

New Orleans Civil Service Application Instructions

The information below will assist you in searching for vacancies, creating an online account and applying for Civil Service jobs at the City of New Orleans.

Searching for Jobs

- To search for jobs go to <https://www.governmentjobs.com/careers/neworleans>
- You can filter current job announcements by Location, Department, Job Category, Estimated Annual Salary and Exam Type.

 **Filter** [Reset All](#) 

Location 

Department 

Job Category 

Estimated Annual Salary 

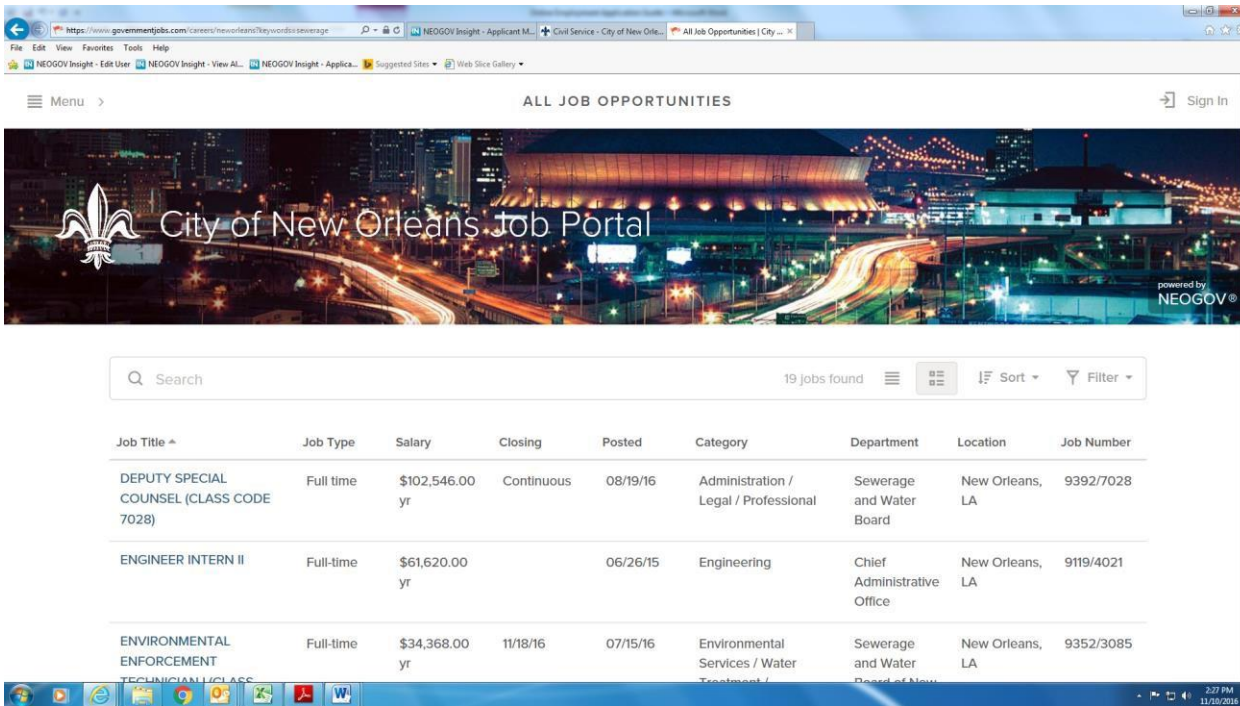
Exam Type 

- Place a checkmark in the box next to the criteria matching your interest(s) and the system will automatically display the current vacancies matching your selection(s).
- Job announcements matching your search will be displayed alphabetically by job title. You can change this by clicking the sort button.

Sort

- Posting Date, Newest to Oldest
-
- Posting Date, Oldest to Newest
-
- Job Title A-Z
-
- Job Title Z-A
-
- Salary, Highest to Lowest
-
- Salary, Lowest to Highest

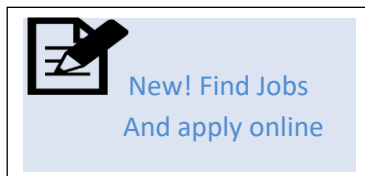
- Click the job title link to open the job announcement.
- Another way to find jobs is to use the search function. Simply type a key word or words into the area labeled 'Search'. Click on the magnifying glass on the left to start your search.




