

# AIRPORT PUBLIC AFFAIRS ASSISTANT

**SALARY RANGE:**

\$2,082.16 to \$2,827.52 Biweekly

\$4,527.00 to \$6,147.00 Monthly

**Accepting online applications only. Apply online 24 hours a day, beginning February 17, 2017 through 4:30 p.m., March 3, 2017.**

**REQUIREMENTS TO FILE:** Graduation from an accredited four-year college or university with a Bachelor's degree in Public Administration, Public Relations, journalism or a closely related field (proof required)\* and two years of full-time paid experience in public affairs/public information. (Experience offering specific and substantial preparation for the duties of the position may be substituted for the required education on a year-to-year basis.) A Master's degree can substitute for up to a year of experience (proof required)\*.

**Ability to:**

- extensively use a personal computer, including word processing software;
- deal tactfully and effectively with the public;
- effectively communicate verbally and in writing;
- comprehend written technical material relating to airport operations and noise abatement;

**Willingness to:**

- work irregular hours, weekends, evenings and holidays as needed.

Proof of a valid motor vehicle operator's license and a current DMV driving record must be submitted to the hiring department at time of selection interview.

**\*Proof of required documents must be uploaded to the application at the time of filing. Candidates who possess degrees from colleges or universities from outside the United States must attach proof of educational equivalence at the time of filing.**

**EXAMPLES OF DUTIES:** Under general supervision, performs administrative, technical and professional duties pertaining to airport public affairs, serves as a liaison on noise and other issues with the community, airport tenants and other City staff; responds to emergencies, newsworthy events and media inquiries; coordinates and assists with special projects, events and programs requiring knowledge of community

concerns and issues, Federal Aviation Administration (FAA) requirements and procedures; supports compliance efforts with Federal, State, County and local laws and regulations pertaining to airport operations and noise abatement; helps ensure safety and efficiency in the use of airport facilities and services when providing tours and other public access; represents the airport at community events, tradeshow, and national regional committee meetings; produces aviation-related literature, promotional materials, technical publications and directories; resolves problems, evaluates procedures and makes recommendations for public affairs issues; assists with preparation and monitoring of the Public Affairs fiscal budget; coordinates the activities, scheduling, recruitment and training of the airport's volunteers, ambassadors and tour guides; prepares reports and makes presentations as needed for the Airport Advisory Commission, General Aviation Noise Committee, homeowner group meetings, community events, and airport-related groups; assigns, directs, and reviews the work of subordinate personnel; may assist in evaluating, coordinating and instructing staff for purposes of training and development; may supervise the Public Information Section of the Airport Public Affairs Division in the absence of the Airport Public Affairs Officer; and performs other related duties as required.

**EXAMINATION WEIGHTS:**

Application & Supplemental Application.....Qualifying  
Appraisal Interview.....Qualifying  
This is a continuous examination. A minimum rating of 70 must be attained in order to pass the examination. Certification by score bands will be considered based on an analysis of test results.

**If you do not receive notification by March 10, 2017 contact the Civil Service Department at (562) 570-6202.**

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for some positions interacting with the public.

This information is available in an alternative format by request at (562) 570-6202.

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- deal tactfully and effectively with the public;
- effectively communicate **orally verbally** and in writing;
- comprehend written technical material relating to airport operations and noise abatement;

**Willingness to:**

- work irregular hours, weekends, evenings and holidays as needed.

Proof of a valid motor vehicle operator's license and a current DMV driving record must be submitted to the hiring department at time of selection interview.

~~Ability to pass the airfield operations written and practical driving examinations and ability to pass background checks will be required within six months of appointment.~~

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pertaining to airport public affairs, serves as a liaison on noise and other issues with the community, airport tenants and other City staff; responds to emergencies, newsworthy events and media inquiries; coordinates and assists with special projects, events and programs requiring knowledge of community concerns and issues, Federal Aviation Administration (FAA) requirements and procedures; supports compliance efforts with Federal, State, County and local laws and regulations pertaining to airport operations and noise abatement; helps ensure safety and efficiency in the use of airport facilities and services when providing tours and other public access; represents the airport at community events, tradeshow, and national regional committee meetings; produces aviation-related literature, promotional materials, technical publications and directories; resolves problems, evaluates procedures and makes recommendations for public affairs issues; assists with preparation and monitoring of the Public Affairs fiscal budget; coordinates the activities, scheduling, recruitment and training of the airport's volunteers, ambassadors and tour guides; prepares reports and makes presentations as needed for the Airport Advisory Commission, General Aviation Noise Committee, homeowner group meetings, community events, and airport-related groups; assigns, directs, and reviews the work of subordinate personnel; may assist in evaluating, coordinating and instructing staff for purposes of training and development; may supervise the Public Information Section of the Airport Public Affairs Division in the absence of the Airport Public Affairs Officer; and performs other related duties as required.

