



CITY OF STAMFORD

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The City of Stamford is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities and persons with disabilities

OPEN COMPETITIVE EXAMINATION NO. 13-27

OFFICE SUPPORT SPECIALIST

Salary Range: \$39,229 - \$52,954/Annually

POSITION: Under general supervision, performs responsible and varied office and/or receptionist duties in a City or Board of Education office or school; prepares, types, processes, proofreads, sorts, records and files documents; operates various office machines; maintains records of varying kinds and complexity; does other related work as required.

MINIMUM QUALIFICATION REQUIREMENTS: Graduation from an accredited high school and one (1) year of responsible office experience using word processing OR any equivalent combination of formal education/training and/or work experience. (Graduation from an accredited high school with a concentration in a business or office support program will satisfy the one (1) year experience requirement.)

SCOPE OF EXAMINATION: Applicants must participate in a comprehensive, competitive examination process designed to test for required knowledge, skills and abilities. See next page for Exam Description and Schedule.

APPLICATION PROCESS: Interested candidates should submit an Employment Application and Application Supplement "13-27" by **Monday, January 6, 2013** to receive consideration, and constitutes part of the test process.

The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Division.

Issued: 12-09-13

EMPLOYMENT BENEFITS:

- Health Plan and Hospitalization
- Paid Vacations and Holidays
- Retirement Plan
- Group Life Insurance
- Sick Leave

VETERAN'S PREFERENCE:

Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources.

Applications are obtained from and submitted to

DEPARTMENT OF HUMAN RESOURCES

CITY OF STAMFORD

888 WASHINGTON BOULEVARD

STAMFORD, CONNECTICUT 06904

TELEPHONE (203) 977-4070

www.cityofstamford.org

General Conditions for Job Announcements and

Civil Service Information can be viewed at

www.cityofstamford.org

CHANGE OF ADDRESS:

It is your responsibility to notify the Department of Human Resources of any Change of Address on your application

PERSONNEL COMMISSION

Frank Greene

Michael Bayonne

Julie Granser

Peter Nanos

Marc Tischman

OFFICE SUPPORT SPECIALIST #13-27

EXAMINATION DESCRIPTION AND SCHEDULE

PART I. The official Application and “Application Supplement 13-27”, properly completed and submitted together in accordance with enclosed instructions, constitutes a test of the:

- A. knowledge of business English;
- B. ability to understand and follow written directions;
- C. ability to communicate effectively in writing; and
- D. ability to compile data and prepare reports.

Candidates must pass this unassembled test in order to proceed to Part II.

PART II. On Wednesday, January 22, 2014, there will be a performance test session to assess the ability to:

- A. type at a minimum of 45 WPM with an error rate no higher than 5%, using a word processor (Word 2007); and
- B. create a letter using Microsoft Word software;
- C. modify a Microsoft Excel spreadsheet; and
- D. create tasks in Outlook.

Candidates must pass both keyboarding tests in order to proceed to Part III.

PART III. On Monday, February 10, 2014, there will be a written examination, weighted 100% of final score, to assess the following:

- A. good knowledge of business English and arithmetic;
- B. basic computer skills;
- C. ability to maintain clerical records of varying kinds and complexity;
- D. ability to understand and follow oral and written directions; and
- E. ability to deal effectively with others.

Human Resources Division
City of Stamford

An EOE/AA Employer

OFFICE SUPPORT SPECIALIST
APPLICATION SUPPLEMENT #13-27

**REVIEW THE EXAM ANNOUNCEMENT AND THIS SUPPLEMENT BEFORE
COMPLETING APPLICATION MATERIAL**

This Application Supplement must be completed and submitted along with the standard application form. Designed to serve several purposes, it

- allows you to document specific information about your education, training and experience that will help us determine if, and/or how well, your background qualifies you for this position;
- constitutes a pass/fail test of several knowledge, skills and abilities that are required for successful performance in the position of OSS;
- includes specific instructions to follow in order to pass the above-referenced test; and
- allows you to specify your employment preferences.