NOTE: Promotional jobs available **only to current classified city employees can be accessed by using the 'MENU' bar in the upper left corner and selecting 'Promotional Jobs Only'.**

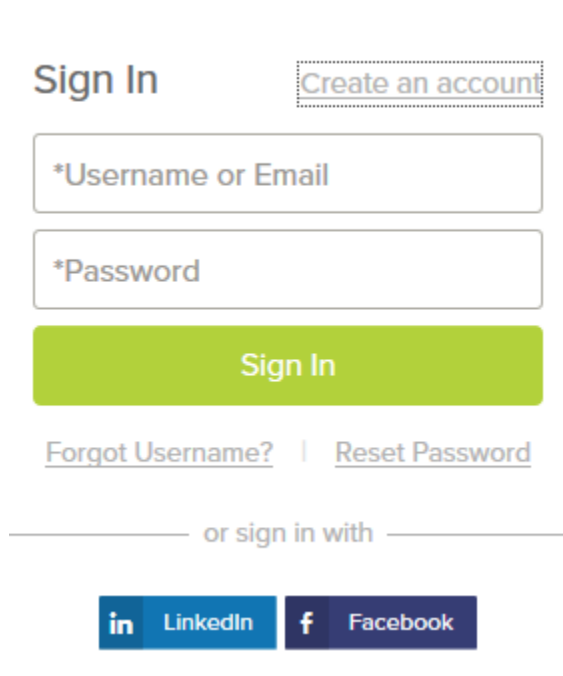
Create an Account

- To access the Civil Service website go to: <http://nola.gov/civil-service/>
- Click on:



- This will bring you to a listing of current job postings.

- Click on  Sign In in the upper right corner of the page.
- The image below will appear.



The image shows a sign-in form with the following elements:

- Text: "Sign In" and "Create an account" (the latter is enclosed in a dashed box).
- Input field: "*Username or Email".
- Input field: "*Password".
- Button: "Sign In" (green).
- Links: "Forgot Username?" and "Reset Password" (underlined).
- Text: "or sign in with" (centered below a horizontal line).
- Buttons: "in LinkedIn" and "f Facebook" (social media login options).

- **If you have previously created a user account**, log in using your username and password. Otherwise, click 'Create an account' to create one, and then enter your new account information.
- If you created an account before, you cannot use the same email address again to create a new account. The email value must be unique.
- If you created an account before and can't remember your username, click on 'Forgot Username'. This sends you an email with your username.
- Click 'Reset Password' if you have forgotten your password.
- Your password must be at least eight characters in length, and contain at least one uppercase letter, one lowercase letter, one number and one symbol (* & %, etc.).
- **If you have not previously created a user account**, enter in the information as requested. As you supply correct information for each field, a checkmark on the right indicates that the value is correct. Please see the following example.

Create Account [Sign In](#)

john@gmail.com ✓

johnsmith ✓

..... ✓


Create

or create with

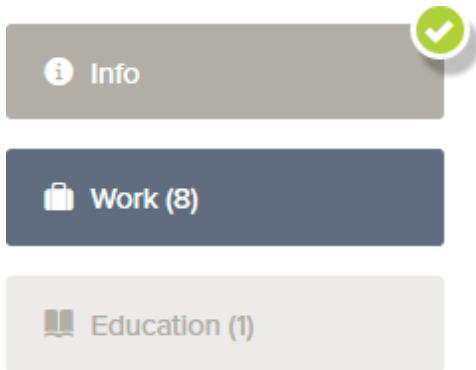
[LinkedIn](#) [Facebook](#)

- Once you have completed all of the information click 'Create'. It is very important to keep a record of your user name and password so that you can log in later to check the status of your application(s).
- When you are signed in, your username appears on the right in the top menu bar.
- If you need to change your password while logged in, use 'Account' in the pulldown menu below your username.

How to Apply for a Job

- After viewing the job announcement, click the 'Apply' button on the bottom of the screen if you would like to apply for the job.
- 
- If you are already logged in, you will be taken to the application process (below). If you are not logged in, you will be prompted to sign in.
 - Enter your personal information. You can also quickly complete basic profile information by importing a resume from LinkedIn, or by uploading a file.

- Next, you will complete a series of steps (entries or screens). Your progress and current step in the process is shown on the left. In the example below, the Information step is complete and the Education step is in progress:



- As you work on your application, refer to the progress bar to see the number of items for each entry, and any errors. In the example below, the Work entry contains eight items, and the Questions entry contains errors.



- For each step, the 'Add' buttons at the top allow you to enter more information.

- 'Save' and 'Cancel' buttons on the bottom allow you to save or discard your work on this entry.




- Although your typing is periodically automatically saved, it is a good practice to click on the 'Save' button. The 'Cancel' button discards any changes you have made since the last save.
- For some entries, a 'Remove' link is present. It deletes the current entry after a confirmation. Once deleted, the data cannot be recovered.
- In the Info section, provide general contact information.
- In the Work section, provide all previous work experience information.
- In the Education section, provide your educational information.
- In the Additional Info section, provide information such as certificates, licenses, skills, and languages.
- In the References section, provide references if required by the posting.
- In the Attachments section, upload any attachments such as a cover letter, occupational license, or college transcripts. The supported file formats are displayed on the Attachments page. To upload files, you must first select the 'Add supplemental attachment' button, and then choose the attachment type.



