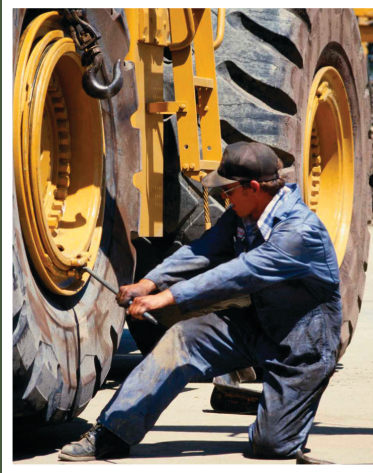




JOB INFORMATION GUIDE

DEPARTMENT OF ADMINISTRATIVE SERVICES • HUMAN RESOURCE SERVICES DIVISION

STATEWIDE RECRUITMENT SERVICES



We welcome your interest in a career with the State of Oregon – the single largest employer in the state.

Opportunities are available in over 800 career fields. Learn more about how you can contribute to the quality of life for Oregonians every day!



AN EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION EMPLOYER

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JOB INFORMATION SOURCES

Internet: Access to information about State of Oregon jobs, the application process, career information, and how to download state job applications is available at:

Jobs Page: www.oregonjobs.org

State of Oregon Home Page: www.oregon.gov

Employment Department Field Offices: *(please see listing starting on page 8)*

State Employment Application Tips (SEAT): These workshops provide information on the state job application process. This is an excellent opportunity to maximize your efforts in obtaining state employment. SEAT workshops are free and all materials are provided. Please register for any session on line at: <http://statetraining.das.state.or.us/training/hitlist.lasso?series=Special> or you may call (503) 378-8344. Workshop dates are listed at: <http://www.oregonjobs.org/DAS/HR/docs/job/SEAT.pdf>

Informational Interview: You may want to talk with current state employees who will share with you information about their jobs, the agency in which they work, and their career path. Interviews occur over the telephone or in person. To schedule an informational interview please contact the Human Resource section of the agency at which you are interested in working.

Upcoming Changes: State of Oregon recruitment staff recognize that our recruitment and selection process is not as efficient and jobseeker friendly as it needs to be to meet the demands of the 21st century workforce. We have initiated a State Recruitment Improvement Project (SRIP) that is a holistic redesign of our recruitment strategies and tools. A core deliverable of the SRIP is the deployment of an on-line application system. We will pilot the on-line application for a select group of classifications with a limited number of state agencies starting in Spring 2008. So please stay tuned for exciting changes! Please know that we are working diligently to improve the process for jobseekers and hiring managers to provide for the timeliest, most efficient, and effective results for all involved. For more information about SRIP you may visit our website at www.oregon.gov/DAS/HR/SRIP.shtml.

CURRENT APPLICATION PROCESS

Please obtain a job announcement from one of the sources listed in the “Job Information Sources” section. Announcements include the following information:

- Classification and Announcement numbers
- Close date
- Major job duties
- Salary
- Job location(s)
- If the announcement will be used to fill immediate and/or future vacancies
- Who can apply – (whether it is open competitive or promotional)
- Type of position (full/part-time, limited duration, etc.)
- Minimum qualifications
- Type of exam required (if any)
- How to apply
- Where to submit your application

Who Can Apply

The **TO QUALIFY** section of the announcement will specify who is eligible to apply for the position.

Announcements may be:

- **Open Competitive** – Open to the general public
- **Statewide Promotional** – Open only to current state employees
- **Agency Promotional** – Open only to current employees of the hiring agency

How and Where to Apply

In most cases, you must submit a completed State of Oregon Employment Application (form PD 100) for each job announcement. The announcement will specify if a form other than the application must be used.

Please closely follow the instructions on the application and the job announcement. Not following all instructions and including all required attachments may result in your name not appearing on interview lists or delays in processing. Please return your completed application to the address shown in the “How to Apply” section of the announcement by the

time shown and by the close date listed on the announcement. It is important that you make and keep a copy of each application you submit. You may be asked to bring a copy of your application if invited to interview. Copies of your application will not be provided to you.

Keys to Completing the State Of Oregon Employment Application

Please ensure that all qualifying experience and training is listed in the **WORK HISTORY** section of your application. Test responses are not evaluated for minimum qualifications. Résumés or attached letters are not included in the evaluation process unless the job announcement specifically requires them.

After an announcement closes, applications are reviewed for minimum qualifications. Only those meeting the minimum qualifications receive further consideration. When reviews are complete, an “Application and Examination Notice” will be sent to you explaining the status of your application.

