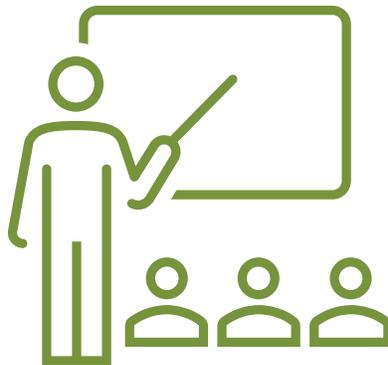


**GROWTH & DEVELOPMENT  
OPPORTUNITIES  
FOR 2026**



**CITY OF NEW ORLEANS  
EMPLOYEE GROWTH & DEVELOPMENT DIVISION  
CIVIL SERVICE DEPARTMENT**

**AN EQUAL OPPORTUNITY EMPLOYER**

Dear Employees:

We are excited to welcome you back to the classroom this year. Ongoing learning is essential to building a strong, capable workforce, and our training programs are designed to help employees develop the skills needed to succeed and grow in their roles. We encourage both employees and supervisors to actively participate in the wide range of courses available, as they offer meaningful opportunities for skill development and team advancement.

While some courses are required for employees pursuing promotional opportunities, all employees are encouraged to take advantage of these offerings to support their professional growth and personal development.

We look forward to the continued use of our new online learning management system, Neogov Learn, for both instructor-led course enrollment as well as self-led online learning.

We extend our sincere appreciation to our dedicated instructors, whose knowledge and commitment play a critical role in strengthening the City of New Orleans workforce. Their guidance and support ensure our training programs serve employees at every level.

Your input matters to us. We welcome feedback, ideas, and suggestions, and invite you to share recommendations for new courses or enhancements to existing programs.

Amy Trepagnier  
Director, Civil Service Department

# ATTENTION!

All course enrollment is now done online via Neogov Learn.

Only attend classes for which you have received an **official notification via Neogov** from Civil Service.

Please be sure to use an **up-to-date email address in Neogov** to receive notification of scheduling; we will not be able to schedule an employee for requested courses without a valid email address.

All course enrollment request must be approved by your direct supervisor via Neogov. Please be sure your supervisor is correctly listed in Neogov.

Please read the **course description** for information and prerequisites before registering for a course to avoid being dropped from the course due to ineligibility.

**All employees are required to attend all dates of a course session** to receive credit/s. Missing any date/s will result in receipt of an incomplete. There will be **no make-up classes/exams** for the date/s missed!

A grace period of 15 minutes is observed for half-day classes and 30 minutes for all-day classes. Arrival outside these timeframes may result in being asked to leave.

Civil Service conducts test-outs as noted in the course descriptions via Neogov. Registered employees will be notified of the test-out dates via Neogov as sessions approach.

Transcripts for courses taken after January 1, 2025 are available via self-service in Neogov. Transcripts for courses taken prior to January 1, 2025 are available upon request via email, [cstraining@nola.gov](mailto:cstraining@nola.gov).

For additional information (not covered in this catalog), please contact the Employee Growth and Development division via email, [cstraining@nola.gov](mailto:cstraining@nola.gov).

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**Important:** Course descriptions and session schedules which were previously included in this catalog are now available online via Neogov Learn.