Click Upload or drag and drop a file into this box to start uploading.



- NOTE: Once you have successfully uploaded an attachment, it is available when applying for other vacancies. After selecting the 'Add supplemental attachment' button, and then choosing the attachment type, click on the clock icon and previously uploaded documents can be selected. See below.
- Answer the Agency questions and the job-specific Supplemental questions. Depending on the job announcement, there may or may not be any supplemental questions to answer.
- Review each section. If there is an error, it is shown in the progress bar and outline the incomplete section in red.

- Use  to open this item and correct any errors. Once you have reviewed all sections and corrected any errors, click 'Proceed to Certify and Submit'.

Proceed to Certify and Submit

- If your application is complete and you are ready to submit, click the 'Accept & Submit' button. If you need to go back, click the 'Decline' button.

Decline

Accept & Submit

- An 'Application Submitted' message confirms that you have applied for the job. You will also receive an e-mail confirming your submission. You can check on the status of your application by clicking on 'Applications' in the top menu bar under your name. The number shown next to 'Applications' indicates the number of in-progress and complete applications.

For technical problems with your account, please call governmentjobs.com toll-free at 1-855-524-5627.

Other Helpful Information when Applying with Civil Service

Educational Requirements

Most vacancies require proof of education.

High School Requirements.

- General Equivalency Diplomas (GEDs) are acceptable if recognized by a state department of education.
- Job Training certificates cannot be substituted for high school diplomas/GED unless specified on the job announcement.
- Unless recognized by a state department of education, online high schools are **not** acceptable.
- Educational credentials from high schools outside of the United States are **not** accepted. Official college transcripts that include the name of the high school and graduation date can be accepted in lieu of a high school diploma.
- An Associate's, Bachelor's, or advanced degree from an accredited college or university can be accepted in lieu of a high school diploma.

Accreditation of Colleges and Universities

- Civil Service only accepts college education from schools accredited as colleges or universities. An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education). A searchable database on the accreditation of colleges and universities can be found here: <http://ope.ed.gov/ACCREDITATION/SEARCH.ASPX>

A college or university **MUST** be accredited by one of the below listed accrediting authorities. If it is not, Civil Service does **NOT** recognize the degree/hours as qualifying.

Middle States Commission on Higher Education	Active
Middle States Commission on Secondary Schools	Active
New England Association of Schools and Colleges, Commission on Institutions of Higher Education	Active
New England Association of Schools and Colleges, Commission on Technical and Career Institutions	Inactive
New York State Board of Regents, State Education Department, Office of the Professions (Public Postsecondary Vocational Education, Practical Nursing)	Active
North Central Association Commission on Accreditation and School Improvement, Board of Trustees	Inactive
North Central Association of Colleges and Schools, The Higher Learning Commission	Active
Northwest Commission on Colleges and Universities	Active
Oklahoma Board of Career and Technology Education	Active
Oklahoma State Regents for Higher Education	Inactive
Pennsylvania State Board of Vocational Education, Bureau of Career and Technical Education	Active
Puerto Rico State Agency for the Approval of Public Postsecondary Vocational, Technical Institutions and Programs	Active
Southern Association of Colleges and Schools, Commission on Colleges	Active
Western Association of Schools and Colleges, Accrediting Commission for Community and Junior Colleges	Active
Western Association of Schools and Colleges, Accrediting Commission for Schools	Inactive
Western Association of Schools and Colleges, Senior College and University Commission	Active

Accrediting Council for Independent Colleges and Schools	Active
Distance Education Accrediting Commission	Active

Foreign Colleges

Evaluating Degrees from Foreign Colleges and Universities:

- Applicants must receive a statement of educational equivalency from one of the evaluation services accepted by the Department of Civil Service. A list of the accepted evaluation services can be found on the National Association of Credential Evaluation Services (NACES) website www.naces.org

Advanced Degrees

- A Master's degree in a specialized field is a substitute for a required baccalaureate degree in the same specialized field. For example, the minimum qualifications require a Bachelor's degree in English; the applicant has a Bachelor's degree in Biology, but has a Master's degree in English. He/she would qualify on the basis of the Master's degree.

Work Experience

Civil Service uses the standards below when evaluating an applicant's previous work experience.

