

## ***CIVIL SERVICE***

*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.*

## Fiscal Year 2008 Accomplishments

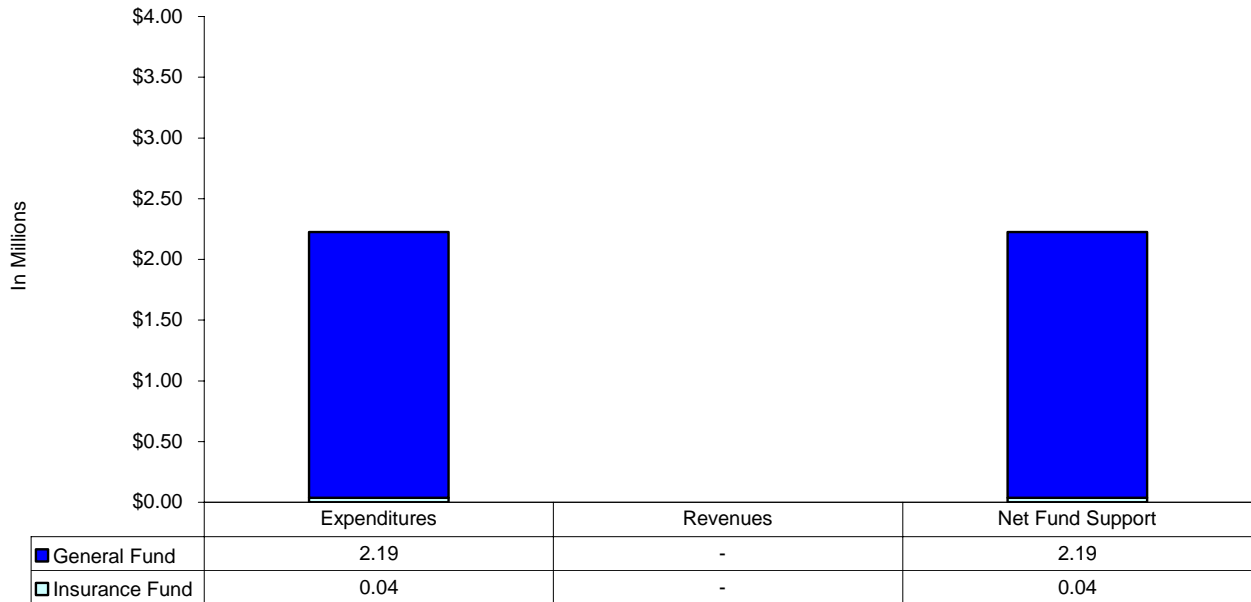
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The Civil Service Commission is mandated by Article XI Section 1100 of the Charter of the City of Long Beach. The five members of the Commission are appointed by the Mayor and are approved by the City Council. The Civil Service Commission appoints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

- Partnered with faculty at Poly PAAL (Poly Academy for Accelerated Learning) to host a Career Day. Over forty participants, including twenty-five city employees participated in this event.
- Participated in career days at Franklin Middle School and Jordan Senior High School.
- Collaborated with the CSULB - Career Development Center to coordinate a pilot program for entry-level civil engineering positions.
- Developed a pilot internship program to recruit students majoring in civil engineering. This was a collaborative effort among City departments (i.e., Development Services, Gas & Oil, Harbor and Public Works).
- Collaborated with the Harbor Department to market Harbor-related engineering opportunities.
- Hosted students who participated in the 9<sup>th</sup> Annual Groundhog Job Shadow Day.
- Participated in quarterly New Employee Orientation Training program.
- Joined the LBUSD School for Adults Advisory Committee.
- Conducted a multi-media recruitment campaign resulting in over 2,029 Police Recruit applicants.
- In collaboration with the Police Department, conducted workshops regarding the testing and hiring process, including outreach to existing City employees.
- Conducted multiple testing sessions for Police Recruit allowing more flexibility for candidates and quicker certification of names of qualified candidates to LBPD.
- Administered public safety examinations for Police Recruit, Police Officer – Lateral, and promotional examinations for Police Lieutenant, Fire Captain, Marine Safety Sergeant – Boat Operator and Marine Safety Captain, Communications Dispatcher, School Guard, Special Services Officer, Forensic Specialist, Police Property and Supply Clerk, Ambulance Operator, Park Ranger and Chief Port Security Officer.
- Enhanced the examination process for Police Lieutenant, which condensed candidate participation time, completed four testing components in one week, incorporated on-line testing for In-Basket Exercise and provided development opportunities for participating candidates.
- Worked with the LBPD to create an improved Assessment of Promotability process for Police Lieutenant.
- Streamlined the examination process for Special Services Officer by allowing for continuous testing and waiver of examination for candidates with specialized training or certificates.
- Administered public health examinations for Public Health Nutritionist, Public Health Physician, Microbiologist, Public Health Professional, Registered Nurse, Senior Animal Control Officer, and Animal Health Technician.
- Created a new specialized classification (Water Conversation Specialist) to support the Water Department's conservation efforts.
- Implemented the RELAY program to enhance the quality of services delivered.
- Conducted nine training classes for the Supervisor's Leadership Academy; also conducted requested training for the Harbor, Community Development and Gas and Oil Departments.
- Completed orders of layoff and established priority lists for the classifications of Public Health Professional, Community Relations Assistant, Clerk Typist, Personnel Analyst and Assistant Administrative Analyst.
- Through enhanced efforts, over eighty percent of all employment applications were received online.