**EXAMINATION WEIGHTS:**

Application & Supplemental Application.....Qualifying  
~~Writing Exercise.....20%~~  
 Appraisal Interview.....**80% Qualifying**  
**This is a continuous examination.** A minimum rating of 70 must be attained in order to pass the examination. Certification by score bands will be considered based on an analysis of test results.

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# AIRPORT PUBLIC AFFAIRS ASSISTANT

## Recruitment Plan

### Recruitment Strategy

- Governmentjobs.com
- Longbeach.gov
- E-blast
- Social Media (Twitter & Facebook)
- HTTV (Hometown television)
- 24-hour jobline

### Filing Period

- 2 week filling period

# WATER COMMUNICATIONS DISPATCHER

**SALARY RANGE:**

Grades I - II: \$1,708.48 to \$2,493.68 Biweekly  
\$3,714.00 to \$5,422.00 Monthly

Accepting online applications only. Apply online 24 hours a day, beginning February 17, 2017 through 4:30 p.m., February 24, 2017. (pre post for a week- Feb. 10 – Feb. 17, 2017 )

**REQUIREMENTS TO FILE:**

- Two years of customer service or dispatching experience, involving the use of a computer.
- Must obtain a California State Water Resources Control Board Water Distribution Operator Grade I certificate within in six (6) month probationary period.
- Knowledge of Automated Utility Billing Systems.

**Ability to:**

- Exercise good judgment, tact and initiative when dealing with the public;
- Make appropriate decisions quickly and independently;
- Speak clearly, read accurately and comprehend, interpret and retain information given verbally and in writing (e.g. procedural manual, work order reports, atlas maps, radio transmissions, gate tickets).
- Effectively operate personal computers and applications, including the use Internet, email, spreadsheet, database, and word processing software.

Willingness to work various scheduled shifts between 7am – 7:30pm, evenings, weekend, and holiday hours as needed.

**DESIRABLE QUALIFICATIONS:** Bilingual skills in English/Spanish, English/Tagalog, or English/Khmer; California State Water Resources Control Board Water Distribution Operator Grade I certificate; other related Water certifications.

**EXAMPLES OF DUTIES:** Under general supervision, answers telephone calls from the public for general service requests and emergency service requests for water and sewer; transmits, receives and logs information from regular response, emergency and field crew personnel via radio dispatch; may act in a lead capacity that includes training and evaluating subordinates; serves as the supervisor during the absence of the Water Communications Center Supervisor and performs other related duties as required.

**EXAMINATION WEIGHTS:**

Application Packet.....	Qualifying
Occupational Written Exam.....	Qualifying
Performance Exam.....	100%
(using CritiCall – dispatching exam)	

This is a continuous examination. A minimum rating of 70 must be attained to pass the examination. Certification by score bands will be considered based on an analysis of test results.

The written exam is tentatively scheduled for the week March 20, 2017. If you do not receive notification by March 6, 2017, please contact the Civil Service Department at (562) 570-6202.

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**EXAMPLES OF DUTIES:** Under general supervision, answers telephone calls from the public for general service requests and emergency service requests for water and sewer ~~and storm sewer~~; transmits, receives and logs information from regular response, emergency and field crew personnel via radio dispatch; may act in a lead capacity that includes training and evaluating subordinates; serves as the supervisor during the absence of the Water Communications Center Supervisor and performs other related duties as required.

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# **WATER COMMUNICATIONS DISPATCHER**

## **Recruitment Plan**

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- E-blast
- Social Media (Facebook, Twitter)
- HTTV (Hometown television)
- 24-hour jobline
- Santiago Canyon College
- Orange Coast College
- LA Trade Tech
- California Water Association

### **Filing Period**

- Continuous, Open-competitive process
- 1 week application filing period: February 17, 2017 – February 24, 2017