

STATE VACANCY ANNOUNCEMENT

LOUISIANA MILITARY DEPARTMENT LOUISIANA NATIONAL GUARD

POSITION: Switchboard Operator #50345761

ANNOUNCEMENT NO. 071-2016

SALARY: AS-608 / Minimum \$19,739 / Maximum \$41,517 Annual Salary

LOCATION: LANG-CB, Camp Beauregard, Pineville, Louisiana

OPEN: 4 August 2016

CLOSE: 17 August 2016

NOTE: Louisiana Military Department State Vacancy Announcements and LANG-LMD-H Form 10 (State Application) are posted at <http://geauxguard.la.gov/join-us/state-technician-vacancies>

In accordance with R.S. 42:1701, if you are nominated for this position, you will be required to undergo a criminal background check prior to commencement of employment with the Louisiana Military Department.

EMPLOYEES IN THE MILITARY DEPARTMENT UNCLASSIFIED SERVICE, PERMANENT OR TEMPORARY, ARE EMPLOYED "AT WILL" AND MAY BE SUBJECT TO TERMINATION OR EXPIRATION OF APPOINTMENT, WITH OR WITHOUT CAUSE.

1. **AREA OF CONSIDERATION:** (1) Active Louisiana National Guard Members; (2) Retired National Guard Members and Retired Military Members; (3) those eligible for Louisiana State Guard Membership.

2. **QUALIFICATIONS:** (In addition to below, see application procedures).

a. **SPECIFIC:** Must be able to work well with Military and Civilian customers. Must be able to operate computer, Microsoft Office Programs (Word, Excel, Powerpoint, Outlook, etc.) and other office equipment. Must have excellent written and oral communication. Must have the ability to operate a multi-line phone system.

b. **GENERAL:** Must have a valid Driver's License, Social Security Card and Birth Certificate. Must qualify to obtain a Common Access Card (CAC). Ability to work and communicate effectively with peers, superiors and subordinates. Travel will be required. Must be available to report to duty during emergency or disaster situations.

c. **OTHER REQUIREMENTS:** The LA Military Department is a substance abuse and drug free workplace. In accordance with the Military Department Drug Testing Policy, all new employees are subject to mandatory drug testing. Thereafter, all employees are subject to random drug testing. Must meet physical requirements to perform functions of the position. Ability to work and communicate effectively with agency personnel and the public.

3. **CONDITIONS OF EMPLOYMENT:** By submitting an application for employment with the Military Department, the applicant agrees to the following conditions of employment:

a. Salary is paid by Electronic Funds Transfer (EFT) / Direct Deposit Only. A checking or savings account is required for employment.

b. Applicants who are active members of the Louisiana National Guard or uniformed members of the Louisiana State Guard must wear the appropriate military uniform and meet prescribed military grooming standards.

4. **POSITION DESCRIPTION:** Oversee part-time Switchboard Operators (training, phone etiquette, maintain timesheets, scheduling). Accept and route calls for Camp Beauregard and Jackson Barracks, as well as overflow calls for Gillis W. Long. Answer general inquiries and transfer calls to appropriate individual/section. Exercise judgment in directing calls/inquiries. Operate multi-line phone system prioritizing calls as they come in. Uphold policies set regarding switchboard transferring capabilities. Ensure familiarization with current personnel roster and organizations in order to ensure proper routing of calls. Maintain valid/updated phone rosters and logs. General filing and administrative duties. Perform general filing and administrative duties. Coordinate with JOC/Staff Duty Officer as required. Must attend/complete all mandatory LMD training (Ethics, SHARP, Suicide Prevention, etc.) and fosters sexual harassment free environment. Perform other duties as assigned

5. **APPLICATION PROCEDURES:** All Applicants must complete a LANG-LMD-H Form 10 (State Application) and attach a legible copy of their Official Birth Certificate, Driver's License and Social Security Card. Resumes are optional and will not be accepted unless they are submitted with the LANG-LMD-H Form 10 (State Application). **The LANG-LMD-H Form 10 (State Application) is located at <http://geauxguard.la.gov/wp-content/uploads/2015/10/LMD-H-Form-10-State-Application-1.pdf>** Application(s) must be submitted to the appropriate LMD Human Resources by the close date, no later than 4:00 p.m.

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