- **Carefully read job announcements.** They contain special instructions or requirements, including what it takes to qualify and what to submit along with your application (such as transcripts, skill code sheets, test responses, etc.).
- **Illustrate how your background meets the specific requirements.** The application itself must convey how you meet the requirements listed in the **TO QUALIFY** section. You may attach extra pages if you run out of room on the form. Explain your qualifying experience in the **WORK HISTORY** section of your application. Your job titles may help support what you describe, but they are not enough.
- **List each job separately.** Do not lump jobs together even if they were with the same organization. If you held multiple positions with a single organization, list each position as a separate job. Include all relevant experience whether it was paid or unpaid
- **Avoid jargon, acronyms, or vague language.** The reviewer may not know what your acronym stands for. Convey information in commonly used terms to make the message clear.

- **Complete all parts of the application.** Be sure all sections have been filled in. Provide an actual number for the average hours worked per week. If it is less than 40, the length of time in that job will be prorated accordingly. Do not put “varies,” as the person reviewing the application will not be able to give clear credit for that job.
- **Make it legible.** Although your application does not have to be typed, it does need to be written in ink and readable.
- **Sign and date the application form.** Our application may not be accepted without your signature in ink. Staple any supplemental material **to the back of your application.**
- **Make a copy of your completed application packet.** You may be asked to bring it to interviews. You may also want to use it when completing employment applications in the future.
- **Submit all required materials to the agency listed in the HOW TO APPLY section** of the job announcement. Applications must be received at that agency by 5:00 PM on the announcement close date. Waiting until the last minute to fax your application may cause you to miss the deadline as fax machines can be busy in the late afternoon. See the instruction sheet within the application form for additional details.

TIPS ON WRITING EXAM RESPONSES

Many state announcements include exam questions. To obtain the best possible score, keep the following in mind as you write your responses:

1. **Scores are based on your test responses only.** They may be separated from your application. The only information that graders use when scoring test questions is your answers.
2. **Each question is scored independently.** For example, your score for question number one is based only on what you provide as a response to question number one. Do not omit an answer to a question because you feel you have already answered it in your response to another question. Additionally, it is not enough to say “see above” or “see question number one.”
3. **Number your answers to correspond to the question(s).** Be sure to identify which test question you are responding to.
4. **Use the word “I.”** Do not just write about the process or what “we” did. Describe what you did.
5. **Avoid jargon, acronyms, or vague language.** A response such as, “I was involved in the budgeting process” is not descriptive enough. What were your duties? What did you do to achieve results? Jargon, acronyms, and vague language detract from the clarity of your response and the grader cannot assume anything.
6. **Answer all parts of the question.** Address each part. For example, if a question asks you to identify the topic and the audience, be sure you have covered both the **topic** and the **audience** in your response. Additionally, if a question has parts a), b), c), be sure to number and answer each part separately.
7. **Repeat yourself if necessary.** Remember, each question is scored independently from the others. You may need to repeat information from one response to another.
8. **Be concise, yet thorough.** While it is okay to describe a scenario if it is pertinent to the question, describing philosophies or what “experts” say on a subject only slows the process down without enhancing your score. Also, unless the announcement instructs you otherwise, there is no right number of pages
9. **Remember to make it legible.** A grader cannot score what they cannot read!

VETERANS' PREFERENCE POINTS

Applicants are eligible to use veterans' preference when applying with the State of Oregon in accordance with ORS 408.225, 408.230, and 408.235; OAR 105-040-0010 and 105-040-0015.

5 points (Veteran):

To receive **5 points** you must have served on active duty in the Armed Forces:

1. For more than 178 consecutive days; or
2. For at least one day in a combat zone (408.225); or
3. Entitled to disability compensation under laws administered by the United States Department of Veterans Affairs; or

To qualify under 1 or 2 above you must:

- A. Have been discharged or released from active duty under honorable conditions; and
- B. Make application within 15 years of discharge or release from service in the Armed Forces (408.235).

To qualify under 3 above you must:

- C. Make application within 15 years of discharge or release from service in the Armed Forces (408.235).

You must attach a copy of your DD214/DD215 form the following to your State Application Form.

10 points (Disabled Veteran):

To receive **10 points** you must be:

1. A person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty; or
2. Entitled to disability compensation under laws administered by the United States Department of Veterans Affairs; or
3. Awarded the Purple Heart for wounds received in combat.

You must attach the following to your State Application Form:

A copy of your DD214/DD215 form; and

A copy of your veterans' disability preference letter from the Department of Veterans' Affairs.

For additional information on Veterans' Preference eligibility, including definition of the terms "veteran" and "disabled veteran," contact the Oregon Department of Veterans' Affairs at 1-800-692-9666.

AFFIRMATIVE ACTION

The State of Oregon is an equal opportunity, affirmative action employer and is committed to filling available positions with competitive candidates. Women, People of Color, persons with disabilities, and other protected classes are encouraged to apply.

PERSONS WITH DISABILITIES

You are encouraged to apply through the open competitive process.

