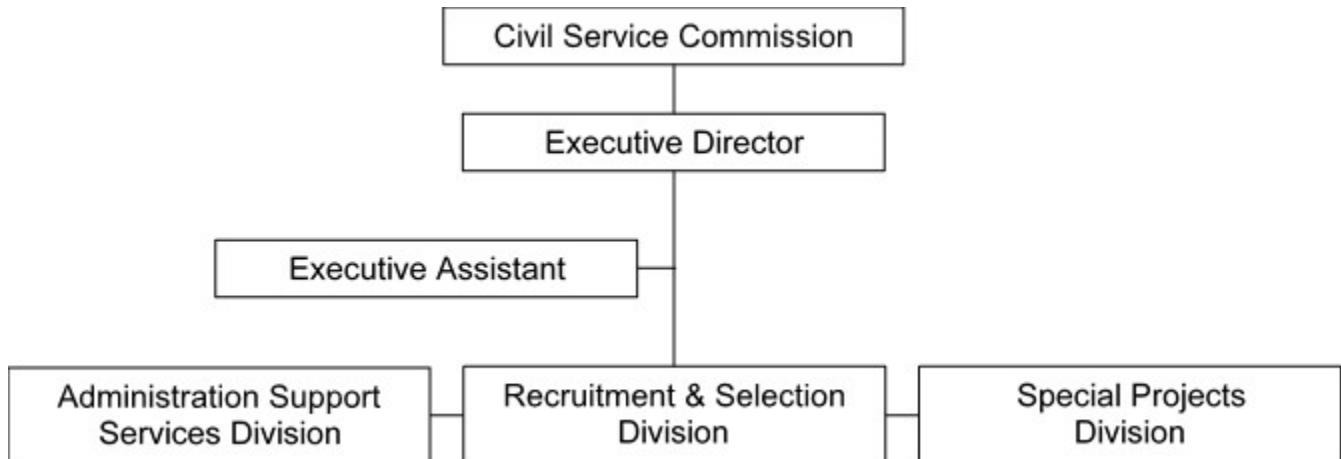


# Civil Service



## Mission Statement:

We are committed to providing collaborative, technical, operational, and strategic guidance and support on a wide range of employment matters to ensure a quality workforce for the City of Long Beach.

## We do this by:

- Providing an employee selection system designed to attract and retain high-quality, diverse individuals who demonstrate our organizational values and are reflective of our community.
- 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 18 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.
- Partnered with City Manager's Fuse Fellow to create the Civil Service (CS) HIRESMART Online Workflow project. Kicked forward the CS HIRESMART pilot program with participating departments: Financial Management, Police, Public Works, Development Services and Water.
- Presented Online Hiring Center (OHC) training to city staff regarding enhancements to OHC system.
- Partnered with the Port of Long Beach to assist with the Summer High School Internship 8-week program.
- Partnered with California State University, Long Beach, Industrial and Organizational Psychology Department to employ interns to work on recruitment projects and strategies pertaining to Public Works and Water Department.
- Implemented a pilot study to automate and track the performance management system for classified employees utilizing NEOGOV's PERFORM. Partnered with the Harbor, Development Services, Police and Library Department.
- Converted the Civil Service Job Description page into the city-wide classification specification page for both classified and unclassified positions.
- Facilitated the Civil Service Rules and Regulations Committee for proposed rule revisions.
- Processed over 4,060 personnel transaction documents in service to City departments.
- Processed/certified over 1,300 requisitions in service to City departments.
- Transferred 2,071 inactive employee files to the Record Center.
- Processed over 12,558 applications, and completed 84 recruitments.
- Created 151 eligible lists which yielded 6,269 eligible for hire candidates.
- Provided reports to departments to assist in the screening and selection of candidates from eligible list reports and supplemental reports.
- Streamlined the process of Civil Service Commission agenda items by revising request forms for the departments and placing requests on the consent calendar.
- Completed 6 employee disciplinary appeal hearings over the course of 18 hearing days; received and processed 15 disciplinary appeals; processed 6 settlement agreements; and facilitated the scheduling of 4 disability retirement appeal hearings.
- Reviewed and revamped Payroll Personnel Assistant testing procedures, which provided a more streamlined application process by using a new online vendor, Psymetrics.
- Collaborated with City departments to pilot an un-proctored, online Accountant exam using a new online vendor, PSI, Inc.
- Streamlined and transitioned to an open and continuous filing process, which led to an increased number of applicants on the eligible list, for the following classifications: Business Systems Specialist, Combination Building Inspector, Gas Pipeline Welder/Layout Fitter, Planner, Plan Checker – Electrical, Police Officer-Lateral, Public Safety Dispatcher, Refuse Operator, Registered Nurse, School Guard, Special Services Officer, and Systems Support Specialist. As a result, this also reduced the eligible list referral turn-around time.

