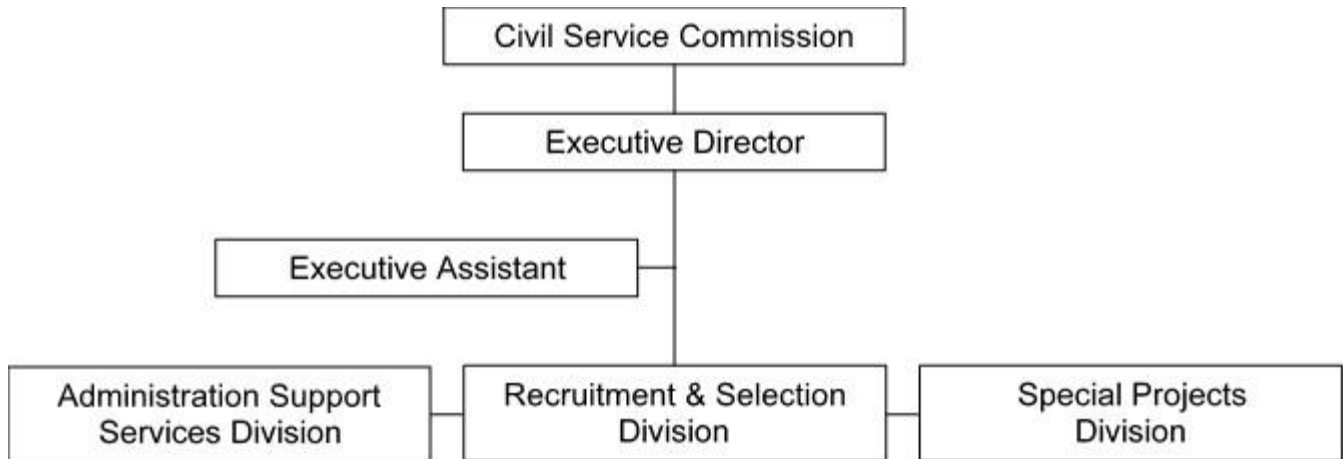


Civil Service



Mission Statement:

The Civil Service Department is committed to providing technical, operational, and strategic support on a wide range of employment concerns to ensure a quality Classified workforce for the City of Long Beach.

The Department does this by:

- Providing a robust employee selection system that is in accordance with Civil Service Rules and Regulations and designed to meet the needs of the organization
- Listening to the needs of customers and operating departments and responding accordingly.
- Keeping abreast of best practices and trends related to merit-based employment principles and guidelines.

FY 17 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.

- Collaborated with Human Resources and Financial Management to move existing paper personnel requisition process to an online system using Neogov.
- Presented Online Hiring Center (OHC) training to city staff regarding enhancements to OHC system.
- Designed a new Civil Service Commissioner's orientation program so that Commissioners understand the purpose and role of the Civil Service Commission and the Civil Service Department and receive written expectations regarding the key roles, responsibilities, and expectations.
- Partnered with the Port of Long Beach to assist with the Summer High School Internship 8-week program.
- Implemented a pilot study to automate and track the performance management system for classified employees.
- Processed over 4,251 personnel transaction documents in service to City departments.
- Processed over 18,597 applications, and completed 104 recruitments.
- Created 119 eligible lists which yielded 4,805 eligible for hire candidates.
- Provided candidate application batches for 104 recruitments to user departments to expedite their selection process.
- Completed 14 employee disciplinary appeal hearings.
- After completing a collaborative job analysis in the prior fiscal year, a selection plan development study was initiated which resulted in a new selection procedure for Customer Service Representative. This new test assessed 510 Customer Service Representative applicants.
- Reviewed and revamped Administrative Analyst testing procedures, which provided a more streamlined application process by use of computerized testing such as Wonderlic and Montage.
- Streamlined the Refuse Operator examination and transitioned to an open and continuous process, which led to an increased number of applicants on the eligible list. As a result, this also reduced the eligible list referral turn-around time.
- Recruited, received applications, and tested for three Police Recruit outreaches within the fiscal year. In an effort to increase the candidate pool, administered Police Recruit- PELLETB exam in partnership with Long Beach Police Department.
- Administered public safety examinations for Police Recruit, Police Sergeant, Police Lieutenant, Public Safety Dispatcher, Public Safety Dispatcher-Lateral, Public Safety Dispatcher-POST Waiver, Fire Captain, Fire Engineer, Marine Safety Officer, Deputy Fire Marshal, Plan Checker–Fire Prevention, Police Officer-Lateral, Ambulance Operator, Criminalist, and Communications Center Supervisor.
- Conducted 19 orientation workshops in collaboration with the Police, Disaster Preparedness and Emergency Communications, and Fire Departments 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.
- Attended 25 community outreach events/job fairs and coordinated attendance at 42 community outreach events/job fairs for public safety personnel in order to more effectively promote employment with the City of Long Beach.