## **COURSES IN COURSE NUMBER ORDER**

<u>COMMUNICATION (COMM 100-199)</u>	Course No.
Reading Comprehension	COMM 100
Basic Grammar Usage and Proofreading I	COMM 111
Basic Grammar Usage and Proofreading II	COMM 112
Public Speaking and Oral Presentation	COMM 120
Enhancing One's Public Speaking Skills	COMM 121
Business Writing	COMM 130
Listening Skills: A Major Component of Good Communication	COMM 140
<u>PUBLIC SERVICE (PBSV 200-299)</u>	
City Employee's Orientation	PBSV 200
Human Relations	PBSV 210
Techniques of Good Customer Service	PBSV 220
Telephone Techniques	PBSV 230
Understanding City Government	PBSV 240
<u>GENERAL CLERICAL (GCLE 300-399)</u>	
Basic Office Skills	GCLE 310
<u>COMPUTATION (COMP 400-499)</u>	
Basic Math for Utilities Supervisors	COMP 401
Business Mathematics	COMP 410
Introduction to Basic Principles of Accounting	COMP 430
<u>GOVERNMENT OPERATIONS (GVOP 500-599)</u>	
Purchasing in City Government	GVOP 520
Accounting Process in City Government	GVOP 530
ADP Enterprise & Manager Self Service (MSS) Training	GVOP 573
ADP eTime	GVOP 574
Civil Service Human Resource Training Series	GVOP 575
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580
Introduction to BRASS	GVOP 594
BRASS I	GVOP 595
BRASS II	GVOP 596
<u>SUPERVISION (SUPV 600-699)</u>	
Employee On-Boarding	SUPV 600
Introduction to Supervision	SUPV 610
Personnel Interviewing	SUPV 620
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629
Managing Workplace Discipline	SUPV 630
Counseling and Coaching Employees	SUPV 640

**COURSES IN COURSE NUMBER ORDER (Continued)**

<u>SUPERVISION (SUPV 600-699) (continued)</u>	<u>Course No.</u>
Team Building	SUPV 650
PERFORM (Performance Evaluations)	SUPV 671
Effective Crisis Intervention with Employees	SUPV 680
Conflict Management	SUPV 690
<u>ADMINISTRATION (ADMN 700-799)</u>	
Grant and Proposal Writing	ADMN 710
Contract Preparation and Administration	ADMN 720
Procurement and Purchasing	ADMN 721
Competitive Selection Procedure for Professional Services Contracts	ADMN 722
Executive Secretarial Skills	ADMN 730
<u>MANAGEMENT (MGMT 800-899)</u>	
Principles of Management	MGMT 810
Planning and Organizing	MGMT 820
Leadership	MGMT 830
Records Management	MGMT 840
The Office and Office Management	MGMT 850
Problem Solving and Decision Making	MGMT 870
Conducting Meetings	MGMT 871
Total Quality Management: An Overview	MGMT 872
<u>PERSONAL DEVELOPMENT (PDVP 900-999)</u>	
Basic Typing	PDVP 900
Advanced Typing	PDVP 901
Managing Stress	PDVP 920
Effective People Skills	PDVP 930
Simply Personal Finance	PDVP 950
<u>PROFESSIONAL AND ADMINISTRATIVE TRAINING (PAT 1120-1871)</u>	
Professional/Administrative Speaking and Presentation	PAT 1120
Professional/Administrative Writing	PAT 1130
Professional/Administrative Math and Statistics	PAT 1420
Professional/Administrative Supervision	PAT 1610
Professional/Administrative Managing Conflicts & Human Relations	PAT 1690
Professional/Administrative Creative Problem Solving & Decision Making	PAT 1870
Professional/ Administrative Productive Meetings	PAT 1871

## COURSES IN ALPHABETICAL ORDER

Course Title	Course Code
Accounting Process in City Government	GVOP 530
ADP Enterprise & Manager Self-Service (MSS)	GVOP 573
ADP eTime	GVOP 574
BRASS I	GVOP 595
BRASS II	GVOP 596
Advanced Typing	PDVP 901
Basic Grammar Usage and Proofreading I	COMM 111
Basic Grammar Usage and Proofreading II	COMM 112
Basic Math for Utilities Supervisors	COMP 401
Basic Office Skills	GCLE 310
Basic Typing	PDVP 900
Business Mathematics	COMP 410
Business Writing	COMM 130
City Employees' Orientation	PBSV 200
Civil Service Human Resources Training Series	GVOP 575
Competitive Selection Procedure for Professional Services Contracts	ADMN 722
Conducting Meetings	MGMT 871
Conflict Management	SUPV 690
Contract Preparation and Administration	ADMN 720
Counseling and Coaching Employees	SUPV 640
Effective Crisis Intervention with Employees	SUPV 680
Effective People Skills	PDVP 930
Employee On-Boarding	SUPV 600
Enhancing One's Public Speaking Skills	COMM 121
Executive Secretarial Skills	ADMN 730
Grant and Proposal Writing	ADMN 710
Human Relations	PBSV 210
Introduction to Basic Principles of Accounting	COMP 430
Introduction to BRASS	GVOP 594
Introduction to Supervision	SUPV 610
Introduction to Workplace Discipline for First Line Supervisors	SUPV 629
Leadership	MGMT 830
Listening Skills: A Major Component of Good Communication	COMM 140
Managing Stress	PDVP 920
Managing Workplace Discipline	SUPV 630
PERFORM (Performance Evaluations)	SUPV 671
Personnel Interviewing	SUPV 620
Planning and Organizing	MGMT 820
Principles of Management	MGMT 810