## FY 18 Accomplishments

---

- Recruited, received applications, and tested for three Police Recruit outreaches within the fiscal year. In an effort to increase the candidate pool, administered fifteen Police Recruit- PELLETB exams in partnership with Long Beach Police Department.
- Administered public safety examinations for Ambulance Operator, Battalion Chief, Fire Engineer, Fireboat Pilot, Police Lieutenant, Police Officer-Lateral, Police Recruit, Public Safety Dispatcher, Public Safety Dispatcher-Lateral, and Public Safety Dispatcher-POST Waiver.
- Conducted 12 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 34 community outreach events/job fairs and coordinated attendance at 68 community outreach events/job fairs for public safety personnel to more effectively promote employment with the City of Long Beach. Community outreach events/job fairs include the following: cultural/diversity events, college career days, and college/veteran job fairs.
- Continued 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 Management of Spontaneous Volunteer operations, took on the responsibility to coordinated Management of Spontaneous Volunteers training with city stakeholders.
- 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 and increase the level of engagement through our Civil Service social media platform (Facebook, Twitter, Instagram, LinkedIn) by rebranding the theme of the Civil Service Department and promoting employment opportunities within the City, expanding the City’s recruitment pool and marketing the City of Long Beach as an employer of choice.
- Increased the social media followers in our various social media platforms. From October 1, 2017, Instagram followers increased by 74 percent; Facebook Likes increased by 24 percent; and LinkedIn Followers increased by 15 percent.
- Revamped the Career Tips campaign to also include career development on social media to encourage and provide support to applicants throughout the employment process.
- Collaborated with various City departments for their social media campaign, such as Library, Police, and Public Works Department.
- Conducted career counseling sessions to promote employee development and career growth.

# 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:**

- Continue with 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 17	Adopted* FY 18	Adjusted** FY 18	Adopted* FY 19
<b>Expenditures:</b>				
Salaries, Wages and Benefits	771,618	865,566	845,167	796,307
Materials, Supplies and Services	100,335	138,207	138,207	138,207
Internal Support	112,740	115,330	115,330	118,543
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
	-----	-----	-----	-----
<b>Total Expenditures</b>	<b>984,693</b>	<b>1,119,103</b>	<b>1,098,704</b>	<b>1,053,057</b>
<b>Personnel (Full-time Equivalent)</b>	<b>5.67</b>	<b>5.69</b>	<b>5.69</b>	<b>5.84</b>

\*Amounts exclude all-years carryover.

\*\*Amounts published in the FY 19 Proposed Budget released July 3, 2018.

# 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 programs with local community colleges, universities and organizations (i.e., cultural and diverse agencies, LGBTQ Center, various Veteran groups). Attend community outreach/recruitment events to build effective relationships within the community and promote brand/services on a broader level. Provide up-to-date information on current and upcoming job opportunities, including career tips and development, through various social media platforms. Collaborate with stakeholders with regards to exam processes (i.e. departments, Human Resources, unions). 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. Administrative Analyst, Combination Building Inspector, Payroll Personnel Assistant). Conduct a formal examination review in the pre-planning meetings to update relevant testing materials. Distribute customer feedback surveys at the conclusion of each recruitment/selection process to ensure customer satisfaction.

**Service Improvement Objectives:**

- Continue to streamline exam processes by using online testing methods.
- Increase the number of followers/level of engagement utilizing various social media platforms and expand the marketing of services, such as test taking strategies and career tips, in social media.
- Continue to work on 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.
- Continue to collaborate with Human Resources and FUSE Corps fellow to conduct a thorough analysis and identify areas for improvement in the City’s recruitment and hiring for classified positions.
- Develop broad based testing to help streamline the recruitment and testing process.
- Continue to collaborate with stakeholders on identifying classifications for continuous recruitments that would benefit the departments and the City.

	Actual FY 17	Adopted* FY 18	Adjusted** FY 18	Adopted* FY 19
<b>Expenditures:</b>				
Salaries, Wages and Benefits	900,871	1,257,094	1,247,866	1,236,946
Materials, Supplies and Services	284,992	263,334	263,334	263,334
Internal Support	63,776	61,162	61,162	90,742
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
<b>Total Expenditures</b>	<b>1,249,640</b>	<b>1,581,590</b>	<b>1,572,362</b>	<b>1,591,022</b>
<b>Personnel (Full-time Equivalents)</b>	<b>10.01</b>	<b>10.99</b>	<b>10.99</b>	<b>10.86</b>

\*Amounts exclude all-years carryover.

\*\*Amounts published in the FY 19 Proposed Budget released July 3, 2018.

# Special Projects Division Summary

## Services Provided:

Implement projects that enhance communication, customer service, improve operations and promote the work, goals and visions of the Civil Service Department to benefit City departments, employees, job seekers, and our communities. Serve as the City-wide NEOGOV administrator of the City's applicant tracking system. Provide one-on-one training for new system users. Create NEOGOV task specific videos for City department users. Provide technical support to Civil Service classified examination processes. Survey and tabulate results from user department's subject matter experts regarding classified recruitments and quarterly analyst performance for conducted exam processes. Compile and provide statistical data and reports to city-wide customers. Overhaul the Civil Service Department's Internet and Intranet web pages. Provide weekly communication to constant contact (LinkLB) subscribers of current and upcoming job opportunities. Serve as Civil Service Department's webmaster. Maintain the department's website with up-to-date information on current and upcoming jobs, recruitment activities, and current eligible reports.