If you need additional assistance to become employed, you may qualify for the Hiring Individuals Ready for Employment System (HIRE).

HIRE is a state system to help individuals with disabilities become employed in state government. Contact your local Office of Vocational Rehabilitation Services (OVRs) or Oregon Commission for the Blind (OCB) office to discuss ways they can assist you. Upon meeting the HIRE System criteria, an OVRs or OCB counselor may refer you to the HIRE System for additional assistance to become employed in state government.

Individuals with disabilities can only be referred to the HIRE System by an OVRs counselor or OCB counselor. You must be an active client with OVRs or OCB to be referred to the HIRE System. You may contact OVRs at (503) 945-5880 or OCB at (503) 731-3221 for additional information on becoming a client.

SELECTION METHODS

The following methods may be used to evaluate your related work history, training, and/or education:

Qualified -you will be evaluated according to the minimum qualifications listed on the recruitment announcement. If you meet these qualifications, you will receive a score of qualified (QLF). Further screening is at the discretion of the hiring agency.

Test Questions on Experience and Training - you will be evaluated on your answers to one or more essay type questions printed on the job announcement OR answers you mark on a Supplemental Examination form which is attached to the announcement.

Notification

You will receive notification of the evaluation of your application approximately four to six weeks after receipt by the recruiting agency. This notification is called an "Application and Examination Notice." If you meet the minimum qualifications, this notice will include your score (either numeric or qualified).

Carefully read the materials you receive with your "Application and Examination Notice." Instructions for updating your records and other important information will be included. The accompanying letter will also explain: a) How long your results will remain valid (usually six to twelve months); b) When you can reapply or retest; and c) How to change or update your records.



FREQUENTLY ASKED QUESTIONS

1. How do I apply?

You can obtain a copy of a job announcement from:

- The state jobs website at www.oregonjobs.org,
- Employment Department field offices,
- Most state agency personnel offices located throughout the state.

Return your completed application and all required supplemental material to the address shown on the job announcement. .

2. Do I need to prepare a separate application form for each job announcement for which I apply?

Yes. Unless the announcement specifies that you may apply for multiple jobs on one application form, you must submit a separate application for each job announcement. Please follow the instructions on the announcement for all jobs. Signed, legible photocopies are acceptable. The employment application is your signed statement attesting to your training and experience.

3. How will I know if the state has received my application?

Due to the high volume of incoming applications, state agencies are unable to verify receipt of applications. If you have not received an “Application and Examination Notice” after six weeks, contact the agency to which you submitted your application materials. If the recruitment announcement is still open, you may submit duplicate materials. State agencies are not responsible for materials that are illegible, lost in the mail, or missing as a result of transmittal by fax.

4. After I submit my application, when will I receive the results?

Under normal circumstances, you will receive your “Application and Examination Notice,” which explains the status of your application, within four to six weeks. The amount of time for notification is heavily dependent on the volume of applications received for that specific recruitment.

5. If I receive a passing score, how will I know where I am on the qualified applicant list?

Agencies are unable to advise where your name is on the recruitment list because it is not compiled until requested by the geographic location, availability, and skill codes (when applicable). When customer service representatives get requests to look at applicant information for a specific announcement, they only see individual records, not a composite list.

6. When will I be offered an interview?

There are too many variables to be able to advise when you will be offered an interview.

7. How long will my name stay on the active hiring list?

Your score (either numeric or qualified) remains valid up to the expiration date shown in Box 27 of your “Application and Examination Notice.” Most scores are valid for six to twelve months. Your name will be inactivated when you reach your expiration date, or earlier if:

- You fail to respond to any communications from state agencies regarding interviews,
- You do not notify us of a new address and we get returned mail, and/or
- You are appointed to a permanent state position.

8. I have reached (or will soon reach) my expiration date. How do I remain eligible?

Numerical Score - if the recruitment is open, you may request an extension. To extend your eligibility, submit the required employment application, along with a request to extend, to the recruiting agency.

9. If I receive a notice stating that I have been removed from the active hiring list, how do I reactivate my name on the list?

The agency that removed your name is listed at the top left-hand corner of the notice that you received. Mail the notice with your written request for reactivation (along with any changes to your record - such as address) to the agency listed. In most cases your name will then be reactivated.

10. How can I update my application record?

The following information can be updated on your application record(s):

Name
Address
Telephone numbers
Ethnicity
Skill Codes
Geographic Availability
Veterans' Information

To update your record(s), make a photocopy of your "Application and Examination Notice," and indicate the changes needed. Send your request to the recruiting agency (the agency that generated the recruitment announcement) or you may send your request to:

Department of Administrative Services
HRSD/Recruitment Data Entry
155 Cottage St NE U40
Salem, OR 97301-3968

If you no longer have a copy of your "Application and Examination Notice," you may write the changes needed on a plain piece of paper — be sure to include:

- The classification and announcement number of the list(s) you wish to update,
- The title of the classification(s), and
- Your full name (including middle name and/or initial).