**COURSES IN ALPHABETICAL ORDER** *(Continued)*

<b>Course Title</b>	<b>Course Code</b>
Problem Solving and Decision Making	MGMT 870
Procurement & Purchasing	ADMN 721
Professional/Admin. Creative Problem Solving & Decision Making	PAT 1870
Professional/ Administrative Managing Conflicts & Human Relations	PAT 1690
Professional/Administrative Math and Statistics	PAT 1420
Professional/Administrative Productive Meetings	PAT 1871
Professional/Administrative Speaking and Presentation	PAT 1120
Professional/Administrative Supervision	PAT 1610
Professional/Administrative Writing	PAT 1130
Public Speaking and Oral Presentation	COMM 120
Purchasing in City Government	GVOP 520
Reading Comprehension	COMM 100
Records Management	MGMT 840
Retirement Planning & the Municipal Employees' Retirement System	GVOP 580
Simply Personal Finance	PDVP 950
Team Building	SUPV 650
Techniques of Good Customer Service	PBSV 220
Telephone Techniques	PBSV 230
The Office and Office Management	MGMT 850
Total Quality Management: An Overview	MGMT 872
Understanding City Government	<u>PBSV 240</u>

## APPLICATION PROCESS FOR COURSES

- 1) Applications for all courses are now submitted online via Neogov Learn.
- 2) This training program is in compliance with the Americans with Disabilities Act and does not discriminate against individuals with disabilities. Employees who need information or special accommodation/s should make requests prior to the class. Employees with disabilities who need assistance should call 658-4020, 658-4017 (fax), or TTY/VOICE at 658-4475.
- 3) Employees are expected to attend all scheduled classes, as absences may result in rescheduling to a later date, potentially impacting their training progress. *If you are unable to attend a scheduled class, please notify our office in advance at 504-658-3500 to explore rescheduling options or drop the class via Neogov **within 48 hours of the start date of the session.*** Otherwise, you will be marked as absent.
- 4) All employees shall be allowed to take at least one course per month of available authorized training, subject to supervisor's approval, which shall not be unreasonably withheld. In any case, An Appointing Authority shall approve at least four (4) training opportunities for employees each year (see Civil Service Rule VIII, Section 4.2).
- 5) Employees may attempt to “**test out**” the following courses:
  - Basic Grammar Usage and Proofreading I and II\*
  - Basic Office Skills
  - Basic Math for Utilities Supervisors
  - Business Mathematics
  - Conflict Management
  - Executive Secretarial Skills
  - Introduction to Supervision
  - Introduction to Workplace Discipline for 1<sup>st</sup> Line Supervisors
  - Principles of Management
  - Problem Solving and Decision Making
  - Professional/Administrative Creative Problem Solving & Decision Making
  - Professional/Administrative Math and Statistics
  - Professional/Administrative Supervision
  - Reading Comprehension
  - Records Management
  - The Office and Office Management
  - Team Building

\*The test out for Basic Grammar covers both Level I and Level II; an employee does not need to test out of the two different levels separately.

### **One hour is given to take all ‘test out’ exams.**

- 6) Employees may apply for classes regardless of where the course is held or where they work.

