

City of Loveland Customer Service Specialist Examination Information

Thank you for your interest in joining our team as a Customer Service Specialist. The purpose of the civil service examination process is to establish an eligibility list for the above position, which will be active for a minimum of six months, or a longer period not to exceed two years. The Civil Service Commission will set the duration of the list when certifying the results.

1. The first step in the examination process will be the initial screening examination, held on **Thursday, July 16, 2015, at 6:30 p.m. in the cafeteria of the Loveland Middle School, 801 S. Lebanon Rd., Loveland, OH 45140.** To take the examination, you must complete a written application for employment, examination application, submit a résumé and cover letter, and pay the \$15 application fee no later than Wednesday, July 8, 2015, to Customer Service Specialist Position, 120 W. Loveland Avenue, Loveland, OH 45140. All materials must arrive by 4:30 p.m. Copies of the employment application and examination application are available at www.lovelandoh.com/employment or at City Hall at the above address.
2. On the evening of the examination, park in the back of the school and enter through Door #9, proceeding to the cafeteria. Check-in for the examination will begin at 5:50 p.m. and testing will begin promptly at 6:30 p.m. **Note that no one will be admitted after the scheduled start time.** There will be no makeup or second test. Applicants have one hour and forty-five minutes to complete the written examination. You will need to bring the following items with you for the test:
 - A valid photo ID (such as a state driver's license or other state-issued identification, or a passport).
 - #2 pencils.

No other electronic devices will be allowed for us during the testing period (including calculator, phones, smart phones, and other data devices).

3. Any applicant claiming a disability for which a reasonable accommodation is required in order to take the examination must contact the City of Loveland at (513) 707-1455 no later than July 8, 2015 to request the accommodation, and must provide satisfactory evidence of the need for accommodation.
4. Test results will be available on-line at www.lovelandoh.com/employment. Those who pass the test and score in the top twenty qualify for further consideration and may be contacted by the City of Loveland to schedule an appointment for the detailed office skills examination and structured interview, provided the review of the applicant's résumé or application shows that the candidate does in fact meet the minimum qualifications for the position. The final examination score will be made up of scores from the written examination (25%), the detailed office examination (15%), and the structured interview (60%).
5. For the written examination, the detailed office-skills examination, and the structured interview, candidates who obtain at least a 70% passing score for each component will have credit awarded as described below, **provided the candidate has provided written proof of eligibility to the City of Loveland before the start of the**

examination. The special credits added to the examination score will not exceed 10%:

- a. For active service in the United States military or Coast Guard of at least one year, 2%.
- b. For an associate's degree from an accredited college or university, 2%.
- c. For a bachelor's degree from an accredited college or university, 5%; however an applicant receiving such credit shall not also receive credit for an associate's degree.
- d. For inactive service in any branch of the United States National Guard or reserves including the Coast Guard of at least two years' service, 1%.

For military service, provide a copy of service orders or discharge orders confirming the length of service. For academic credit, provide a copy of the diploma or transcript showing the degree was awarded. The City reserves the right to require additional documents to verify the credit.

6. The eligibility list will comprise up to ten persons who complete the full examination process with a score of at least 70% or greater on each of the subcomponents and have the highest overall scores after application of any applicable special credits.
7. One or more candidates on the eligible list could be asked to come back for a second interview before the City Manager makes a final selection. The City Manager may appoint any candidate from the eligible list and is not required to use any particular order.
8. Candidate(s) selected for the position are subject to a background check that may include checking for convictions, along with a check of your employment record. In addition, a consultant to be determined by the City may conduct a personality assessment, and candidates may be scheduled for a physical examination and pre-employment drug and alcohol test at no cost to the candidates.
9. Once a selection for the position is made, a list of the remaining eligible candidates will be posted and will be active for a minimum of six months, or a longer period not to exceed two years. It is the responsibility of the candidate to provide current contact information to the City throughout the year so that he or she may be called should a position become available.