EMPLOYMENT DEPARTMENT FIELD OFFICES

Employment Department field offices are located in cities throughout the state. You can receive information on job openings in both the public and private sector through their online job pages.

The following directory includes telephone numbers for field offices. If you need a TTD telephone number and there is none listed for the field office you choose, please call Oregon Relay at 1-800-735-2900 and provide the telephone number to which you need to be connected.

ALBANY

139 SE 4th Ave
V/TDD (541) 967-2171

ASTORIA

450 Marine Dr, Ste 110
(503) 325-4821
TDD (503) 325-2894

BAKER CITY

1575 Dewey Ave
(541) 523-6331
TDD (541) 523-2285

BEAVERTON

12901 SW Jenkins #C
(503) 644-1229
TDD (503) 626-2580

BEND

1007 SW Emkay Dr
(541) 388-6070
TDD (541) 388-6473

BROOKINGS

16399 Lower Harbor Rd
(541) 469-9836
(541) 469-4185
TDD (800) 237-3710

BURNS

809 W Jackson St
Suite 400
V/TDD (541) 573-5251

COOS BAY AREA

2075 Sheridan Ave
North Bend 97459
(541) 756-8459
TDD (541) 756-8465

CORVALLIS

545 SW 2nd St, Ste C
(541) 757-4261
V/TDD (541) 757-4254

DALLAS

580 Main St, Ste B
(503) 831-1950

ENTERPRISE

104 Litch St
(541) 426-4972
TDD (800) 237-3710

EUGENE

2510 Oakmont Way
(541) 686-7601
TDD (541) 686-7764

FLORENCE

3180 Hwy 101 N
(541) 997-1913
TDD (800) 237-3710

FOREST GROVE

Employment & Training Center
2801 Pacific Ave
(503) 992-7403

GRANTS PASS

201 NE 8th St
(541) 474-3161
TDD (541) 474-3171

HERMISTON

950 SE Columbia Dr, Ste B
WTDD(541) 567-3381

HILLSBORO

265 SE Oak St, Ste A
(503) 681-0219
TDD (503) 681-0623

HOOD RIVER

1102 12th St
(541) 386-6020
TDD (800) 237-3710

JOHN DAY

725 W Main, Ste B
WTDD (541) 575-0744

KLAMATH FALLS

801 Oak Ave
(541) 883-5630
TDD (541) 883-5631

LA GRANDE

1901 Adams Ave
WTDD (541) 963-7111

FIELD OFFICES (continued)

LEBANON

44 Industrial Way, Ste B
(541) 259-5790
TDD (541) 451-1935

LINCOLN CITY

4422 W Devils Lake Blvd, Ste 7
(541) 994-6992
TDD (541) 994-9728

MADRAS

243 SW 3rd St, Ste B
(541) 475-2382
TDD (541) 475-9384

McMINNVILLE

310 NE Kirby St
(503) 472-5118
TDD (503) 434-7587

MEDFORD

119 N Oakdale Ave
(541) 776-6060
TDD (541) 776-6266

NEWBERG

2251 E Hancock, Ste 106
(503) 538-8970
TDD (800) 237-3710

NEWPORT

120 NE Avery St
(541) 265-8891
TDD (541) 265-8213

ONTARIO

375 SW 2nd Ave
V/TDD (541) 889-5394

OREGON CITY

506 High St
(503) 657-2071
TDD (503) 657-6812

PENDLETON

408 SE 7th St
V/TDD (541) 276-9050

PORTLAND - GRESHAM

1942 1 SE Stark
(503) 669-7 1 12
TDD (503) 669-9758

PORTLAND - NORTH

30 N Webster, Ste E
(503) 280-6046
TDD (503) 280-6011

PRINEVILLE

934 N Madras Hwy
(541) 447-8076

REDMOND

2158 SE College Lp, Ste B
(541) 548-8196
TDD (541) 923-8359

ROSEBURG

846 SE Pine St
(541) 440-3344
TDD (541) 440-3346

SALEM

605 Cottage St NE
(503) 378-4846
TDD 378-4821

ST. HELENS

500 N Hwy 30, Ste 320
(503) 397-4995
TDD (503) 366-6020

THE DALLES

700 Union St, Ste 105
V/TDD (541) 296-5435

TILLAMOOK

3600 E 3rd St
(503) 842-4488
TDD (503) 842-4496

WOODBURN

120 East Lincoln, Rm 101
(503) 982-2817
TDD (503) 982-2819



State of Oregon
Department of Administrative Services
Human Resource Services Division
Statewide Recruitment Services