- 7) **To ensure registration in a class, employees must receive approval from the Employee Growth & Development Division via Neogov.** Notification will be sent to the employee by email connected to their Neogov account. If no email address is provided, the employee will NOT receive notifications. If an employee's email address changes, the employee is required to notify the Civil Service Department, Employee Growth & Development Division.
- 8) Certain courses require an examination for successful completion, typically administered at the end of the course.
- 9) The Civil Service Department reserves the right to: A) cancel courses; B) reschedule courses; C) substitute course requirements; D) determine courses for which a 'test out' option is offered; E) determine the circumstances under which auditing is allowed; F) approve audit requests. If auditing is permitted, the student must attend the audited course in its entirety, and no additional perks are granted.
- 10) Departments can request special training sessions for a group of employees. Such a request should be made at least 45 to 60 days in advance. The Civil Service Department will attempt to accommodate the request solely based on its urgency (i.e. required for promotion), trainer's availability, and the number of attending employees (i.e., min. 12).
- 11) **Good Moral Character** is required of all students. Forgery, misrepresentation of facts, plagiarism, or cheating on examinations is punishable by disqualification, failure of the class, and other penalties. Civil Service instructors are empowered and held responsible to enforce this requirement. **Employees are required to report on time for class. The penalty for late arrival is at the discretion of the trainer (e.g., not being able to attend the class and/or session).**
- 12) Locations of courses in this section are as follows:

*Civil Service Training Room  
1300 Perdido Street, City Hall, **Rm. BW04***

*ITI (Info Tech & Innovation) Computer Training Lab  
1300 Perdido Street, City Hall **Rm. BE15***

*Civil Service Conference Room  
1340 Poydras Street, Orleans Tower **Suite 964***

*Various conference rooms as needed*

- 13) Questions concerning the application process may be directed to the Civil Service Department, Employee Growth and Development Division as follows:

Donielle Fields

[donielle.fields@nola.gov](mailto:donielle.fields@nola.gov)

504-658-3504

## REQUIRED COURSES FOR CIVIL SERVICE JOB CLASSIFICATIONS

Training courses are components of the selection process for some Civil Service classifications. To be eligible for promotion, applicants must meet **all** requirements noted on the **examination announcement**. **It is your responsibility to determine which courses are required for your next promotion.** Promotional examination announcements with required courses can be found online here: [Promotional Jobs Only](#). Positions that are open both promotionally and to outside applicants can be found here: [All Job Opportunities](#). If a position is not currently open to applications, the required courses can be found on the class specification for each position. Class specifications can be found here: [Class Specifications](#). Employees are encouraged to look ahead to see what courses are needed to be eligible for the next higher level in their job series.

Listed on the following pages are positions that typically require courses. This list is subject to change. **Always refer to the job posting for the most up to date requirements.** To receive credit for these courses, employees must either test out, or successfully complete all course requirements (i.e., do assigned work, pass appropriate tests at the end of a course).

### **THE FOLLOWING CLASSIFICATIONS REQUIRE COURSES (in alphabetical order):**

<b>CLASS TITLE</b>	<b>SERIES</b>
Customer Service Associate	
Customer Service Senior Associate	
Customer Service Specialist	
Customer Service Supervisor	
Customer Service Manager	
Administrative Support Manager I	Clerical
Administrative Support Manager II	Clerical
Administrative Support Supervisor	Clerical
Administrative Support Supervisor III	Clerical
Administrative Support Supervisor IV	Clerical
Airport Administrative Specialist II	Clerical
Airport Administrative Specialist III	Clerical
Airport Administrative Specialist IV	Clerical
Airport Administrative Specialist V	Clerical
Airport Senior Communications Specialist	
Airport Services Agent	Analyst/ Prof.
Assistant Payroll Supervisor	
Management Development Analyst II	Analyst
Management Development Specialist I	Analyst
Management Development Specialist II	Analyst
Networks Maintenance Technician II	Networks (S&WB)
Networks Master Maintenance Technician I	Networks (S&WB)
Networks Master Maintenance Technician II	Networks (S&WB)
Networks Senior Maintenance Technician I	Networks (S&WB)
Networks Senior Maintenance Technician II	Networks (S&WB)
Office Assistant	Clerical
Office Support Specialist	Clerical
Sr. Police Technician	
Principal Office Support Specialist	Clerical
Public Works Maintenance Worker (S&WB)	Public Works
Public Works Supervisor I	Public Works Sup.
Public Works Supervisor II (S&WB)	Public Works Sup.
Pumping Stations Supervisor, Assistant	
Senior Office Support Specialist	Clerical

Police Technician Supervisor  
Utilities Meter Services Manager  
Utilities Meter Services Supervisor, Assistant  
Water Meter and Services Technician (Lead)  
Water Meter Reading Field Serv. Supervisor

\*Additional job classifications not listed here may require the completion of Civil Service courses. Please be sure to review the job posting and/or specification for the next position in your career series to determine if courses are required.

