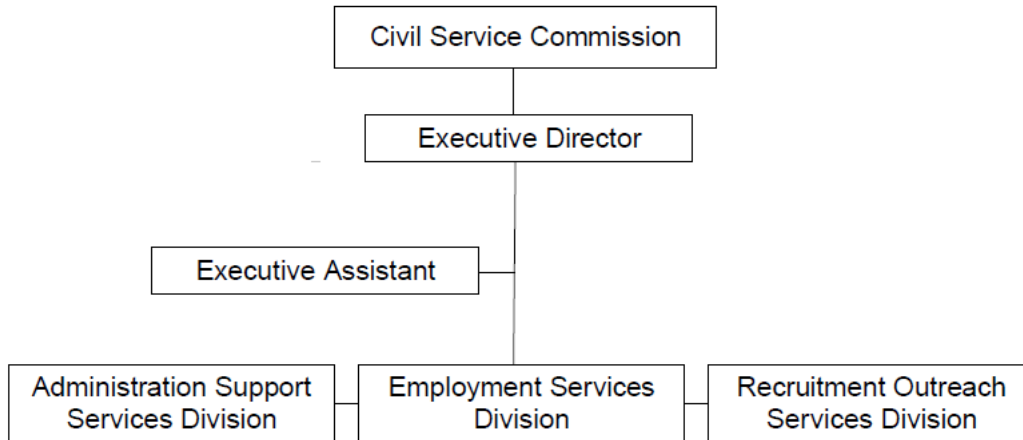


# Civil Service



## 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 20 Accomplishments

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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.

- Managed 74 Employee Transfer Requests through the online process designed in the NEOGOV applicant tracking system. Added three new transfer job postings for classifications utilized by multiple departments.
- Promoted the job interest card feature to notify potential and returning applicants of upcoming job opportunities for classified and unclassified recruitments. Received 3,405 subscriptions for 483 classifications.
- Provided weekly communication to constant contact (LinkLB) subscribers of Current and Upcoming Job Opportunities weekly updates and Current Eligible List monthly report to 2,809 subscribers. A total of 54 campaigns were distributed to subscribers.
- Administered and managed the NEOGOV System, which includes 164 Insight and 277 Online Hiring Center active users Citywide. Increased the number of users, provided timely customer service and technical support, provided individualized department user training sessions for six departments; and 12 exam development NEOGOV training sessions for Civil Service staff.
- Administered and managed the Modern Hire (formerly Montage) online video-based interviewing program, which includes 52 active users citywide. Utilized the testing platform for 46 city-wide recruitments. A total of 700 video interviews were submitted through the Modern Hire testing platform.
- Developed and implemented a new Service Calculation process to streamline service calculation for layoff orders and seniority points calculations.
- Processed over 4,023 personnel transaction documents in service to City departments.
- Processed/certified over 966 requisitions in service to City departments.
- Transferred 305 inactive employee files to the Record Center.
- Processed over 11,840 applications and managed 164 recruitments.
- Created 181 eligible lists which yielded 6,233 eligible candidates for hire.
- Partnered with the Police Department to conduct two Police Recruit orientation workshops.
- Approved and adopted four classification specification revisions for the classified service: Project Budget Analyst, Personnel Analyst, Laboratory Analyst, and Licensed Vocational Nurse.
- Received and processed nine requests to provisionally fill classified vacancies.
- Received and processed 31 probationary extensions, of which 27 were due to the COVID-19 pandemic.
- 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.
- Continued the Police Recruit continuous filing process to expand the Police Recruit applicant pool, which resulted seven POST PELLETB exam administrations.