FY 17 Accomplishments

- Enhanced the collaborative relationship with Long Beach Unified School District by participating in student career days, student interview “boot camps”, and student mentoring sessions
- As part of the City of Long Beach’s Emergency Operations Plan, took on the responsibility of the management of Spontaneous Volunteer operations. Attended training with other city emergency management planners and operation staff and completed NIMS/ICS training for Civil Service staff.
- Participated in the Citywide New Employee Orientation program so that newly hired City employees receive information that assists them in navigating the City, understanding expectations, and serving more effectively in their roles.
- Continued to expand Civil Service social media platform (Facebook, Twitter, Instagram, LinkedIn) to promote employment opportunities within the City, broaden the City’s recruitment pool and market the City of Long Beach as an employer of choice.
- Introduced a Career Tips campaign on social media to encourage and provide support to applicants throughout the employment process.
- Introduced a #LBClassifiedWorks campaign on social media to highlight City accomplishments and recognize classified employees who have contributed to the City’s success.
- Conducted career counseling sessions to promote employee development and career growth.
- Received the Southern California Public Management Association – Human Resources (SCPMA-HR) Executive Director and Team of the Year Awards.

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 and provide training to City departments, maintain employee records, provide administration and financial services for the Civil Service department.

Service Improvement Objectives:

- Complete pilot study to automate and track the performance management system for classified employees.
- 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.
- Refine internal tracking systems to include the tracking of personnel transactions, personnel requisitions, accounts payable, and other operations in order to validate division efficiencies.

	Actual FY 16	Adopted* FY 17	Adjusted* FY 17	Proposed* FY 18
Expenditures:				
Salaries, Wages and Benefits	867,387	863,186	859,613	859,613
Materials, Supplies and Services	75,402	138,207	143,207	143,207
Internal Support	129,791	109,987	109,987	109,987
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	1,072,580	1,111,380	1,112,807	1,112,807
Personnel (Full-time Equivalent)	5.48	5.67	5.67	5.69

*Amounts exclude all-years carryover.

Recruitment and 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 and organizations (i.e. Goodwill Industries, LGBTQ Center, various Veteran groups). Collaborate with stakeholders with regards to exam processes (i.e. departments, Human Resources, unions). Attend community outreach/recruitment events to build effective relationships within the community and promote brand/services on a broader level. 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. Identify difficult to recruit/test classifications and work with Subject Matter Experts to develop improvement strategies (i.e. Refuse Operator, Police Recruit, Fire Engineer). Conduct a formal examination review in the pre-planning meetings to update relevant testing materials. Administer an After Action Review and quarterly analyst surveys at the conclusion of each recruitment/selection process to ensure customer satisfaction.

Service Improvement Objectives:

- Implement exam processes by using online testing methods.
- Expanding the marketing of services in social media by using video based recruitment including introducing test taking strategies and career tips.
- Develop testing taking study guides and reference materials for applicants.
- Create an online process to streamline bilingual skills assessment.
- Provide Civil Service workshops to educate employees, residents, students, and potential applicants about City employment, the application and classified testing process.
- Collaborate with Human Resources and FUSE Corps to conduct a thorough analysis and identify areas for improvement in the City’s hiring and onboarding process for both civil service and non-civil service positions.
- Collaborate with stakeholders on identifying essential classifications for a continuous recruitment that would benefit the departments and the City.