## SUPERVISORY CERTIFICATE

The Employee Growth & Development Division of the Civil Service Department recommends our certificate program for those who will be (or are) supervisors. The total course work is about 12 half-days (42 hours) of training.

**Upon completion of all courses required for the certificate, it will be the responsibility of the employee to apply with the Employee Growth & Development Division to receive their recognition of completion of this program. The application form needed appears on the next page.**

ONE OF THESE:

SUPV 629 – Introduction to Workplace Discipline for First Line Supervisors – (3 ½ hrs.), or SUPV 630 – Managing Workplace Discipline – (3 ½ hrs.)

**AND**

ONE OF THESE:

SUPV 640 – Counseling and Coaching Employees – (3 ½ hrs.), or SUPV 650 – Team Building – (3 ½ hrs.)

**AND**

ONE OF THESE:

SUPV 680 – Effective Crisis Intervention with Employees – (3 hrs.), or SUPV 690 – Conflict Management – (3 ½ hrs.)

**AND**

ONE OF THESE:

SUPV 610 – Introduction to Supervision – (7 hrs; two - 3 ½ hr. sessions), or PAT 1610 – Professional/Administrative Supervision - - (10 ½ hrs; three - 3 ½ hrs)

**AND**

\*ONE OF THESE

SUPV 670 – Performance Appraisals (The Service Rating Process) – (3 ½ hrs.)\* or SUPV 671 – PERFORM (Performance Evaluations) (3 hrs).

**AND**

EACH OF THESE:

MGMT 830 – Leadership (3 ½ hrs.)

MGMT 872 – Total Quality Management: an Overview – (3 ½ hrs.)

SUPV 600 – Employee On-boarding {New employees/transfers/recently promoted, etc.} (3 ½ hrs.)

SUPV 620 – Personnel Interviewing – (3 ½ hrs.)

\*\*SUPV 691 – Sexual Harassment – (3 ½ hrs.)

***\* SUPV 671-PERFORM (Performance Evaluations), is offered to reflect the new Performance Evaluation system. The former course, SUPV 670- Performance Appraisals (The Service Rating Process), has been phased out and will not count towards the requirement for the Supervisory Certificate starting January 2020.***

***\*\*A Louisiana State Civil Service mandated online course “Preventing Sexual Harassment” is now required of all employees. As of January 2020, we no longer accept credit for the old Civil Service course (SUPV 691) toward the training requirement for the Supervisory Certificate. Employees are required to submit their certificate of completion for both online mandatory courses (for Employee and Supervisor) to qualify for the Supervisory Certificate and should do so “all at once” – along with their Supervisory Certificate Application and copy of transcript (highlighting the completed courses which entitle them to qualify for the certificate).***

**CITY OF NEW ORLEANS  
CIVIL SERVICE DEPARTMENT**

**SUPERVISORY CERTIFICATE APPLICATION**

To Be Completed by Employee      (Please Print)

