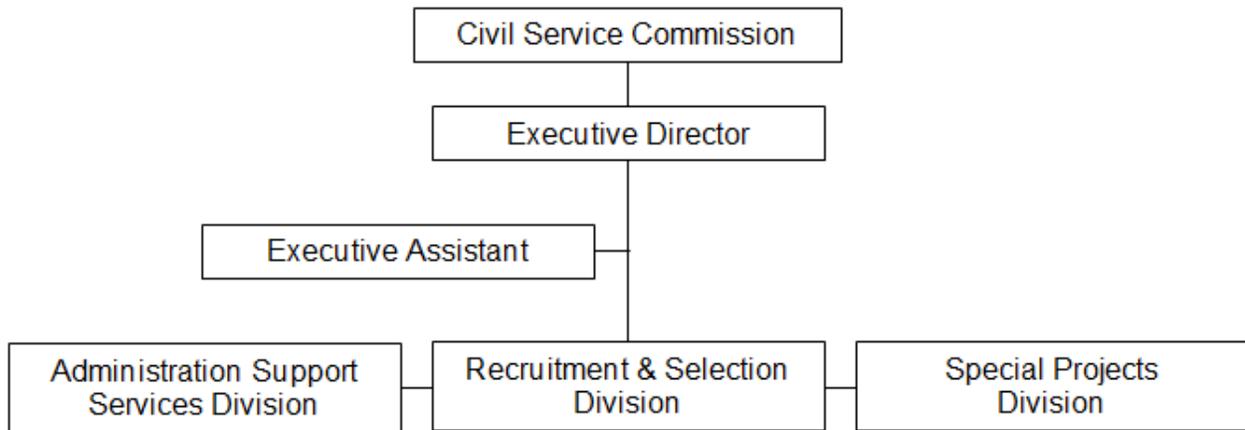


Civil Service



Mission Statement:

The Civil Service Department treats all customers with integrity, courtesy and respect, and provides quality candidates that reflect our diverse community through a fair and timely employment process.

FY 15 Accomplishments

The Civil Service Commission is mandated by Article XI Section 1100 of the Charter of the City of Long Beach. The five members of the Commission are appointed by the Mayor and are approved by the City Council. The Civil Service Commission appoints the Executive Director of Civil Service. The Executive Director appoints Civil Service Department staff members.

- Processed over 16,583 applications and completed 161 recruitments and examinations.
- Completed 24 employee disciplinary appeal hearings across 36 days.
- Achieved over a 100% rate of all employment applications being filed online by transitioning to an “online only” application process so that we could streamline processes and leverage technology.
- Utilized the National Testing Network (NTN) for the Police Recruit examination resulting in lower examination expenditures and a larger, more diverse candidate pool for the Police Recruit classification.
- Utilized the National Testing Network (NTN) for Public Safety Dispatcher, Port Security Specialist Operator.
- Administered public safety examinations for Police Recruit, Police Sergeant, Police Lieutenant, Public Safety Dispatcher, Public Safety Dispatcher-Lateral, Fire Engineer, Marine Safety Officer, Marine Safety Sergeant-Boat Operator, and Marine Safety Captain.
- Attended 16 community outreach events/job fairs, including City of Long Beach Police Department and City of Long Beach/Pacific Gateway sponsored career expositions, to more effectively promote employment with the City of Long Beach.
- Conducted 12 orientation workshops in collaboration with the Police and Fire Department regarding the examination, hiring process, training and duties of public safety positions to enhance applicant knowledge and experience during the selection process and to promote the City of Long Beach as an employer of choice.
- Implemented a national benchmarking survey targeting over 220 public sector agencies to identify best practices and to improve Civil Service standards and expectations and policies and processes.
- Implemented three different customer service questionnaires targeting internal customers, external customers/applicants and partnering agencies/raters so that we could ensure adherence to new standards, incorporate best practices in recruitment/selection processes and provide un-paralleled customer service.
- Presented Civil Service 101 Trainings to enhance knowledge and capability of City of Long Beach Administrative Officers and key support personnel regarding Civil Service Rules and Regulations, Policies and Procedures, and Civil Service processes.
- Expanded Civil Service Social Media platform (Facebook, Twitter, Instagram, LinkedIn, Yelp) by over 65% so that we could promote employment opportunities within the city, broaden our recruitment pool and market the City of Long Beach as an employer of choice.
- Organized a commercial shoot in collaboration with the Public Access Digital Network (PADNET) and the Police Department for a public service announcement aimed at promoting the current Police Recruit process and highlighting the role of a Police Officer as an exciting and fulfilling career choice.
- Conducted 17 career counseling sessions to promote employee development and career growth.
- Processed over 3,936 personnel transaction documents in service to City departments.