APPLICANT NAME _____

I. REVIEW OF QUALIFICATIONS

A. Did you graduate from high school or obtain a high school equivalency certificate (GED)?

Yes_____ No_____

B. If you graduated from high school, please indicate, if applicable, subject or area in which your studies were concentrated.

C. Have you completed any post-secondary education course or training in a business or office support related field? If so, please specify.

No_____ Yes_____

Name of college, school or training institution _____

Title of course or training _____

Length of course or training _____

If applicable, type of degree earned: _____ Associate's _____ Bachelor's
_____ Other (Specify) _____

D. Are you able to type at least 45 words per minutes (WPM), with an accuracy rate of at least 95%?

Note: On average, 50% of OSS candidates fail the typing test. Therefore, we urge you to consider this requirement carefully. If you cannot, in good faith and to the best of your knowledge and belief, answer affirmatively, we suggest you reconsider applying for OSS at this time and/or take immediate steps to improve your typing skill before the next scheduled test.

Yes_____ No_____

II. WORD PROCESSING WORK EXPERIENCE

Cross referencing by the number in which they appear on your Application, list up to five jobs in which you performed word processing duties, and describe the type and scope of such tasks.

<u># on Application</u>	<u>Job Title</u>	<u>Word Processing Tasks & Duties</u>
_____	_____	_____
Con'd.	_____	_____
_____	_____	_____
Con'd.	_____	_____
_____	_____	_____
Con'd.	_____	_____
_____	_____	_____
Con'd.	_____	_____
_____	_____	_____
Con'd.	_____	_____

III. PROFICIENCY SELF RATING

A. Place an X under the appropriate column to indicate your proficiency in the below-listed areas. Indicate speed, where requested.

	<u>Very Proficient</u>	<u>Proficient</u>	<u>Needs Improvement</u>	<u>Not Proficient</u>
Shorthand (wpm_____)	_____	_____	_____	_____
Dictaphone	_____	_____	_____	_____
Fax Machine Operation	_____	_____	_____	_____
Calculator Operation	_____	_____	_____	_____
Windows 98 or higher	_____	_____	_____	_____
Word 7.0 or higher	_____	_____	_____	_____
Excel	_____	_____	_____	_____
Access	_____	_____	_____	_____
PowerPoint	_____	_____	_____	_____

B. List and briefly describe any other general or company-specific computer programs or office equipment you have used:

IV. EMPLOYMENT PREFERENCES

A. Location

There are many Office Support Specialist positions throughout the City of Stamford, including the Board of Education. Some positions with the Board of Education are in school offices. Please specify for which positions you would wish to be considered by selecting ONE choice below.

- City Government and Board of Education non-school positions only.
- School office positions only.
- Any position.

B. Position Status / Work Week

Full time positions may be 35 or 37.5 hours per week. "Permanent part time" positions are between 20 – 34 hours and include benefits. "Part time" positions are 19 hours or less, with no benefits. Please indicate your interest by selecting one or more of the following choice(s) below.

- Full time
- Permanent part time
- Part time

V. BILINGUAL SKILL IDENTIFICATION

Some positions may require the ability to communicate effectively, both orally and in writing, in both English and Spanish, and only candidates who have that ability will be considered. Furthermore, in some positions, communication in both Spanish and English may be preferred, but not required. Are you proficiently bilingual in English and Spanish?

Yes _____

No _____

VI. TRANSCRIPTION SKILL IDENTIFICATION

Some positions may require transcription skills to produce verbatim minutes of various meetings or hearings, and only candidates who have that ability will be considered. Furthermore, in some positions, transcription skills are preferred, but not required. Do you possess transcription skills?

Yes ____

No ____

APPLICATION PERFORMANCE TEST INSTRUCTIONS:

Failure to follow any one of these directions may result in failure to pass Part I of the OSS test process.

