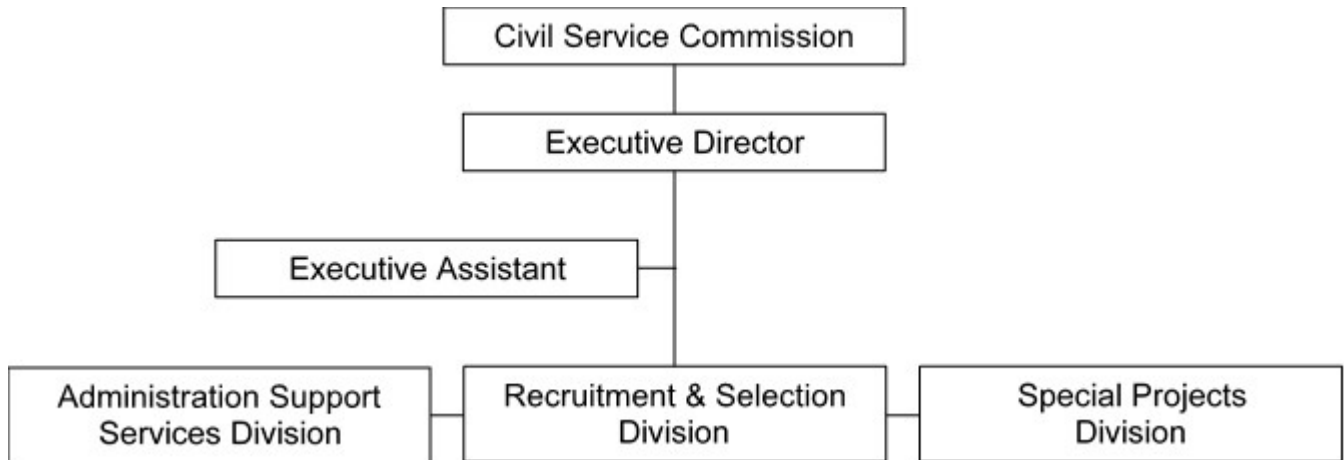


Civil Service



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 19 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.

- Continued the CS HIRESMART Online Workflow pilot program with participating departments: Financial Management, Police, Public Works, Development Services and Water. Partnered with the Human Resources Department to develop and implement an online performance management component in the LBCOAST System.
- Transitioned the paper Employee Transfer Request form into an online process utilizing NEOGOV, providing departments with employee work history and desirable qualifications in an electronic format. Created 73 transfer job postings for classifications utilized by multiple departments.
- Continued building the Citywide classification specification page for both classified and unclassified positions, adding historical data, salary information, and assigning EEO categories for enhanced data reporting.
- Enhanced the job interest card feature to notify potential applicants of upcoming job opportunities for classified positions. Received 1,698 subscriptions for 246 classifications (classified and unclassified).
- Created a new LinkLB campaign to notify subscribers of current eligible list status and updates.
- Provided weekly communication to constant contact (LinkLB) subscribers of current and upcoming job opportunities to 1,500+ subscribers. A total of 32 campaigns were distributed to subscribers.
- Developed a new process to streamline the internal exam processing internal communication by utilizing the Task Feature in the NEOGOV applicant tracking system.
- Improved communication and increased transparency with candidates participating in the recruitment process for classified positions through revising examination notice templates for all exam types to provide candidates with information regarding placement and status of eligible lists.
- Administered and managed the NEOGOV System, which includes 148 Insight users and 198 Online Hiring Center users Citywide. Increased the number of users, provided timely customer service and technical support and conducted 10 training sessions for City staff.
- Administered and managed the Montage online video-based interviewing program, which includes 47 active users Citywide, utilized for 18 recruitments for 10 departments, and provided customer support for applicants and hiring managers.
- Digitized over 25 years of Civil Service Commission meeting agendas and supporting documentation.
- Facilitated the Civil Service Rules and Regulations Committee for proposed rule revisions.
- Processed over 4,454 personnel transaction documents in service to City departments.
- Processed/certified over 1,700 requisitions in service to City departments.
- Transferred 7,410 inactive employee files to the Record Center.
- Processed over 16,500 applications and completed 85 recruitments.
- Created 150 eligible lists which yielded 6,850 eligible candidates for hire.
- Approved and adopted two new classification specifications for the classified service: Electrical and Instrumentation Supervisor and Gas Field Technician.
- Received, processed and completed 9 employee disciplinary appeal hearings over the course of 24 hearing days. Received and processed 17 disciplinary appeals; processed 7 settlement agreements; and facilitated the scheduling of 1 disability retirement appeal hearing.