FY 15 Accomplishments

- Developed and implemented a Tech-Up to Move-Up Program internship in partnership with California State University, Long Beach Career Center to serve as a resource for community members and city employees who may experience challenges managing the technology required during the Civil Service application process and to provide an opportunity for participating student interns to receive career development and prepare for future employment opportunities.
- Partnered with the Port of Long Beach to assist with the Summer High School Internship 8-week program.

Administration and Support Services Division Summary

Services Provided:

Enforce City Charter-mandated Civil Service Rules and Regulations; adjudicate appeals, maintain eligible and priority lists; certify candidates for selection, monitor non-career appointments, process personnel transactions, monitor performance appraisal system, maintain employee records, provide administration and financial services for the Civil Service department.

Service Improvement Objectives:

- To revise and conduct three managerial/supervisory training classes on employee performance appraisals to promote knowledge and effectiveness of City of Long Beach managers and supervisors.
- To accurately process 100 percent of personnel transactions forms within 1 business day of receipt and to certify 100 percent of personnel requisitions within 2 business days of receipt so that we can ensure high quality, efficient service.
- To remit payment to vendors within a net 30 day industry standard to align our systems and results with sound business practices.
- To implement a comprehensive internal personnel requisition tracking system so that we can validate department efficiencies gained in turn-around times.

	Actual FY 14	Adopted* FY 15	Adjusted** FY 15	Adopted** FY 16
Expenditures:				
Salaries, Wages and Benefits	648,410	684,598	844,598	780,229.07
Materials, Supplies and Services	98,824	81,399	224,399	228,338
Internal Support	133,043	113,222	113,222	123,265
Capital Purchases	—	—	—	—
Debt Service	—	—	—	—
Transfers From Other Funds	—	—	—	—
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Total Expenditures	880,277	879,219	1,182,219	1,125,347
Personnel (Full-time Equivalent)	4.43	4.43	4.43	5.48

* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

** Amounts as published in the FY 16 Proposed Budget released July 2, 2015

Recruitment & Selection Division Summary

Services Provided:

Implement recruitment strategies that identify and attract qualified, diverse, service-oriented applicants for City jobs. Provide City departments with Equal Employment Opportunity (EEO) hiring opportunities. Coordinate outreach program with local community colleges and universities. Develop and administer streamlined, job related employment examinations in accordance with modern psychometric standards to ensure City departments are equipped with highly qualified pools of candidates for selection. Provide timely staff reports to the Civil Service Commission to meet the exceptional personnel needs of the user departments. Perform bilingual assessments and coordinate the bilingual certification program.

Service Improvement Objectives:

- To redesign and implement a new recruitment strategy to ensure our eligibility lists are in greater alignment with the demographic profile of our relevant labor market.
- To attend 60 community outreach events, job/career fairs, or community meetings so that we can build effective relationships within the community and promote our brand/services on a broader level.
- To collaborate with the Special Projects Division in implementing a City of Long Beach Test Construction Internship Project so that we can revise and update two to three of our highest utilized assessments.
- To attain a minimum standard of 90 percent of our examination/recruitment processes* meeting departmental standards for cycle times so that we can ensure efficient and streamlined processes. (*For recruitments not delayed or requested to be postponed by an operating department.)
- To obtain an average customer rating of 9.0 out of 10.0 on Civil Service Analyst Feedback Survey to ensure effective processes and unparalleled service.
- To incorporate a formal examination review in the pre-planning meetings so that we maintain up to date relevant testing materials.

	Actual FY 14	Adopted* FY 15	Adjusted** FY 15	Adopted* FY 16
Expenditures:				
Salaries, Wages and Benefits	1,082,250	1,067,324	1,067,324	1,060,592
Materials, Supplies and Services	125,270	185,488	185,488	1,587
Internal Support	46,212	42,062	42,062	46,235
Capital Purchases	—	—	—	—
Debt Service	—	—	—	—
Transfers From Other Funds	—	—	—	—
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Total Expenditures	1,253,732	1,294,874	1,294,874	1,108,414
Personnel (Full-time Equivalent)	9.57	9.57	9.57	10.18

* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

** Amounts as published in the FY 16 Proposed Budget released July 2, 2015.

Special Projects Division Summary

Services Provided:

Implement projects that enhance customer service, improve operations and promote the work, goals and visions of the Civil Service Department. These goals, that relate to department’s collaboration and outreach efforts within the organization and the community, include training, policy research, classification and compensation. Manage the city-wide applicant tracking system utilized for the recruitment and selection of City employees.

