

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.

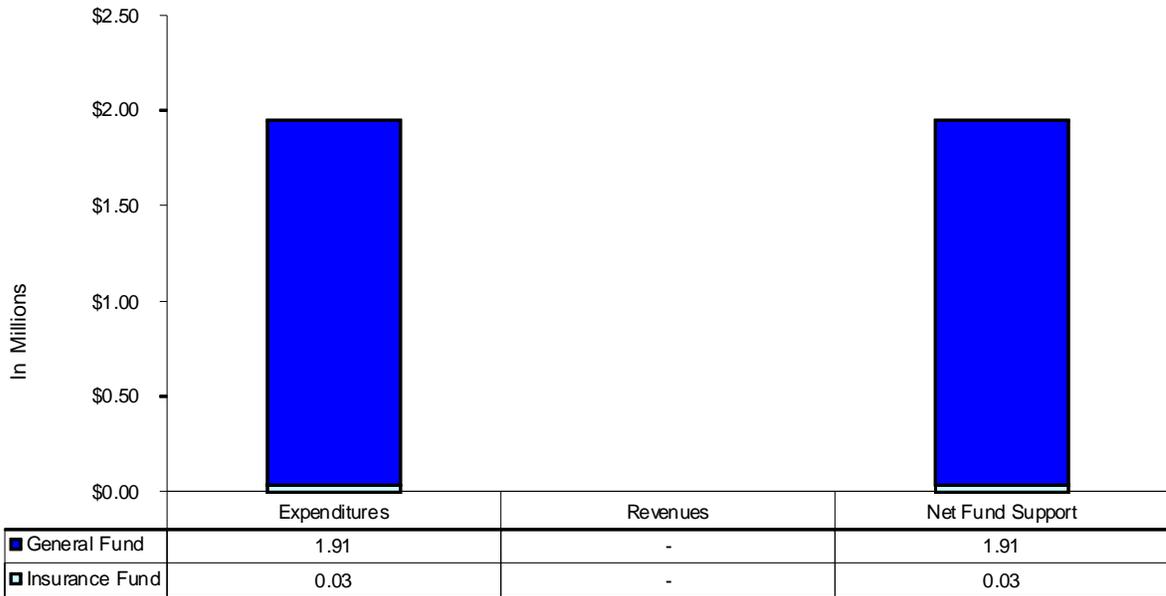
Fiscal Year 2009 Accomplishments

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-Civil Service. The Executive Director appoints Civil Service Department staff members.

- Amended Section 115 of the Civil Service Rules and Regulations to allow for exceptions to the Rules if, in the opinion of the Commission, the best interest of the City would be served.
- Participated in career day at Franklin Middle School and addressed students at Jordon Senior High School.
- Continued to collaborate with the CSULB - Career Development Center to coordinate a pilot program for entry-level civil engineering positions.
- Hosted students who participated in the 10th Annual Groundhog Job Shadow Day.
- Continued participating on the LBUSD School for Adults Advisory Committee.
- Conducted a multi-media recruitment campaign resulting in over 2,135 Police Recruit applicants.
- In collaboration with the Police Department, conducted workshops regarding the testing and hiring process, including outreach to existing City employees.
- Administered public safety examinations for Police Recruit, Police Officer – Lateral, Public Safety Dispatcher, Special Services Officer, School Guard and Ambulance Operator. Administered public safety promotional examinations for Battalion Chief, Fire Boat Operator and Fire Engineer.
- Collaborated with the Fire Department to revise, update and provide a more efficient examination process for Fire Recruit.
- Enhanced the examination process for Administrative Analyst by simplifying the supplemental application, e-mailing notifications to candidates, allowing flexible scheduling for candidates, testing candidates' ability to create Excel spreadsheets, and administering the writing skills exercise on Microsoft Word.
- Streamlined the examination process for Public Safety Dispatcher by allowing for waiver of examination for candidates with Peace Officer Standards and Training (POST) and/or keyboarding certificates.
- In collaboration with the Police and Fire Department, conducted Public Safety Dispatcher workshops regarding the examination, hiring process, training and duties of the position.
- Streamlined the examination process for Clerk Typist by allowing for keyboarding certificates.
- Supplemented the Special Services Officer eligible list by allowing for continuous testing and waiver of examination for candidates with specialized training or certificates.
- Administered public health selection processes for Public Health Nutritionist, Microbiologist, Public Health Professional, Senior Animal Control Officer, and Animal Health Technician.
- Conducted twelve training classes for the Supervisor's Leadership Academy.
- Conducted specialized Civil Service 101 training for the Harbor, Airport and Water Departments.
- Participated in quarterly New Employee Orientation Training program.
- Completed orders of layoff for the classifications of Public Health Professional, Registered Nurse, Public Health Nurse Supervisor, Vector Control Specialist, Clerk, Community Worker, Customer Service Representative, Assistant Administrative Analyst, Library Clerk, Maintenance Assistant, Administrative Analyst, Real Estate Technician, Principal Building Inspector, Combination Building Inspector, Cultural Program Supervisor, Fire Captain, Fire Engineer, Firefighter, Marine Safety Officer and Marine Safety Sergeant – Boat Operator, and established applicable priority lists.
- Through enhanced efforts, over 85 percent of all employment applications were received online.
- Consolidated applicant-tracking system (SIGMA) with on-line applicant server NeoGov into one enhanced applicant tracking system called NeoGov Enterprise System.
- Partnered with the Harbor Department to create a new specialized classification (Control Center Operator) and examination plan.
- Expanded bi-lingual testing to provide testing for the following languages: Spanish, Khmer, Tagalog, Samoan and Vietnamese.
- Published three Civil Service Informer (CSI: Long Beach) department newsletters.