FY 19 Accomplishments

- Utilized un-proctored, online examinations for: Accountant and Police Property and Supply Clerk.
- Utilized online exam vendors to streamline exam components and timelines for the following recruitments: Administrative Aide, Administrative Analyst, Assistant Administrative Analyst, Clerk Typist, and Marina Agent.
- Continued with open and continuous filing processes, which led to an increased number of applicants on the eligible list for 26 classifications.
- Expanded the Police Recruit applicant pool and provided ongoing eligible lists by transitioning to a continuous filing process. As a result, the POST PELLETB exam was administered 9 times.
- Administered public safety examinations for Ambulance Operator, Battalion Chief, Fire Captain, Fire Engineer, Fire Recruit, Police Sergeant, Police Lieutenant, Police Officer-Lateral, Police Recruit, Public Safety Dispatcher, and Special Services Officer.
- Partnered with the City's Office of Civic Innovation to analyze the recruitment, hiring, selection, training and costs of Police Recruits with the goal of developing strategies to streamline the process. Conducted 14 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 15 community outreach events/job fairs and coordinated attendance at 46 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 included 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 1st Annual Career Fair.
- Provided a recruitment event and job fair calendar, viewable to the public on the Civil Service website. Calendar of events is updated on a weekly basis. Additionally, a list of anticipated upcoming jobs is viewable on the website and updated on a weekly basis.
- Continued with 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 the local education community (Long Beach Unified School District, Long Beach City College, and California State University Long Beach) to enhance alignment of academic curriculum with public safety careers and other jobs in the City of Long Beach.
- Collaborated with Workforce Development to provide information regarding the Civil Service hiring process which included the development of an informational pamphlet of the hiring process for the public.
- Continued to expand and increase the level of engagement through our Civil Service social media platform (Facebook, Twitter, Instagram, LinkedIn) by promoting employment opportunities within the City, expanding the City's recruitment pool, posting career development tips, and marketing the City of Long Beach as an employer of choice. Increased the social media followers in our various social media platforms: Facebook followers increased by 25 percent; LinkedIn followers increased by 26 percent; and Instagram followers increased by 13 percent.
- Enhanced data reporting for the 2018 Workforce Demographic Report by disaggregating classified recruitment and hiring data into Equal Employment Opportunity Commission job categories.
- Partnered with Leadership Long Beach to attend career fairs and presented to youth regarding internships and career tips.

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:

- 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 to 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.
 - Develop and implement an online performance management component in the LBCOAST System in collaboration with Human Resources.

	Actual FY 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
Expenditures:				
Salaries, Wages and Benefits	773,850	796,307	794,833	749,902
Materials, Supplies and Services	86,052	138,207	338,207	138,207
Internal Support	124,382	118,543	118,543	77,351
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	17,637	-	-	-
Total Expenditures	1,001,921	1,053,057	1,251,583	965,460
Personnel (Full-time Equivalents)	5.59	5.84	5.84	4.86

*Amounts exclude all-years carryover.

**Amounts published in the FY 20 Proposed Budget released July 3, 2019.

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 veterans groups and people with disabilities). 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 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. 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 and exploring un-proctored testing methods.
- Continue to 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.
- Continue to develop and implement broad-based testing strategies 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.
- Continue to reduce backlog of examinations and time for recruitment of employees for vacant positions in the City and assist with public safety recruiting. Improve proactive recruitment and outreach efforts to effectively attract highly qualified applicants who are reflective of our community.

	Actual FY 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
Expenditures:				
Salaries, Wages and Benefits	1,217,630	1,236,946	1,234,381	1,396,982
Materials, Supplies and Services	293,046	263,334	263,334	263,334
Internal Support	65,397	90,742	90,742	138,660
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	1,576,073	1,591,022	1,588,457	1,798,976
Personnel (Full-time Equivalents)	10.99	10.86	10.86	11.49

*Amounts exclude all-years carryover.