1. Completely fill in all applicable sections of both Application and Supplement.
2. Type or print neatly and clearly in blue or black ink.
3. Describe your duties in detail, using all or most of the space provided for that purpose.
4. You may attach a resume, but do not abbreviate your answers in any section of the Application or Supplement in reference to it.
5. Always list specific reason for leaving past employment. Vague or non-explanatory answers such as "personal" or "will discuss" are not acceptable. (However, do not detail medical issues.)
6. List ALL employment, not only jobs you believe are relevant to this position. If more than five Employment History boxes are required, use another Application Page 3, notated accordingly.
7. Beginning and ending *months* of employment are required for all positions held less than two years within the last 10 years, and whenever known for all other positions.
8. Do not return the cover page, or this page, of the Supplement.
9. Do not return Section B of the Application Disclosure Form unless it is on the reverse side of Section A OR you have a criminal conviction to report.
10. When submitting the application form arrange the Application in page order first, resume and/or cover letter (if applicable) next, and the Supplement last.
11. DO NOT FAX your application package prior to the last filing date. Submit original documents only, unless you are unable to get the package postmarked on or before Friday, January 6, 2014. If you fax the application, you must also mail the original, and your application will not be evaluated unless and until the original arrives.

Questions about the OSS test process not addressed elsewhere may be directed to Rosemarie Frager at (203) 977-4068.



APPLICATION FOR EXAMINATION OR EMPLOYMENT

The City of Stamford
Human Resources Division
888 Washington Boulevard
P.O. Box 10152
Stamford, CT 06904-2152
Tel. (203) 977-4070

AN EQUAL OPPORTUNITY EMPLOYER

Position applying for
Use Title on Job Announcement

Exam Number

DO NOT WRITE IN THIS SPACE	
<input type="checkbox"/> Q	Rev. by: _____
<input type="checkbox"/> NQ	_____
<input type="checkbox"/> Educ	_____
<input type="checkbox"/> Exp	_____
<input type="checkbox"/> Not City EE	_____
<input type="checkbox"/> Other	_____

PLEASE TYPE OR PRINT CLEARLY IN BLACK INK.
All blanks must be completed in order for application to be considered.

GENERAL INFORMATION

Name _____
(Last) (First) (Middle)

Address _____
(Street/Apt. #) (City) (State) (Zip Code)

Home Telephone _____ Work Telephone _____
(Area Code) (Area Code)

Cellular Telephone _____ E-mail Address _____
(Area Code)

Social Security Number _____ 000 _____ Best daytime contact: Home Work Cell
(Last six digits ONLY)

Do you claim 5 points preference based on active duty in the U. S. Armed Forces? Yes No
(Attach copy of DD214)

Do you claim 10 points veteran's disability preference? Yes No
(Attach DD214 and supporting documentation)

Have you ever worked for the City of Stamford before? Yes No
If yes, list by dates employed and job title(s): _____

Are you currently authorized to work in the United States? Yes No
Note: 1986 Immigration Reform & Control Act requires verification of identity and employment eligibility at the time of hire.

1. Have you ever been convicted of any offense other than juvenile, youthful offender, or a minor traffic violation? Yes No
If yes, you must complete Section B of the applicant disclosure form.

2. Have you ever been disqualified for a position with the City of Stamford due to a criminal conviction or failure to fully disclose a criminal conviction? Yes No
If yes, list job title and date of disqualification. _____

(Provide information regarding ACTUAL convictions only. Any arrest, charge, conviction and/or record which has been erased, dismissed, nulled or pardoned pursuant to the CGS § 31-51i, should NOT be disclosed. Disclosure of a criminal record will not necessarily disqualify you for employment. Each conviction will be evaluated on its own merits with respect to time, circumstances and seriousness, in relation to the job for which you are applying.)

