



## OKLAHOMA BUREAU OF NARCOTICS AND DANGEROUS DRUGS CONTROL

### VACANCY ANNOUNCEMENT

CLASSIFIED POSITION

**Opening Date: October 6, 2011**

**Closing Date: October 20, 2011**

**Job Family / Code:** CUSTOMER SERVICE REPRESENTATIVE E13C  
**Position Number:** 47700028  
**Posting Number:** 11-10  
**Pay Band / Salary Range:** G / \$1,760.17 - \$2,346.92  
**Number of Vacancies:** 1  
**Work Location:** OKC Headquarters  
**Division:** Diversion-Communications

**Application Filing Procedures:** Applicants who have permanent status or reinstatement rights in the classified service will be considered for this position by:

Submitting to OBN Human Resources on or before the closing date a:

- Cover letter that includes the title of the position, announcement number, and daytime telephone number,
- Completed Office of Personnel Management Personal Data Summary Sheet (OPM-4B),
- Copy of most recent employee service evaluation (PMP),
- Copy of most recent leave summary

**Unclassified applicants** with no reinstatement eligibility must submit and follow application process through the Office of Personnel Management [www.opm.ok.gov](http://www.opm.ok.gov).

**Requirements:** Written and typing test administered by OPM. Non-OBN applicants must pass a background investigation, polygraph examination and drug test. A trial period may be required.

**Education and Experience Requirements:** Requirements at this level require three years of experience in customer service, or an equivalent combination of education and experience, substituting fifteen semester hours of college for the required experience.

**Major Work Duties:** Receives customers or visitors; answers telephone calls; secures and provides information; provides services; or directs the request to those who can provide the customer with the information or services. Sorts and distributes mail. Responds to requests concerning the interpretation of agency or program policies and procedures.

**Application materials must be received by 5 p.m. on the closing date.**

**Send to:** Human Resources: 440 N.E. 39<sup>th</sup> Street • Oklahoma City, OK 73105  
Phones: 405-521-2885/1-800-522-8031 • Fax: 405-530-3189