## 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
- Expand the usability and effectiveness of NEOGOV citywide, which includes continued partnerships with the FUSE Corps Fellow developing programs and processes to improve recruitment and hiring practices such as developing the following:
  - NEOGOV Best Practices Guide for City users
  - NEOGOV training videos specific to City of Long Beach processes.
  - NEOGOV Retention Plan
- Complete the PERFORM pilot study for automation of the performance evaluation management system for classified employee.

	Actual FY 17	Adopted* FY 18	Adjusted** FY 18	Adopted* FY 19
<b>Expenditures:</b>				
Salaries, Wages and Benefits	146,545	161,027	161,027	172,319
Materials, Supplies and Services	14,381	35,600	35,600	35,600
Internal Support	6,604	7,124	7,124	12,734
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
	-----	-----	-----	-----
<b>Total Expenditures</b>	<b>167,530</b>	<b>203,751</b>	<b>203,751</b>	<b>220,653</b>
<b>Personnel (Full-time Equivalents)</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>

\*Amounts exclude all-years carryover.

\*\*Amounts published in the FY 19 Proposed Budget released July 3, 2018.

# Personnel Summary

	Actual FY 17	Adopted* FY 18	Adjusted** FY 18	Adopted* FY 19
<b>Revenues:</b>				
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	15	-	-	-
Interfund Services - Charges	-	-	-	-
Intrafund Services - General Fund Charges	-	-	-	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	-	-	-	-
	-----	-----	-----	-----
<b>Total Revenues</b>	<b>15</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenditures:</b>				
Salaries, Wages and Benefits	1,799,369	2,283,686	2,254,059	2,205,572
Overtime	51,744	-	-	-
Materials, Supplies and Services	400,885	437,141	437,141	437,141
Internal Support	183,120	183,616	183,616	222,019
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	-	-	-	-
	-----	-----	-----	-----
<b>Total Expenditures</b>	<b>2,435,118</b>	<b>2,904,443</b>	<b>2,874,816</b>	<b>2,864,732</b>
<b>Personnel (Full-time Equivalents)</b>	<b>16.68</b>	<b>17.68</b>	<b>17.68</b>	<b>17.70</b>

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

\*\* Amounts as published in the FY 19 Proposed Budget released July 3, 2018.

## Personnel Summary

Classification	FY 17 Adopt FTE	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 18 Adopted Budget	FY 19 Adopted Budget
Executive Director	1.00	1.00	1.00	198,194	199,337
Administrative Aide I	1.00	1.00	1.00	48,017	59,726
Administrative Aide II	1.00	1.00	1.00	61,601	62,833
Administrative Analyst I - NC	0.34	0.34	0.35	26,048	23,720
Administrative Analyst III-Confidential	-	1.00	1.00	96,074	88,179
Administrative Officer	1.00	1.00	1.00	112,721	91,984
Clerical Aide I - NC	0.34	0.34	0.35	8,900	9,353
Clerk Typist III	1.00	1.00	1.00	41,076	43,123
Clerk Typist IV	1.00	1.00	1.00	44,208	48,166
Deputy Director	-	-	1.00	-	141,552
Executive Assistant	1.00	1.00	1.00	78,079	54,121
Members - Boards / Commissions	-	-	-	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	81,211	78,915
Personnel Analyst III-Confidential	4.00	4.00	4.00	362,585	335,939
Personnel Assistant I-Confidential	1.00	1.00	1.00	58,584	48,948
Personnel Assistant II-Confidential	1.00	1.00	1.00	50,545	55,816
Recruitment Officer	1.00	1.00	-	112,721	-
Special Projects Officer	1.00	1.00	1.00	107,256	114,871
<b>Subtotal Salaries</b>	16.68	17.68	17.70	1,513,821	1,482,584
<b>Overtime</b>	-	-	-	-	-
<b>Fringe Benefits</b>	-	-	-	826,516	827,342
<b>Administrative Overhead</b>	-	-	-	30,648	29,148
<b>Attrition/Salary Savings</b>	-	-	-	(87,299)	(133,503)
<b>Expenditure Transfer</b>	-	-	-	-	-
<b>Total</b>	16.68	17.68	17.70	2,283,686	2,205,572



## Key Contacts

---

David Honey, Interim Executive Director

Crystal Slaten, Deputy Director

Caprice McDonald, Special Projects Officer

Maria Alamo, Special Projects Officer

Rose Katsuki, Special Projects Officer

333 W Ocean Boulevard, 7<sup>th</sup> Floor  
Long Beach, CA 90802  
Phone: (562) 570-6202  
Fax: (562) 570-7490  
[www.longbeach.gov/civilservice](http://www.longbeach.gov/civilservice)

