounts; or determining employer tax rates.

### **MINIMUM REQUIREMENT**

- Bachelor's degree in any area of college study from an accredited\* four-year college or university

### **NOTES**

- Some positions in this classification are required to work in a **call center**. Please see the reverse side of this announcement for a Willingness Questionnaire regarding work in a call center environment. In order to be considered (**selectively certified**) for one of these positions, this questionnaire **MUST be completed and attached to the application**.
- Some positions in this classification are required to interact only with **veterans**. The provisions of the Jobs for Veterans Act (Public Law 107-288), codified under Title 38 USC, indicate that for these positions, preference must be given to qualified veterans in the following order of priority: qualified service-connected disabled veterans and qualified eligible veterans. In order to be considered (**selectively certified**) for one of these positions, applicants **MUST complete the veteran's preference section on the Application for Examination form and include the required documentation**.

### **ADDITIONAL REQUIREMENT**

- Applicants **must** submit an **official** college transcript for each accredited\* postsecondary academic institution attended. Original transcripts issued to students will be accepted. Photocopies of transcripts, faxed transcripts, and/or information obtained from the internet will NOT be accepted. You may request to have your school, or a third-party transcript service send your transcript directly to the State Personnel Department at [transcripts@personnel.alabama.gov](mailto:transcripts@personnel.alabama.gov). This email address is only for educational correspondence. Any emails sent to this address by an applicant will be discarded. Official transcripts which have been submitted for any state job after January 2, 2012, will remain on file in our system and will not need to be resubmitted. You may call to verify.

### **EXAMINATION**

- **Open-Competitive** to all applicants
- **Written, Multiple-Choice Exam**
- The How to Prepare guide for this examination is available on our web site listed above. Please contact State Personnel if you wish to have a guide mailed to you.

### **HOW TO APPLY**

- Complete an Application for Examination Form available at [www.personnel.alabama.gov](http://www.personnel.alabama.gov), the above address, or any Alabama Career Center Office.
- Apply on-line, by mail, or by fax. *Applications will be accepted until further notice.* The State Personnel Department is not responsible for late receipt of applications due to mail service or faxing malfunctions.

THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER

\*Please refer to the State Personnel Department web site or call us at (334) 242-3389 for complete information on our policy for accepting post-secondary and advanced degrees

**Revised**

**Applicants hired by the State of Alabama on or after January 1, 2012 will be subject to the E-Verify process pursuant to Act No. 2011-535.**

**UNEMPLOYMENT COMPENSATION CALL CENTER OPERATIONS  
WILLINGNESS QUESTIONNAIRE**

Some Employment Security Representative (11408) positions are located in an Unemployment Compensation Call Center. Persons in these positions are responsible for taking telephone calls to assist eligible individuals in receiving unemployment compensation benefits. In order to be considered (selectively certified) for one of these positions, applicants must complete the questionnaire shown below **and attach it to their applications**. Applicants who are not willing to work in this type of environment are not required to complete this questionnaire. These applicants may still be considered for vacant Employment Security Representative positions in other divisions, including those positions located in Career Centers and in a central office located in Montgomery.

**Are You Willing To:**

YES   NO

- work in a busy, potentially stressful, and structured call center environment
- work in an environment where arrival, break, and departure times are computer monitored
- work overtime
- work holidays when required
- wear a headset for extended periods of time during the workday (i.e., for up to eight hours or more a day)
- sit and remain stationary while remaining alert for extended periods of time
- enter data into a computer for extended periods of time
- work in an environment that prohibits personal electronic devices such as cell phones, iPods, and electronic reading devices
- work in an environment where telephone calls and emails may be monitored and/or recorded
- work an assigned shift that may start as early as 7:00 a.m. or end as late as 5:30 p.m.
- calmly handle phone calls which may involve aggressive or hostile individuals without retaliating verbally

\_\_\_\_\_  
**Print your name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Social Security Number**



# STATE OF ALABAMA

## PERSONNEL DEPARTMENT



300 Folsom Administrative Building  
 Montgomery, Alabama 36130-4100  
 Telephone: (334) 242-3389 Fax: (334) 242-1110  
 www.personnel.alabama.gov