## Summary by Character of Expense

### Proposed\* FY 09 Budget by Fund



	Actual FY 07	Adopted* FY 08	Adjusted FY 08	Estimated FY 08	Proposed* FY 09
<b>Expenditures:</b>					
Salaries, Wages and Benefits	2,251,985	1,565,025	1,565,025	2,063,423	1,573,253
Materials, Supplies and Services	438,337	428,720	428,720	215,780	428,720
Internal Support	231,248	233,378	233,378	205,425	222,533
Capital Purchases	1,739	-	-	-	-
Debt Service	-	-	-	-	-
Transfers to Other Funds	(23,948)	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
<b>Total Expenditures</b>	2,899,361	2,227,123	2,227,123	2,484,628	2,224,506
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	-	-	-	156	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
<b>Total Revenues</b>	-	-	-	156	-
<b>Personnel (Full-time Equivalents)</b>	23.00	25.00	25.00	25.00	23.00

\* Amounts exclude all-years carryover. Specific expenditure reductions proposed by the Department totaling \$731,906 are captured entirely in salary savings pending approval by the City Council.

## 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.

**Service Improvement Objectives:**

To conduct three managerial/supervisory training classes on Civil Service Rules and Regulations.  
 To conduct three managerial/supervisory training classes on Employee Performance Appraisals.  
 To certify 70 percent of personnel requisitions within 24 hours of receipt.

	Actual FY 07	Adopted FY 08	Adjusted FY 08	Estimated FY 08	Proposed* FY 09
<b>Quantitative Measures of Service:</b>					
# of managerial/supervisory training classes conducted Rules and Regulations	5	5	5	4	4
# of managerial/supervisory training classes conducted on Performance Appraisals	7	8	6	5	4
% of personnel requisitions certified within 24 hours of receipt	67%	70%	68%	65%	70%
<b>Expenditures:</b>					
Salaries, Wages and Benefits	730,721	655,635	655,635	732,298	677,380
Materials, Supplies and Services	114,292	74,250	74,250	71,462	74,250
Internal Support	142,720	152,097	152,097	151,197	142,873
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
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<b>Total Expenditures</b>	<b>987,733</b>	<b>881,982</b>	<b>881,982</b>	<b>954,957</b>	<b>894,503</b>
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	-	-	-	-	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
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Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
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<b>Total Revenues</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Personnel (Full-time Equivalents)</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>

\*Amounts exclude all-years carryover.

## Employment Services Division Summary

**Services Provided:**

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 establish 180 eligible lists.

To complete 80 percent of departmental requests for staff reports within established deadlines.

To conduct eight training classes on employee selection, examination preparation and/or general understanding of Civil Service testing and procedures.

To administer 90 bilingual assessments.

	Actual FY 07	Adopted FY 08	Adjusted FY 08	Estimated FY 08	Proposed* FY 09
<b>Quantitative Measures of Service:</b>					
# of eligible lists established	236	175	170	225	180
% of staff reports completed within established deadlines	98%	98%	98%	90%	80%
# of managerial/supervisory training classes conducted	10	11	11	11	8
# of bilingual tests administered	91	90	90	90	90
<b>Expenditures:</b>					
Salaries, Wages and Benefits	1,097,536	782,016	782,016	1,054,193	740,207
Materials, Supplies and Services	137,613	166,850	166,850	65,995	166,850
Internal Support	29,178	29,476	29,476	16,733	29,061
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	(23,948)	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
<b>Total Expenditures</b>	1,240,378	978,342	978,342	1,136,922	936,118
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
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Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
<b>Total Revenues</b>	-	-	-	-	-
<b>Personnel (Full-time Equivalents)</b>	12.45	13.00	13.00	13.00	12.00

\*Amounts exclude all-years carryover.

## Recruitment 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.

**Service Improvement Objectives:**

To recruit a diverse applicant pool for City employment equivalent to the labor market availability through e-recruiting.  
 To attend 20 major city-wide outreach recruitment events.

	Actual FY 07	Adopted FY 08	Adjusted FY 08	Estimated FY 08	Proposed* FY 09
<b>Quantitative Measures of Service:</b>					
# of community outreach visits	110	115	40	26	20
# of career counseling sessions conducted	575	900	266	35	N/A
# of Job Interest Forms received from potential job candidates	3000	3504	2695	2750	N/A
# of managerial/supervisory training classes conducted	8	8	6	6	N/A
# of resumes received and evaluated for individuals seeking employment	515	470	201	179	N/A
<b>Expenditures:</b>					
Salaries, Wages and Benefits	423,728	127,374	127,374	276,931	155,666
Materials, Supplies and Services	186,432	187,620	187,620	78,323	187,620
Internal Support	59,351	51,805	51,805	37,495	50,599
Capital Purchases	1,739	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
<b>Total Expenditures</b>	671,250	366,799	366,799	392,749	393,885
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
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Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
<b>Total Revenues</b>	-	-	-	156	-
<b>Personnel (Full-time Equivalents)</b>	4.55	6.00	6.00	6.00	5.00

\*Amounts exclude all-years carryover.



## Key Contacts

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