**Name:** \_\_\_\_\_ **Employee ID:** \_\_\_\_\_

**Official Civil Service Classification:** \_\_\_\_\_

**Department-Division/Bureau:** \_\_\_\_\_

**Work Address:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**Reason You Elected to Pursue Certificate:**

\_\_\_\_\_  
\_\_\_\_\_

**Name (as you'd like it to appear on certificate):**



***Note:*** Please attach a copy of your transcript to this application – checking off the courses you've completed, which are required for the certificate.

~~~~~  
To Be Completed By Civil Service Department

**Processed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Eligible:** Yes ( )      No ( )

**Special Notes:**

\_\_\_\_\_  
\_\_\_\_\_

## CIVIL SERVICE INSTRUCTORS

| <u>NAME</u>                      | <u>TITLE</u>                                    | <u>DEPARTMENT</u>             |
|----------------------------------|-------------------------------------------------|-------------------------------|
| <i>Alisha L. Brumfield (ALB)</i> | <i>Airport Services Manager</i>                 | <i>Aviation</i>               |
| <i>Allison Lee (AL)</i>          | <i>Chief Operations Manager</i>                 | <i>CAO</i>                    |
| <i>Ariane G. Robinson (AG)</i>   | <i>Deputy Director</i>                          | <i>Municipal Yacht Harbor</i> |
| <i>Brandye DeLarge (BD)</i>      | <i>Chief Operations Manager</i>                 | <i>CAO</i>                    |
| <i>Christina Hamilton (CH)</i>   | <i>Assistant Chief Administrative Officer</i>   | <i>CAO</i>                    |
| <i>Corneisha Brown (CMB)</i>     | <i>Assistant Chief Operations Manager</i>       | <i>CAO</i>                    |
| <i>Dana Allen (DA)</i>           | <i>Crime Analyst I</i>                          | <i>NOPD</i>                   |
| <i>Dexter Joseph (DJ)</i>        | <i>Utilities Services Administrator</i>         | <i>S&amp;WB</i>               |
| <i>Destini' Price (DP)</i>       | <i>Management Development Ana. II</i>           | <i>Civil Service</i>          |
| <i>Duane Johnson (DDJ)</i>       | <i>Pol. Academy Training Administrator</i>      | <i>NOPD</i>                   |
| <i>Jocelyn Johnson (JJ)</i>      | <i>Mgmt. Services Administrator</i>             | <i>Health</i>                 |
| <i>Jocelyn Pinkerton (JP)</i>    | <i>Health Project &amp; Planning Mgr.</i>       | <i>Health</i>                 |
| <i>Jordy Stiggs (JS)</i>         | <i>Management Dev. Specialist II</i>            | <i>Ethics Review Board</i>    |
| <i>Kim DeLarge, Jr. (KTD)</i>    | <i>Assistant Chief Administrative Officer</i>   | <i>CAO</i>                    |
| <i>Keisha Gaudin (KG)</i>        | <i>Assistant Chief Operations Manager</i>       | <i>CAO</i>                    |
| <i>Kyle Homan (KH)</i>           | <i>Reimbursement Lead</i>                       | <i>Capital Projects (PDU)</i> |
| <i>Korye DeLarge (KD)</i>        | <i>Management Dev. Supervisor II</i>            | <i>S&amp;WB</i>               |
| <i>Madelyn Sanchez (MS)</i>      | <i>Deputy Director</i>                          | <i>Office of Comm. Dev.</i>   |
| <i>Michael Brenes (MB)</i>       | <i>HRIS Manager</i>                             | <i>Finance</i>                |
| <i>Patrice Vaughn (PV)</i>       | <i>Asst. Mgr. Retirement System</i>             | <i>Finance</i>                |
| <i>Robert Hagman (RWH)</i>       | <i>Personnel Administrator</i>                  | <i>Civil Service</i>          |
| <i>Ryann Martinek (RM)</i>       | <i>Health Project &amp; Planning Specialist</i> | <i>Health</i>                 |
| <i>Shawn Augustine (SA)</i>      | <i>Accountant III</i>                           | <i>Finance</i>                |
| <i>Warren Smith (WS)</i>         | <i>Document Control Team Lead</i>               | <i>Capital Projects</i>       |