## FY 20 Accomplishments

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- Administered three promotional examinations: Police Lieutenant, Principal Building Inspector, and Fire Captain. Other public safety examinations administered were: Marine Safety Officer, Police Officer-Lateral, Police Recruit, Public Safety Dispatcher, and Special Services Officer.
- Civil Service staff reassigned to the Emergency Operations Center played a crucial role in the City's response to the COVID-19 pandemic. These efforts included overseeing congregate shelter sites and Project Room Key facilities that significantly reduced the spread of the disease by providing safe isolation and quarantine facilities for underserved populations across the city. Department staff also lead the Volunteer and Donation Branch for the Incident Management Team that created an entirely new electronic support systems and processed over 500 offers for volunteer support, donations, and discounted goods.
- Civil Service members also lead the federally sponsored Great Plates Delivered program. This unprecedented initiative involved developing a financial, accounting, purchasing, and logistical infrastructure that supported a network of 16 food providers mobilized to deliver healthy, nutritious meals to at risk seniors. The team closely coordinated efforts with City Council managing a program that delivered over 105,000 meals to approximately 550 Long Beach residents while effectively leveraging available state and federal funding.
- Civil Service staff collaborated with the Human Resources Department coordinating reassignment of hundreds of City staff from every department to support the COVID-19 response. This required evaluation of numerous job classifications and employee experience, and matching available staff to the various job functions the response effort demanded, including contact tracing, shelter support, COVID-19 testing site operation, administrative management, site security, and others.
- Attended 23 community outreach events/job fairs, including virtual job fairs and webinars, and coordinated attendance at 38 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 with the Career Tips campaign to also include career development on social media to encourage and provide support for applicants throughout the employment process and tips for those working from home.
- Expanded the level of engagement through Civil Service social media platforms (Facebook, LinkedIn, Instagram, Twitter) 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 26 percent; LinkedIn followers increased by 32.5 percent; Instagram followers increased by 27 percent; and Twitter followers increased by 6 percent.

# Administration and Support Services Division Summary

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**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 3 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.
- Develop and implement an online performance management component in the LBCOAST System in collaboration with Human Resources.

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
<b>Expenditures:</b>				
Salaries and Wages	525,221	431,281	431,281	529,091
Employee Benefits	307,252	318,621	318,621	325,087
Overtime	1,219	-	-	-
Materials, Supplies and Services	132,227	134,907	334,907	117,307
Interfund Support	125,454	80,651	80,651	122,029
Total Expenditures	1,091,373	965,460	1,165,460	1,093,514
<b>Personnel (Full-time Equivalents)</b>	10.84	9.86	9.86	5.87

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

\*\*Adjusted Budget as of August 31, 2020

Note: With the conversion to the new financial system, the amounts and character categories have been updated to match the revised Chart of Accounts in the system. The City is still going through a stabilization period with the new system and future reports may have further adjustments.

# Employment Services 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. Collaborate with stakeholders with regards to exam processes (i.e. hiring departments, Human Resources, unions). Develop and administer streamlined, job related employment examinations, while maintaining a racial equity lens to our recruitment processes. Provide timely staff reports to the Civil Service Commission to meet the personnel needs of the user departments. 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.

**Service Improvement Objectives:**

Provide a single-point of contact customer service to hiring departments for recruitment and personnel matters related to the classified service to provide timely and quality customer service.

- Continue to streamline exam processes by using video-based testing, online testing and exploring un-proctored testing methods to improve time to hire.
- Continue to collaborate with stakeholders with classification specification revisions.
- Develop, coordinate and implement NEOGOV Insight and Online Hiring Center (OHC) and Civil Service-based trainings to continually build organizational knowledge and capacity.
- Maintain city-wide classifications specifications data base in NEOGOV to include historical documentation, job-specific videos, and bulletin history.

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
<b>Expenditures:</b>				
Salaries and Wages	803,434	859,766	859,766	896,854
Employee Benefits	419,679	537,216	537,216	595,155
Overtime	71,058	-	-	-
Materials, Supplies and Services	225,779	259,734	268,474	198,834
Interfund Support	95,046	142,260	142,260	147,018
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Total Expenditures	1,614,995	1,798,976	1,807,716	1,837,861
<b>Personnel (Full-time Equivalents)</b>	10.86	11.49	11.49	11.87

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# Recruitment and Outreach Services Division Summary

**Services Provided:**

Implement recruitment strategies that identify and attract qualified, diverse, service-oriented applicants for City jobs. Coordinate outreach programs with local community colleges, universities, cultural organizations, minority representative groups, veteran affiliated organizations and other non-profits. Attend community outreach/recruitment events to promote effective relationships throughout the community and promote brand recognition and available services on a broader level. Provide up-to-date and easily accessible information on current and upcoming job opportunities, including career tips and development, through various social media platforms. Collaborate with stakeholders related to candidate recruitment, including City Departments, Human Resources and employee unions, to ensure City Departments can identify and target highly qualified candidate pools to build a professional and effective workforce. Provide recruitment and hiring expertise to ongoing Citywide equity improvement initiatives. Perform bilingual assessments and coordinate the bilingual certification program. Distribute customer feedback surveys after each outreach/recruitment event to measure outreach effectiveness and enthusiasm for City employment. Provide weekly communication to constant contact (LinkLB) subscribers of current and upcoming job opportunities.