- **Employment Dates** Applicants will only be credited for either the first month or the last month of employment in addition to the months in between. If an applicant notes that s/he worked in a position from 2012-2014, the applicant will not be credited with three years of experience. Civil Service will obtain information on the month the applicant began work and the month s/he stopped work and calculate the time worked by crediting either the first month or the last month in addition to the months in between.
- **The end date for current experience** is the date of application (if the position is posted continuously) or the final filing date for applications (if the position is posted with a closing date).
- **Crediting Full-time and Part-time Experience** The amount of experience required is based on full-time work unless otherwise specified on the announcement. Part time experience can be credited toward the requirement on a reduced basis. 30 hours or more worked per week is credited as full-time work experience. Any work experience performed on average 15 - 29 hours per week should be given half credit, 5-14 hours per week 25% credit, and for 5 or fewer hours per week no credit is given. For example, a job announcement states that 2 years of experience in storekeeping is required. The applicant has five years of experience working part-time (20 hours a week). Credit would be computed as follows: $.50 \times 5 \text{ yrs.} = 2.5 \text{ years of experience credit awarded}$. The maximum credit for any time period is the equivalent of one full time job.
- **Unpaid work** is not credited toward experience unless specifically stated on the job announcement. Examples of unpaid work include volunteer work and internships
- **Crediting Professional Experience** In order for work experience to be counted as professional, the job must have required a bachelor's degree. Professional work must have occurred in a position that required a Bachelor's Degree upon entrance.

- **Professional Administrative Experience** requires the daily application of analytical skills and reasoning in a position's performance. Positions largely made up of clerical tasks such as answering phones, filing, scheduling, and providing customer service will not be credited as professional administrative work. Work must have occurred in a position that required a Bachelor's Degree upon entrance.
- **Percentage of time spent performing duties** Some applicants may have performed the work required on a job announcement as a smaller portion of their duties. Work performed in this context would be granted partial credit. For example, a job announcement states that 2 years of full-time experience in storekeeping is required. The applicant was a full-time Clerk for 5 years who did storekeeping occasionally (approximately 25% of time). Credit would be computed as follows: .25 x 5 yrs. = 1.25 years of experience credit awarded.
- **Exempt/Salaried Experience** The Civil Service Classified Pay Plan is used as a reference for internal experience to determine which positions are exempt (salaried) under the Fair Labor Standards Act (FLSA). Supplemental questions are used to gather information regarding the exemption status of outside employment. Please see the Department of Labor's fact sheet on Executive, Administrative and Professional exemptions. https://www.dol.gov/whd/overtime/fs17a_overview.pdf
- **Qualifying duties** must have been routinely performed a substantial amount of time (half time or greater).
- **Supervisory Experience** Credit for supervisory experience is only granted for internal applicants who had the responsibility of completing the service ratings of another employee. Credit will not be awarded for the oversight/supervision of contractors.
- **Supervisory experience for external applicants** includes the responsibility to review work, set work schedules and discipline subordinates. Credit will not be awarded for the oversight/supervision of contractors.
- **Provisional Appointments** Related experience gained while serving in a provisional appointment (this applies to internal applicants only) is credited.
- **Journeyman Level experience** is gained after completion of training (usually one to two years); an employee working independently and assigned the full range and diversity of work.
- **Substitutions for education, experience or other credentials** are not accepted unless they are specified on the published job announcement.

Civil Service reserves the right to determine which degrees, education, or other credentials are related or closely related.

Testing

- Unless otherwise specified on the job announcement, applicants must wait six (6) months to retake a Civil Service examination. The position must be open (posted) in order to retest.
- Applicants will be given credit for the highest test score attained.
- Test scores may be used for up to two (2) years.
- When deemed appropriate by Civil Service, test scores may be used for multiple positions.

- New Orleans Civil Service does not accept test scores from outside agencies.

Re-applying

- Unless otherwise specified on the job announcement, applicants must wait six (6) months to re-apply for a position. The position must be open (posted) in order to re-apply.

Admission to Examinations

- The Director, subject to the Rules, may reject the application of any person for admission to any test of fitness, or refuse to test any applicant, or may cancel the eligibility of any eligible on any employment list, who is found to lack any of the qualifications prescribed as requirements for admission to the tests for the class for which he has applied or because his character or reputation is deemed unfit for employment in that class, or who is addicted to the habitual use of drugs or intoxicating liquors to excess, or who has been adjudged guilty of a crime involving moral turpitude or infamous or notoriously disgraceful conduct, or who has been dismissed from the public service for delinquency or misconduct, or who has made a false statement of any material fact, or has practiced or attempted to practice deception or fraud in his application or his tests or otherwise in securing eligibility for appointment or attempting to do so. Any such facts shall also be considered cause for removal of any employee. (Rules of the Civil Service Commission Rule V, Section 2.6)

Offers of employment or promotion

- Prior to appointment, the hiring agency is required to verify education, driver's license, and/or professional licenses/certifications claimed by the applicant to qualify for the position they are being appointed into. If selected for hire, applicants must provide original documents of their qualifying credentials to the hiring agency prior to their start date in this job classification. Offers of employment or promotion are required to be withdrawn for applicants who are found to have misrepresented their credentials during the application process.

Please call 504-658-3500 or email csno@nola.gov if you have any questions regarding the application process.