

Canton City Hall, Third Floor
218 Cleveland Avenue, S.W.
P.O. Box 24218
Canton, Ohio 44701-4218
Hours: 8:00 a.m. - 5:00 p.m.

**CIVIL SERVICE COMMISSION
CITY OF CANTON, OHIO**

Phone: (330) 489-3360
FAX: (330) 580-2059



OPPORTUNITY FOR EMPLOYMENT

THE CIVIL SERVICE COMMISSION OF CANTON, OHIO

ANNOUNCES

COMPETITIVE MERIT EXAMINATION FOR:



AN EQUAL OPPORTUNITY EMPLOYER

CONTINUOUS RECRUITMENT

DATE OF ISSUE: May 22, 2014

NO: M10-14

CLASSIFICATION TITLE

Customer Service Clerk
Information Clerk
(City of Canton)

2014 RATE

Step 1 - \$12.37
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FILING OF APPLICATION

Application must be made on the regular application form available in the office of the Canton Civil Service Commission, Canton City Hall, 3rd Floor, 218 Cleveland Avenue SW, Canton, OH, or application may be printed from the City of Canton web site www.cantonohio.gov under "City Government", "City Services", "Civil Service" and then "View Continuous Recruitment". A copy of Driver's License must be submitted with completed application.

QUALIFICATIONS

Must have knowledge in general clerical work which shall have involved typing, filing and completion of a standard high school course with business school training highly desirable; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

****** NOTICE OF DRUG TESTING REQUIREMENT ******

Candidates must submit to a drug screen examination. Eligibility for employment shall not be considered final until drug testing has been successfully completed with a negative result. "Drug" means a controlled substance as defined by Chapter 3719 of the Ohio Revised Code, entitled "Controlled Substances", and/or Section 202, Schedules I through V of the Federal Controlled Substance Act, including but not limited to marijuana, hashish, "Crack", cocaine, heroin, morphine, codeine, opiates, amphetamines, "ice" barbiturates, and hallucinogens.

RATING

Upon completion of the examination process, candidates who receive a passing score will be placed on the eligibility list in accordance with your score for a period of one (1) year.

TESTING INFORMATION

Once your application is submitted, you will receive notice by mail when testing is scheduled. The test will be given as necessary. This is a two-part examination consisting of either a written or computerized exam and a typing exam. You must successfully pass both portions of the examination to be considered eligible. The typing requirement is 40 WPM typed accurately. The written or computerized examination will consist of general knowledge questions on clerical practices to include: English Usage, Office Procedures, Punctuation and Capitalization, Letter Writing Techniques, Math, Proofreading, Reading Comprehension and other related areas. The written and typing examinations will each count 50% of the total grade. A 70% passing point will be used.

To be eligible for the positions under this examination, applicants must be 18 years of age and show that they are a reliable worker. They must be a United States Citizen or have legally declared their intention of becoming a citizen. Applicants may be required to take a physical examination by a licensed physician.

****** IMPORTANT NOTICE TO VETERANS ******

As provided in ORC 124.23C, any person who has completed service in the uniformed services, who has been honorably discharged from the uniformed services or transferred to the reserve with evidence of satisfactory service, and who is an Ohio resident and any member of a reserve component of the armed forces of the United States, including the Ohio national guard, who has completed more than 180 days of active duty service pursuant to an executive order of the president of the United States or an act of congress of the United States may file with the director a certificate of service or honorable discharge (DD-214 – Long version), and upon this filing, the person shall receive additional credit of twenty percent (20%) of the person's total grade given in the examination in which the person receives a passing grade.

A member in good standing of a reserve component of the armed forces of the United States, including the Ohio national guard, who successfully completes the member's initial entry-level training shall receive a credit of fifteen percent (15%) of the person's total grade given in the examination in which the person receives a passing grade.

Applicants are solely responsible for making Commission staff members aware of previous filings of discharge papers by the application deadline if bonus credit is to be claimed.

CITY RESIDENCY BONUS

Applicants who have resided within the Canton City limits for at least six (6) months or longer immediately prior to testing will receive 5% additional credit, provided they make a passing score.

THE MAXIMUM ALLOWABLE BONUS POINT AWARD IS 20%.

EQUAL EMPLOYMENT

All qualified applicants will receive consideration for appointment without regard to race, religion, color, national origin, sex, political affiliation, age, type of disability, or any other non-merit factor.

ADMITTANCE TO EXAMINATION - IDENTIFICATION REQUIRED

Candidates who have been accepted to the examination will be admitted to the test site only upon presentation of their valid State of Ohio Drivers' License or other valid photo-identification card satisfactory to the examiners. **PERSONS UNABLE TO PRESENT PHOTO-IDENTIFICATION WILL NOT BE EXAMINED.**

DUTIES

Performs varied general clerical tasks and related work as required.

**BY ORDER OF THE CANTON CIVIL SERVICE COMMISSION
Samuel J. Sliman, Administrator**