Summary by Character of Expense

Adopted * FY 10 Budget by Fund



	Actual FY 08	Adopted* FY 09	Adjusted FY 09	Year End ** FY 09	Adopted* FY 10
Expenditures:					
Salaries, Wages and Benefits	1,876,923	1,718,745	1,686,382	1,677,131	1,539,847
Materials, Supplies and Services	161,119	306,631	307,050	190,191	207,119
Internal Support	199,945	199,129	199,129	172,664	199,135
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers to Other Funds	(10,900)	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	2,227,087	2,224,505	2,192,561	2,039,987	1,946,101
Revenues:					
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	-	-	-	-	-
Total Revenues	156	-	-	-	-
Personnel (Full-time Equivalents)	25.00	16.00	16.00	16.00	16.00

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

** Unaudited

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

	Actual FY 08	Adopted* FY 09	Adjusted FY 09	Year End** FY 09	Adopted* FY 10
Quantitative Measures of Service:					
# of managerial/supervisory training classes conducted Rules and Regulations	4	4	4	4	4
# of managerial/supervisory training classes conducted on Performance Appraisals	5	4	4	4	4
% of personnel requisitions certified within 24 hours of receipt	65%	70%	70%	69%	70%
Expenditures:					
Salaries, Wages and Benefits	713,811	737,367	726,141	661,003	668,440
Materials, Supplies and Services	53,750	55,781	55,781	56,927	53,769
Internal Support	146,308	141,373	141,373	144,840	125,381
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	913,869	934,521	923,295	862,771	847,591
Revenues:					
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	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
Total Revenues	-	-	-	-	-
Personnel (Full-time Equivalents)	6.00	5.00	5.00	5.00	5.03

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

** Unaudited

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 90 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 70 bilingual assessments.

	Actual FY 08	Adopted* FY 09	Adjusted FY 09	Year End** FY 09	Adopted* FY 10
Quantitative Measures of Service:					
# of eligible lists established	225	180	180	160	180
% of staff reports completed within established deadlines	90%	80%	80%	98%	90%
# of managerial/supervisory training classes conducted	11	11	11	10	8
# of bilingual tests administered	90	90	90	116	70
Expenditures:					
Salaries, Wages and Benefits	942,447	981,378	960,241	1,000,514	780,008
Materials, Supplies and Services	41,233	162,350	162,769	102,111	97,650
Internal Support	15,234	44,657	44,657	20,152	60,948
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	998,914	1,188,385	1,167,667	1,122,778	938,606
Revenues:					
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	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
Total Revenues	-	-	-	-	-
Personnel (Full-time Equivalents)	13.00	11.00	11.00	11.00	10.27

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

**Unaudited

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 10 major city-wide outreach recruitment events.

	Actual FY 08	Adopted* FY 09	Adjusted FY 09	Year End** FY 09	Adopted* FY 10
Quantitative Measures of Service:					
# of community outreach events	26	20	20	6	10
# of electronic jobs interest requests received from potential job candidates	N/A	N/A	N/A	N/A	1,000
# of electronic ads placed	N/A	N/A	N/A	N/A	100
# of print ads placed	N/A	N/A	N/A	N/A	5
Expenditures:					
Salaries, Wages and Benefits	220,664	-	-	15,613	91,399
Materials, Supplies and Services	66,136	88,500	88,500	31,153	55,700
Internal Support	38,403	13,099	13,099	7,672	12,806
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	(10,900)	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	314,303	101,599	101,599	54,438	159,905
Revenues:					
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	-	-	-	-	-
Total Revenues	156	-	-	-	-
Personnel (Full-time Equivalents)	6.00	0.00	0.00	0.00	0.70

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

**Unaudited

Personal Services

Classification	FY 08 Adopt FTE	FY 09 Adopt FTE	FY 10 Adopt FTE	FY 09 Adopted Budget	FY 10 Adopted Budget*
Executive Director-Civil Service	1.00	1.00	1.00	149,664	155,650
Administrative Aide I	2.00	1.00	1.00	48,786	47,717
Administrative Aide II	1.00	1.00	1.00	52,611	53,664
Administrative Officer - Civil Service	-	-	1.00	-	90,000
Clerk Typist III	2.00	-	-	-	-
Clerk Typist IV	2.00	1.00	1.00	39,223	44,173
Deputy Director-Civil Service	1.00	1.00	1.00	124,246	118,325
Employment Services Officer	1.00	1.00	-	94,812	-
Executive Assistant	1.00	1.00	1.00	61,068	63,511
Members-Boards/Commissions	-	-	-	30,000	30,000
Personnel Analyst I-Confidential	5.00	1.00	1.00	57,962	70,733
Personnel Analyst II-Confidential	2.00	2.00	2.00	150,687	154,185
Personnel Analyst III-Confidential	4.00	4.00	4.00	323,222	217,578
Personnel Assistant I-Confidential	1.00	1.00	1.00	50,039	51,223
Personnel Assistant II-Confidential	1.00	1.00	1.00	52,611	53,664
Recruitment Officer-Civil Service	1.00	-	-	-	-
Subtotal Salaries	----- 25.00	----- 16.00	----- 16.00	----- 1,234,931	----- 1,150,423
Overtime	---	---	---	---	---
Fringe Benefits	---	---	---	577,822	559,177
Administrative Overhead	---	---	---	39,717	41,339
Attrition/Salary Savings	---	---	---	(133,724)	(140,970)
Furlough Savings	---	---	---	---	(70,122)
Total	----- 25.00	----- 16.00	----- 16.00	----- 1,718,745	----- 1,539,847

* Reflects changes in compensation due to prior fiscal year adjustments, new hires or promotions not known prior to the adoption of the FY 09 Budget.

Key Contacts

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