RECORD OF EDUCATION

TYPE OF SCHOOL	NAME OF SCHOOL AND CITY/STATE	DATES ATTENDED	COURSE OF STUDY (Major/Minor)	GRADUATED (Yes/No)	DEGREE, DIPLOMA, G.E.D., AND CERTIFICATE OR CREDITS COMPLETED
HIGH SCHOOL					
COLLEGE OR UNIVERSITY					
COLLEGE OR UNIVERSITY					
COLLEGE OR UNIVERSITY					

Other Training/Certifications (special courses, work training programs, armed forces training) related to the job for which you are applying. Give name and location where training was given, dates attended, subject of training, number of hours weekly, and other details.

Summarize any other Special Skills or Abilities relating to the job you want, such as: licenses, machines you operate, languages which you speak, read and write well, computer skills, and any other special abilities or knowledges.

EMPLOYMENT HISTORY

List below **ALL** present and past employment. **BEGIN WITH YOUR MOST RECENT EMPLOYMENT AND WORK BACKWARDS CONSECUTIVELY.** Applicants may be required to furnish satisfactory proof of employment history claimed. Use additional pages if necessary. Resumes may be included with a **completed application.**

1. Name and Address of Employer _____	Employed From _____ # of hours _____ per week _____	To _____ _____ Ending Salary _____
Supervisor Name, Title, Telephone _____		
Your Title _____		
Describe your duties: _____		

Reason for leaving _____		

EMPLOYMENT HISTORY (Continued)

2. Name and Address of Employer _____ Employed From _____ To _____
of hours _____
per week _____ Last Salary _____
Supervisor Name, Title, Telephone _____
Your Title _____
Describe your duties: _____

Reason for leaving _____

3. Name and Address of Employer _____ Employed From _____ To _____
of hours _____
per week _____ Ending Salary _____
Supervisor Name, Title, Telephone _____
Your Title _____
Describe your duties: _____

Reason for leaving _____

4. Name and Address of Employer _____ Employed From _____ To _____
of hours _____
per week _____ Ending Salary _____
Supervisor Name, Title, Telephone _____
Your Title _____
Describe your duties: _____

Reason for leaving _____

5. Name and Address of Employer _____ Employed From _____ To _____
of hours _____
per week _____ Ending Salary _____
Supervisor Name, Title, Telephone _____
Your Title _____
Describe your duties: _____

Reason for leaving _____

Do you have any objections to the Human Resources Division verifying your work experience and/or educational qualifications?

I hereby authorize the City of Stamford to verify my work experience and/or educational qualifications.

(A) Your former employer? Yes No

(B) Your present employer? Yes No

Applicant's Signature

If answer is "Yes" to either (A) or (B) explain under comments section

COMMENTS

MILITARY INFORMATION

Veteran of U.S. Armed Forces	Service Branch	Date Discharged	Type of Discharge	Final Rank
<input type="checkbox"/> Yes				
<input type="checkbox"/> No				

PRE-EMPLOYMENT STATEMENT (Read Carefully)

I certify that all statements made on or in connection with this application are true, complete, and correct to the best of my knowledge and belief. I understand that incomplete, false, inaccurate, or misleading information given in my application, interview(s) or during the course of my employment may result in the rejection of this application; withdrawal of a job offer; or discipline, up to and including termination of employment. Further, false information provided, whether willingly or accidental, may result in my immediate dismissal if employed, whenever the omission or falsehood is discovered.

I understand that this application is not a contract of employment nor is it a guarantee or indication of employment. I also understand that should I be granted an interview, the representations that may be made at the interview are not to be construed as creating any obligation, promise or contract on behalf of the City. Should I be employed by the City, in consideration of my employment, I agree to conform to the rules and policies of the City of Stamford, as they may from time to time be implemented or revised. Identification and verification of eligibility to work in the United States must be satisfied for employment.

