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## HUMAN RESOURCES MEMORANDUM NO. 04-026

**April 27, 2004**

**TO:** Lt. Governor, Secretary, Undersecretary, Assistant Secretaries, Deputy Assistant Secretaries, Program Managers

**FROM:** Mary V. Gloston  
Human Resources Director

**SUBJECT:** QUEST

In March, 2004 Civil Service implemented a new hiring process called "QUEST", "Quality Express Staffing," for positions that require the Clerical, Office and Administrative Support Test (COAST). The QUEST hiring process will make it easier for Managers and Supervisors to fill clerical and secretarial positions. Some advantages of the new QUEST process will be the posting of vacancies on the internet instead of certificates or certifiable score lists, greater flexibility in selection, test scores for candidates show how they compare to the overall applicant pool, test components are scored separately to allow for better evaluation of candidates, and typing skills for secretarial titles are optional based on the agency's need.

Attached is a supervisor's guide to QUEST which explains the four basic steps to hiring an employee through the new process. The four steps are:

- 1.) Request the Human Resources Office to post your vacancy on the Civil Service Job Search website for at least a week.
- 2.) Pre-tested candidates apply directly to the Human Resources Office.
- 3.) You decide which candidates you wish to interview from the applications received.
- 4.) Make a selection based on your evaluation of candidates' interviews, test scores, and experience.

The guide also explains different aspects of QUEST such as "preferred qualifications" and the three test types and how they are scored.

All vacancies for clerical positions must be posted on Civil Service Job Search. There are a few exceptions for when a vacancy does not need to be posted. The exceptions for filling a position without posting are:

- 1.) Appointment from a Department Preferred Re-Employment list.
- 2.) Restricted Appointment.

- 3.) Detail to Special Duty.
- 4.) Noncompetitive re-employment of a former classified employee.
- 5.) Noncompetitive appointment of a handicapped or disabled applicant under provisions of Rule 7.20 (c).
- 6.) Demotion, reassignment, or lateral transfer.

Due to the new rules associated with QUEST, we are no longer able to promote for clerical positions within the department. Promotions to all clerical positions must be announced on Civil Service Job Search.

The department will continue to use the same procedure as requesting a certificate for requesting a clerical position to be announced on job search. These requests will be made to Jan Ramezan, Human Resources Manager.

The Human Resources Office will conduct training on the new QUEST hiring process within the next few months. Look forward to the HR Memo with dates and times.

If you have any questions, please contact the Human Resources Office at (225) 342-0880.

Attachment

**Please Post and Circulate**