## **CUSTOMIZED TRAINING**

If you have a group of employees who need more training in a specific area, we can work with you to present Civil Service training courses at a convenient date, time, and location. For more information, please contact us at [cstraining@nola.gov](mailto:cstraining@nola.gov). Some examples include training in areas such as City Employees' Orientation (PBSV 200), or PERFROM (Performance Evaluations) (SUPV 671).

## **H<sub>2</sub>O CLUB**

Come and visit the Sewerage & Water Board Toastmaster (H<sub>2</sub>O Club), which meets on the second and fourth Thursday of every month at the Sewerage & Water Board, 625 St. Joseph Street, Rm. 112/ intermittent Library locations; 12:00 pm to 1:30 p.m.

For more information contact Sewerage & Water Board Training Department at 585-2128.



The city chapter of Toastmaster's International, an organization committed to the development of communication and leadership skills in a supportive environment. Big Easy Toasters meet on the second and fourth Wednesday of each month in the Purchasing Conference Room, Room 4W05, in City Hall from 12:00 noon to 1:00 p.m. All interested prospects are welcome to attend the meetings and join the organization.

For further information on these training opportunities, please email us at [cstraining@nola.gov](mailto:cstraining@nola.gov)

## **CIVIL SERVICE INSTRUCTOR VACANCIES**

The Civil Service Department continually seeks to expand its pool of prospective training candidates. When vacancies arise, notifications are distributed via an employee-wide email, ensuring all employees are informed and eligible to apply.

## ADDITIONAL TRAINING OPPORTUNITIES AT NEW ORLEANS PUBLIC LIBRARY



# LOCATIONS

### Algiers Regional Library - AR

3014 Holiday Dr. • 504-596-2641

### Alvar Library - AV

913 Alvar St. • 504-596-2667

### Central City Library - CC

2020 Jackson Ave., Suite 139 •  
504-596-3110

### Children's Resource Center Library - CRC

913 Napoleon Ave. •  
504-596-2628

### East New Orleans Regional Library - EN

5641 Read Blvd. • 504-596-0200

### Cita Dennis Hubbell Library - HB

725 Pelican Ave. • 504-596-3113

### Rosa F. Keller Library & Community Center - KE

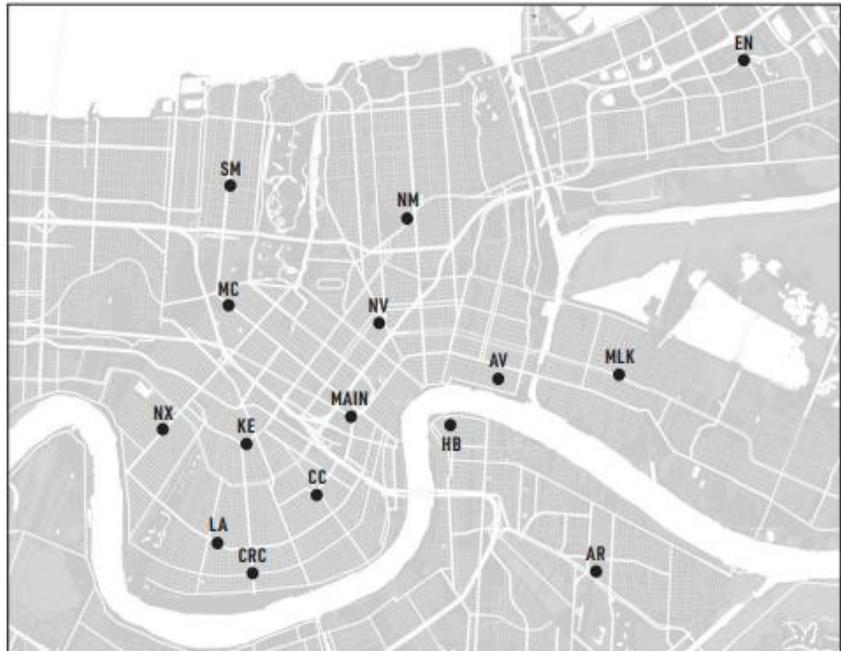
4300 S. Broad Ave. •  
504-596-2660

### Dr. Martin Luther King, Jr. Library - MLK

1611 Fats Domino Ave. •  
504-596-2695

### Milton H. Latter Library - LA

5120 St. Charles Ave. •  
504-596-2625



### Main Library - MAIN

219 Loyola Ave. • 504-596-2560

### Norman Mayer Library - NM

3001 Gentilly Blvd. •  
504-596-3100

### Mid-City Library - MC

4140 Canal St. • 504-596-2654

### Nora Navra Library

1902 St. Bernard Ave. •  
504-596-3118

### Nix Library

1401 S. Carrollton Ave. •  
504-596-2630

### Robert E. Smith Library

6301 Canal Blvd. • 504-596-2638

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To find Library hours, programs,  
and event information, go to  
[nolalibrary.org](http://nolalibrary.org).

## YMCA at the Library

The YMCA of Greater New Orleans offers classes for adults at the Main Library through YMCA Educational Services. Whether you want to improve your reading, writing, math, and job-readiness skills or prepare for the HiSet exam, YMCA Educational Services can help. Registration is required. Call 504-596-3842.

## COURSES IN BUSINESS SOFTWARE APPLICATIONS

Basic and Intermediate Civil Service approved courses in Business Software Applications are offered through the CAO/ITI Training Unit. Courses are available in Microsoft Word, Microsoft Excel, PowerPoint, Microsoft Teams and Microsoft Outlook.