**Amounts published in the FY 20 Proposed Budget released July 3, 2019.

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 timely customer service and technical support. Provide one-on-one training for new system users. Serve as the City-wide Montage administrator for the video-based testing tool. Maintain the city-wide classification specification records in NEOGOV. Provide technical support to Civil Service classified examination processes. Manage the scoring of written examinations, provide statistical data and reports to support the recruitment processes, and establish eligible list with final results. Compile and provide statistical data and reports to city-wide customers. Maintain 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:

- 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
- Continue building the City-wide classifications specifications data base in NEOGOV to include historical documentation, job-specific videos, and bulletin history.
- Enhance the employee transfer request online process. Promote the new transfer process to the organization
- Continue customer outreach through the Current & Upcoming Employment Opportunities and Current Eligible list Monthly Update LinkLB campaigns.
- Propose Civil Service Rules and Regulations Committee recommended rule change to Civil Service Commission and City Council
- Enhance the Civil Service Frequently Asked Question page to provide transparency and information on the merit-based examination processes.

	Actual FY 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
Expenditures:				
Salaries, Wages and Benefits	152,184	172,319	172,066	307,519
Materials, Supplies and Services	17,812	35,600	35,600	21,360
Internal Support	7,424	12,734	12,734	1,320
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers From Other Funds	-	-	-	-
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Total Expenditures	177,420	220,653	220,400	330,199
Personnel (Full-time Equivalents)	1.00	1.00	1.00	2.35

*Amounts exclude all-years carryover.

**Amounts published in the FY 20 Proposed Budget released July 3, 2019.

Financial Summary by Category

	Actual FY 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
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	269	-	-	-
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	269	-	-	-
Expenditures:				
Salaries, Wages and Benefits	2,097,027	2,205,572	2,201,280	2,454,403
Overtime	46,638	-	-	-
Materials, Supplies and Services	396,910	437,141	637,141	422,901
Internal Support	197,203	222,019	222,019	217,331
Capital Purchases	-	-	-	-
Debt Service	-	-	-	-
Transfers to Other Funds	17,637	-	-	-
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Total Expenditures	2,755,415	2,864,732	3,060,440	3,094,635
Personnel (Full-time Equivalents)	17.68	17.70	17.70	18.70

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

** Amounts as published in the FY 20 Proposed Budget released July 3, 2019.

Personnel Summary

Classification	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 19 Adopted Budget	FY 20 Adopted Budget
Executive Director	1.00	1.00	1.00	199,337	201,292
Administrative Aide I	1.00	1.00	1.00	59,726	59,726
Administrative Aide II	1.00	1.00	1.00	62,833	62,833
Administrative Analyst I - NC	0.34	0.35	0.35	23,720	23,044
Administrative Analyst III-Confidential	1.00	1.00	1.00	88,179	83,760
Administrative Officer	1.00	1.00	1.00	91,984	91,985
Clerical Aide I - NC	0.34	0.35	0.35	9,353	9,916
Clerk Typist III	1.00	1.00	1.00	43,123	46,455
Clerk Typist IV	1.00	1.00	1.00	48,166	45,092
Deputy Director	-	1.00	1.00	141,552	141,552
Executive Assistant	1.00	1.00	1.00	54,121	65,000
Members - Boards / Commissions	-	-	-	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	78,915	82,836
Personnel Analyst II-Confidential	-	-	2.00	-	146,101
Personnel Analyst III-Confidential	4.00	4.00	4.00	335,939	365,110
Personnel Assistant I-Confidential	1.00	1.00	1.00	48,948	59,726
Personnel Assistant II-Confidential	1.00	1.00	-	55,816	-
Recruitment Officer	1.00	-	-	-	-
Special Projects Officer	1.00	1.00	1.00	114,871	114,871
Subtotal Salaries	17.68	17.70	18.70	1,482,584	1,625,299
Overtime	-	-	-	-	-
Fringe Benefits	-	-	-	827,342	928,429
Administrative Overhead	-	-	-	29,148	34,179
Attrition/Salary Savings	-	-	-	(133,503)	(133,503)
Expenditure Transfer	-	-	-	-	-
Total	17.68	17.70	18.70	2,205,572	2,454,403

Key Contacts

Christina Pizarro Winting, Executive Director

Crystal Slaten, Deputy Director

Caprice McDonald, Special Projects Officer

Maria Alamo, Special Projects Officer

411 W Ocean Boulevard, 4th Floor
Long Beach, CA 90802
Phone: (562) 570-6202
Fax: (562) 570-7490
www.longbeach.gov/civilservice