Jackie Graham  
 State Personnel Director  
 Alice Ann Byrne  
 Deputy Director

## MEMORANDUM

**TO:** Persons Interested in Continuous Announcements  
**FR:** State Personnel Director  
**SUBJECT:** Weekday Testing For:

Effective immediately the State Personnel Department will administer the written test for the below job classifications each month on a selected Friday as follows:

<b>Second Friday of the Month</b>		<b>Fourth Friday of the Month</b>	
<b>ASA I</b>	<b>10196</b>	<b>Account Clerk</b>	<b>10601</b>
<b>ASA II</b>	<b>10197</b>	<b>ES Representative</b>	<b>11408</b>
<b>ASA III</b>	<b>10198</b>	<b>Engineering Assistant I</b>	<b>20111</b>
<b>Retirement Counselor</b>	<b>10875</b>	<b>PEDS I</b>	<b>21231</b>
<b>Health Services Administrator I</b>	<b>40761</b>	<b>Financial Support Worker</b>	<b>50247</b>
<b>Driver License Examiner</b>	<b>60410</b>	<b>Classification Specialist</b>	<b>50340</b>
<b>Probation and Parole Officer, Trainee</b>	<b>60899</b>	<b>Probation and Parole Officer, Trainee</b>	<b>60899</b>

Individuals wishing to take the written test on a Friday must call the State Personnel Department at **334-353-3492** to received instructions about the testing schedule. Candidates must have an accepted application on file prior to making a reservation.

**TEST CENTER SPACE FOR FRIDAY TESTING IS LIMITED SO APPLICANTS WILL BE SCHEDULED ON A FIRST CALL/FIRST SERVE BASIS. WE WILL STOP TAKING RESERVATIONS WHEN SEATING CAPACITY IS MET OR BY 10:00 A.M. SEVEN WORKING DAYS PRIOR TO TEST DATE. CANDIDATES WILL BE SENT A CARD BY MAIL AND MUST PRESENT THIS NOTIFICATION CARD AND A PICTURE IDENTIFICATION TO BE ADMITTED TO THE TEST.**

Friday tests will be conducted **ONLY** at the State Personnel Department Testing Center located at the following address:

State Personnel Test Facility  
 3738 Atlanta Highway  
 Montgomery AL 36109

**\*NOTE:** Friday testing will be offered in addition to the regular statewide testing conducted throughout the year for these job classification on Saturdays.

# State Personnel Department Test Center

3738 Atlanta Highway

Montgomery, AL 36109

(334) 272-6245

Birmingham

I-65

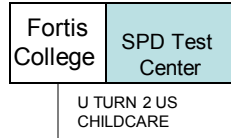
Mobile

Coliseum Blvd.



3/10 of a mile

Atlanta Hwy.



SPD PARKING FOR TEST CANDIDATES

DEAD-END

DALRAIDA CHURCH OF CHRIST

1.7 miles

I-85

Atlanta

Perry Hill Rd.  
Exit #4

### From Birmingham/Mobile:

Take I-85 North to the Perry Hill Rd. Exit.  
Turn left onto Perry Hill Rd. & go approximately 1.7 miles to Atlanta Hwy/US Hwy 80.  
Turn left onto Atlanta Hwy/US Hwy 80.  
Go approx. 3/10 of a mile and turn left.  
The building is just past the Dalraida Church of Christ and adjoins Fortis College.  
SPD parking is on the right side of the entrance road just prior to the end of the road.

### From Atlanta:

Take I-85 South to the Perry Hill Rd. Exit.  
Turn right onto Perry Hill Rd. & go approximately 1.7 miles to Atlanta Hwy/US Hwy 80.  
Turn left onto Atlanta Hwy/US Hwy 80.  
Go approx. 3/10 of a mile and turn left.  
The building is just past the Dalraida Church of Christ and adjoins Fortis College.  
SPD parking is on the right side of the entrance road just prior to the end of the road.

