

STATE VACANCY ANNOUNCEMENT

LOUISIANA MILITARY DEPARTMENT LOUISIANA NATIONAL GUARD

POSITION: Switchboard Operator -*Part-Time #50345762

ANNOUNCEMENT NO. 013-2021

SALARY: MA-608 / \$10.17 hourly

LOCATION: LA Military Department, LANG-CB, Camp Beauregard, Pineville, Louisiana

OPEN: 13 January 2021

CLOSE: 27 January 2021

**Part Time Employment is employment of no more than 20 hours per week, paid hourly, accrue sick and annual leave at reduced rate, but receive no other benefits (i.e. insurance or retirement). No Overtime allowed.*

NOTE: Louisiana Military Department State Vacancy Announcements and LANG-LMD-H Form10 (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:** Work Schedule is weekends only. Must have the ability to operate an AVAYA multi-line phone system while navigating Microsoft Excel Programs. Must be able to operate Microsoft Office Programs (Word, Excel, Powerpoint, Outlook, etc.) and other office equipment. Must have excellent written and oral communication. Must be able to work well with Military and Civilian customers.

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

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. Must attend/complete all LMD annual training and other training required for the position. Must adhere to the Code of Ethics and foster a Sexual Harassment-Free Environment.

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. The successful applicant will be required to join the Louisiana State Guard as a condition of employment. Service in the Louisiana State Guard does not require the applicant to perform military training, periodic inactive duty (monthly drills), nor does it require deployment outside of the State of Louisiana. The applicant can expect that service in the Louisiana State Guard to be substantially the same as normal State Government working conditions.

4. **POSITION DESCRIPTION:** 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 and/or section. Answer calls within two rings and prioritize as they come in. Place calls on hold if necessary and go back to them in the order in which they were received. Be professional, prompt and polite when answering and routing calls. Speak clearly and never argue with or interrupt a caller. Listen carefully, if you cannot understand what is being asked, explain the issue so the caller understands you are trying to be helpful. Provide information to visitors in a courteous, but brief manner. If necessary, ask them to excuse you while you answer another line. Uphold policies set regarding switchboard transferring capabilities. Exercise judgement in directing calls/inquiries. Ensure familiarization with current personnel roster and organizations in order to ensure proper routing of calls. Notify the JOC Message Center when stepping away from your desk. Forward after hours calls for TAG/Command Group to the JOC Message Center. Perform general filing and administrative duties. 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/2016/10/LMD-H-Form-10-State-Application-pdf-10-25-2016NEW.pdf>.** Application(s) must be submitted to the appropriate LMD Human Resources by the close date, no later than 4:00 p.m.

Ms. Wenda Woolf

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