### OVERVIEW

Training will last 4 hours per class and will be offered once per week. Each skill level will be offered as a standalone class/session and will span 3 class dates. Schedules will be provided once classes are filled. Employees may take the entire series of Basic and Intermediate courses, or only the courses that best suit their needs.

Those with access to the City's IT Network may visit the Neutral Ground employee website at [employee.nola.gov/work/training/](http://employee.nola.gov/work/training/) for information on a variety of training opportunities or use <http://employee.nola.gov/work/training/business-software.aspx/> for course listings and descriptions related specifically to business software training.

If you do not have access to the City's IT Network, you may send a message indicating your interest in a particular training at [training@nola.gov](mailto:training@nola.gov), or visit <https://nola.gov/chief-administrative-office/business-software-application-training/>, and the ITI Training Unit will respond with further details on your specified training request.

### REGISTRATION

To register via the Neutral Ground website, visit <http://employee.nola.gov/work/training/business-software.aspx/> and follow the instructions for "**Registration**" listed at the bottom of the page. Please print and have your supervisor sign the registration form and return via email to [training@nola.gov](mailto:training@nola.gov).

### POLICIES

We encourage all employees (unclassified, classified, full-time, or part-time) to take advantage of this opportunity. These courses are not currently required by the Department of Civil Service. However, courses are useful for most positions in various occupational series.

Please make every effort to attend the class for which you register. Employees who register for a class but fail to attend will not receive priority enrollment in the future. Please direct any questions to the CAO/ITI Training Unit at [training@nola.gov](mailto:training@nola.gov) for more information and to register.

## **Employee Growth and Development Training Catalog Things to Know:**

### **Enrollment Process**

- Employees' enrollment requests are sent to their assigned supervisor in NeoGov. If not approved or denied, you'll be automatically dropped 4 days before the start date.
- Supervisors can deny or accept enrollment requests
- Enrollment period typically closes 4 days before class starts (subject to change based on scheduling requirements or other institutional needs) We recommend employee enrollment or waitlist placement at least 2 weeks prior to the start date
- Once accepted, it is then sent to a Civil Service Administrator to accept for the employee to be officially registered into the class or placed on the waitlist

### **Waitlist Policy**

- Employees can join one waitlist per class session
- Employees cannot join multiple waitlists per class
- If dropped from a waitlist, employees must register for another class session or waitlist

\*\* Note that employees on the waitlist are only registered into the class if a registered employee drops their enrollment\*\*

### **Test-Outs**

- Are offered via NeoGov in the course's tab

### **Class Closure**

- Once a class has ended, grades will be entered within 2 weeks of class ending (subject to change based on institutional needs)
- NeoGov will notify employees when grades are entered

### **Access and Support**

- Employees without NeoGov access should email [csno@nola.gov](mailto:csno@nola.gov) to request assistance

### **Transcripts**

- For Pre-NeoGov launch transcripts: email [cstraining@nola.gov](mailto:cstraining@nola.gov) for a copy
- For NeoGov launch and beyond transcripts: are in NeoGov for employee access

\*\*If an employee has general questions about the 2026 Training Catalog email: [Cstraining@nola.gov](mailto:Cstraining@nola.gov)