	Actual FY 16	Adopted* FY 17	Adjusted* FY 17	Proposed* FY 18
Expenditures:				
Salaries, Wages and Benefits	1,038,399	1,085,252	1,082,626	1,257,094
Materials, Supplies and Services	149,570	210,834	210,834	263,334
Internal Support	48,005	63,056	63,056	61,162
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	1,235,974	1,359,142	1,356,516	1,581,590
Personnel (Full-time Equivalents)	10.18	10.01	10.01	10.99

*Amounts exclude all-years carryover.

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, which 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 to continually build organizational knowledge and capacity.
- To continue to develop and design a video-based job classification overview to provide job applicants with a realistic 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 Rules and Regulations and Policies and Procedures to improve the methods of services provided to customers by Civil Service staff

	Actual FY 16	Adopted* FY 17	Adjusted* FY 17	Proposed* FY 18
Expenditures:				
Salaries, Wages and Benefits	109,405	136,646	135,894	161,027
Materials, Supplies and Services	12,533	35,600	35,600	35,600
Internal Support	-	6,481	6,481	7,124
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	121,938	178,727	177,975	203,751
Personnel (Full-time Equivalent)	1.00	1.00	1.00	1.00

*Amounts exclude all-years carryover.

Financial Summary by Category

	Actual FY 16	Adopted* FY 17	Adjusted* FY 17	Proposed* FY 18
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	500	-	-	-
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	500	-	-	-
Expenditures:				
Salaries, Wages and Benefits	1,977,823	2,085,084	2,078,134	2,283,686
Overtime	37,365	-	-	-
Materials, Supplies and Services	237,536	384,641	389,641	437,141
Internal Support	177,796	179,524	179,524	183,616
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	-	-	-	-
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Total Expenditures	2,430,520	2,649,249	2,647,298	2,904,443
Personnel (Full-time Equivalents)	16.66	16.68	16.68	17.68

* Amounts exclude all-years carryover.

Personnel Summary

Classification	FY 16 Adopt FTE	FY 17 Adopt FTE	FY 18 Prop FTE	FY 17 Adopted Budget	FY 18 Proposed Budget
Executive Director	1.00	1.00	1.00	175,553	198,194
Administrative Aide I	1.00	1.00	1.00	56,366	48,017
Administrative Aide II	1.00	1.00	1.00	59,209	61,601
Administrative Analyst I - NC	0.33	0.34	0.34	20,472	26,048
Administrative Analyst III-Confidential	-	-	1.00	-	96,074
Administrative Officer	1.00	1.00	1.00	108,344	112,721
Clerical Aide I - NC	0.33	0.34	0.34	8,555	8,900
Clerk Typist III	1.00	1.00	1.00	48,573	41,076
Clerk Typist IV	1.00	1.00	1.00	52,248	44,208
Executive Assistant	1.00	1.00	1.00	73,318	78,079
Members - Boards / Commissions	-	-	-	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	78,058	81,211
Personnel Analyst III-Confidential	4.00	4.00	4.00	365,216	362,585
Personnel Assistant I-Confidential	1.00	1.00	1.00	56,365	58,584
Personnel Assistant II-Confidential	1.00	1.00	1.00	61,715	50,545
Recruitment Officer	1.00	1.00	1.00	108,344	112,721
Special Projects Officer	1.00	1.00	1.00	103,091	107,256
Subtotal Salaries	----- 16.66	----- 16.68	----- 17.68	----- 1,401,428	----- 1,513,821
Overtime	-	-	-	-	-
Fringe Benefits	-	-	-	742,620	826,516
Administrative Overhead	-	-	-	28,335	30,648
Attrition/Salary Savings	-	-	-	(87,299)	(87,299)
Expenditure Transfer	-	-	-	-	-
Total	----- 16.66	----- 16.68	----- 17.68	----- 2,085,084	----- 2,283,686

Key Contacts

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