Service Improvement Objectives:

- To develop, coordinate and implement NEOGOV Insight and Online Hiring Center (OHC) and Civil Service-based trainings such as employee selection, examination preparation and/or general understanding of Civil Service testing and procedures for Civil Service staff, Administrative Officers, key support personnel, and other City of Long Beach managers so that we can continually build organizational knowledge and capacity.
- To continue a partnership with California State University, Long Beach Career Center, to expand and institutionalize the Tech-Up to Move-Up internship program so that we can promote student preparation for rewarding lives and careers and expand our services.
- To complete a job analysis and test development process for Customer Service Representative so that we can enhance the effectiveness of the selection process for this critical citywide job classification.
- To collaborate with the Department of Human Resources in improving the current citywide personnel requisition approval process so that we can more prudently utilize City resources and more effectively meet assist departments in meeting classified and unclassified hiring needs.
- To serve as Civil Service Module Lead for ERP Selection Process to better collaborate in the implementation and enhancement of technology citywide.
- To develop and design a video-based job classification overview so that we can provide job applicants with a realist job preview of various positions with the City of Long Beach and promote the City of Long Beach as an employer of choice.
- To update Civil Service Policies and Procedures to improve the methods of services provided to our customers by Civil Service staff.
- To collaborate with the Recruitment and Selection Division in designing and implementing a City of Long Beach Test Construction Internship Project so that we can revise and update two to three of our highest utilized assessments.

	Actual FY 14	Adopted* FY 15	Adjusted** FY 15	Adopted* FY 16
Expenditures:				
Salaries, Wages and Benefits	—	—	—	155,437
Materials, Supplies and Services	—	—	—	32,000
Internal Support	—	—	—	6,291
Capital Purchases	—	—	—	—
Debt Service	—	—	—	—
Transfers From Other Funds	—	—	—	—
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Total Expenditures	—	—	—	193,727
Personnel (Full-time Equivalent)	—	—	—	1.00

* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

** Amounts as published in the FY 16 Proposed Budget released July 2, 2015.

Financial Summary by Category

	Actual FY 14	Adopted* FY 15	Adjusted** FY 15	Adopted* FY 16
Revenues:				
Property Taxes	—	—	—	—
Other Taxes	—	—	—	—
Franchise Fees	—	—	—	—
Licenses and Permits	—	—	—	—
Fines and Forfeitures	—	—	—	—
Use of Money & Property	—	—	—	—
Revenue from Other Agencies	—	—	—	—
Charges for Services	—	—	—	—
Other Revenues	—	—	—	—
Interfund Services - Charges	—	—	—	—
Intrafund Services - General Fund Charges	—	—	—	—
Harbor & Water P/R Rev Trsfs	—	—	—	—
Other Financing Sources	—	—	—	—
Operating Transfers	—	—	—	—
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Total Revenues	—	—	—	—
Expenditures:				
Salaries, Wages and Benefits	1,687,835	1,751,922	1,911,922	1,989,773
Overtime	42,825	—	—	—
Materials, Supplies and Services	224,094	266,887	409,887	261,925
Internal Support	179,255	155,284	155,284	175,791
Capital Purchases	—	—	—	—
Debt Service	—	—	—	—
Transfers to Other Funds	—	—	—	—
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Total Expenditures	2,134,009	2,174,093	2,477,093	2,427,489
Personnel (Full-time Equivalents)	14.00	14.00	14.00	16.66

* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

** Amounts as published in the FY 16 Proposed Budget released July 2, 2015.

Personnel Summary

Classification	FY 14 Adopt FTE	FY 15 Adopt FTE	FY 16 Adopt FTE	FY 15 Adopted Budget	FY 16 Adopted Budget
Administrative Aide I	1.00	1.00	1.00	54,904	56,366
Administrative Aide II	1.00	1.00	1.00	59,209	59,209
Administrative Analyst I - NC	—	—	0.33	—	19,749
Administrative Officer	—	—	1.00	—	108,282
Clerical Aide I - NC	—	—	0.33	—	8,555
Clerk Typist III	1.00	1.00	1.00	49,617	48,573
Clerk Typist IV	—	—	1.00	—	44,737
Deputy Director	1.00	1.00	—	136,573	—
Executive Director	1.00	1.00	1.00	179,682	160,851
Executive Assistant	1.00	1.00	1.00	73,317	73,318
Members-Boards/Commissions	—	—	—	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	78,058	78,058
Personnel Analyst III-Confidential	5.00	5.00	4.00	458,660	351,068
Personnel Assistant I-Confidential	1.00	1.00	1.00	56,366	56,365
Personnel Assistant II-Confidential	1.00	1.00	1.00	59,209	60,671
Recruitment Officer	—	—	1.00	—	108,282
Special Projects Officer	—	—	1.00	—	103,032
Subtotal Salaries	14.00	14.00	16.66	1,231,596	1,363,115
Overtime	—	—	—	—	—
Fringe Benefits	—	—	—	584,344	688,506
Administrative Overhead	—	—	—	23,281	25,451
Attrition/Salary Savings	—	—	—	(87,299)	(87,299)
Expenditure Transfer	—	—	—	—	—
Total	14.00	14.00	16.66	1,751,922	1,989,773

Key Contacts

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