I further understand that in consideration for employment, an investigative background report may be prepared at the request of the City of Stamford by an independent party, whereby information may be obtained from my employers (present or former), educational institutions, all branches of the U.S. Military service, and public records maintained by government agencies or others, including but not limited to criminal conviction reports, credit reports, etc. I authorize the City of Stamford and its designated representative(s) to perform this investigation, and further authorize present and former employers, references and other persons to provide information for the investigation. I also authorize the City of Stamford to receive criminal conviction records pertaining to me which may be in the files of any criminal justice agency.

I understand that acceptance for employment shall depend on satisfactory replies from my references and other background checks. In the event I receive a job offer, I also understand that I will be subject to a drug test and medical examination that I must pass before I commence work.

I have read, understood, and agree to the foregoing.

Applicant's Signature _____

Date _____



City of Stamford

Applicant Disclosure Form

Section A

1. CANDIDATE INFORMATION

It is the policy of the City of Stamford to recruit, hire, and promote qualified people in all job classifications regardless of age, race, sex, color, religion, national origin, marital status, veteran status or disability unless they are bona-fide occupational qualifications.

The following information is needed for compliance with governmental reporting requirements. While completion of this section is voluntary, we strongly urge that all applicants complete this as part of the pre-employment process. Applicants so choosing, may identify on the form that they have chosen not to provide the City of Stamford with the requested information by checking the appropriate box in section four. This information will not affect in any way your employment opportunities. This form will be removed from the application.

2. GENERAL INFORMATION

Your Name _____	Date _____
Social Security Number _____ 000 _____	(Last six digits ONLY)

3. STATISTICAL INFORMATION

Race/Ethnic Identification (Please check one)

American Indian or Alaska Native All persons having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

Asian All persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Black or African American (Not of Hispanic or Latino origin) All persons having origins in any of the black racial groups of Africa.

Hispanic or Latino All persons of Cuban, Mexican, Puerto Rican, Central or South America, or other Spanish culture or origin, regardless of race.

Native Hawaiian or Other Pacific Islander All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or Pacific Islands.

White (Not of Hispanic or Latino origin) All persons having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Other Please specify _____

Job Classification

Please write the title of the position for which you are applying in the box above, using the title on Job Announcement.

Gender

Female

Male

4. NON-PARTICIPATION

I have read the above statement and have chosen not to complete this form.

Please check box if applicable

5. RECRUITING INFORMATION

How did you hear about this job? (Please check one)

<input type="checkbox"/> Stamford Advocate	<input type="checkbox"/> Human Resources Division Bulletin Board
<input type="checkbox"/> Other newspaper. Please give name: _____	<input type="checkbox"/> Community Agency Please give name: _____
<input type="checkbox"/> City Website	<input type="checkbox"/> Professional journal Please give name: _____
<input type="checkbox"/> Internet Please give site: _____	<input type="checkbox"/> Other. Please specify: _____
<input type="checkbox"/> City Employee	



City of Stamford

Applicant Disclosure Form

Section B

NOTE:
THIS INFORMATION WILL BE REVIEWED ONLY BY
MEMBERS OF THE HUMAN RESOURCES DIVISION AND
HIRING MANAGERS.

CRIMINAL CONVICTION INFORMATION

Applicants are required to disclose the existence of *any* criminal conviction, regardless of the nature, date or location thereof, with the exception of minor traffic violations or an arrest, criminal charge, or conviction that has been erased. The types of records subject to erasure under Connecticut law are as follows: (a) a finding of delinquency or that a child was a member of a family with service needs; (b) a sentence as a youthful offender; (c) a criminal charge that was dismissed or "nolled"; (d) a criminal charge for which the person was found not guilty; and (e) a conviction for which the person received an absolute pardon.

The information provided below is subject to the terms of the "Pre-Employment Statement" on Page 4 of this application. A criminal conviction will not necessarily result in the rejection of this application, but will be considered as it relates to the nature of the position sought, and in light of any applicable state and federal law.

Name (Print)

Title of Position Sought

Applicant's Signature

Date

DATE OF CONVICTION	OFFENSE	DATE OF ARREST	PLACE OF ARREST (City/State)	SENTENCE