**Service Improvement Objectives:**

- Develop, implement and continuously evaluate a multitude of recruitment and outreach strategies that provide equitable access to City employment opportunities.
- Research community segments for targeted recruitment to facilitate an effective and representative City workforce.
- 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, across relevant social media platforms.
- Continue to work on a virtual process to streamline bilingual skills assessments.
- Provide recruitment and hiring expertise to ongoing Citywide equity improvement initiatives.
- Develop and coordinate Civil Service-based trainings for Civil Service staff, Administrative Officers, key support personnel, and other City of Long Beach managers to continually build organizational knowledge and capacity.

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
<b>Expenditures:</b>				
Salaries and Wages	108,820	200,749	200,749	29,346
Employee Benefits	55,144	106,770	106,770	16,399
Overtime	-	-	-	-
Materials, Supplies and Services	18,096	21,060	21,060	17,560
Interfund Support	12,767	1,620	1,620	1,620
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<b>Total Expenditures</b>	<b>194,826</b>	<b>330,199</b>	<b>330,199</b>	<b>64,925</b>
<b>Personnel (Full-time Equivalents)</b>	<b>1.00</b>	<b>2.35</b>	<b>2.35</b>	<b>0.26</b>

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## Financial Summary by Category

	Actual FY 19	Adopted* FY 20	Adjusted** FY 20	Adopted* FY 21
<b>Revenues:</b>				
Property Taxes	-	-	-	-
Sales and Use Taxes	-	-	-	-
Other Taxes	-	-	-	-
Utility Users Tax	-	-	-	-
Franchise Fees	-	-	-	-
Licenses, Permits and Fees	-	-	-	-
Fines and Forfeitures	-	-	-	-
Use of Money & Property	-	-	-	-
Revenue from Other Agencies	-	-	-	-
Charges for Services	-	-	-	-
Other Revenues	410	-	-	-
Intrafund Services	-	-	-	-
Intrafund Transfers	-	-	-	-
Interfund Services	-	-	-	-
Interfund Transfers	-	-	-	-
Other Financing Sources	-	-	-	-
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<b>Total Revenues</b>	<b>410</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenditures:</b>				
Salaries and Wages	1,437,475	1,491,796	1,491,796	1,455,291
Employee Benefits	782,075	962,608	962,608	936,641
Overtime	72,277	-	-	-
Materials, Supplies and Services	376,101	415,701	624,441	333,701
Interfund Support	233,267	224,531	224,531	270,667
Intrafund Support	-	-	-	-
Capital Purchases	-	-	-	-
Insurance Premiums and Losses	-	-	-	-
Other Non-Operational Expenditures	-	-	-	-
Operating Transfers	-	-	-	-
Intrafund Transfers Out	-	-	-	-
Purchase of Gas & Water	-	-	-	-
Depreciation and Non Cash Expenditures	-	-	-	-
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<b>Total Expenditures</b>	<b>2,901,194</b>	<b>3,094,635</b>	<b>3,303,375</b>	<b>2,996,300</b>
<b>Personnel (Full-time Equivalents)</b>	<b>17.70</b>	<b>18.70</b>	<b>18.70</b>	<b>18.00</b>

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## Personnel Summary

Classification	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 21 Adopt FTE	FY 20 Adopted Budget	FY 21 Adopted Budget
Executive Director	1.00	1.00	1.00	201,292	190,079
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	0.35	0.35	-	23,044	-
Administrative Analyst III-Confidential	1.00	1.00	1.00	83,760	87,755
Administrative Officer	1.00	1.00	1.00	91,985	97,503
Clerical Aide I - NC	0.35	0.35	-	9,916	-
Clerk Typist III	1.00	1.00	1.00	46,455	41,890
Clerk Typist IV	1.00	1.00	1.00	45,092	50,670
Deputy Director	1.00	1.00	1.00	141,552	141,552
Executive Assistant	1.00	1.00	1.00	65,000	65,027
Members - Boards / Commissions	-	-	-	26,000	-
Personnel Analyst I-Confidential	1.00	1.00	1.00	82,836	67,715
Personnel Analyst II-Confidential	-	2.00	2.00	146,101	146,101
Personnel Analyst III-Confidential	4.00	4.00	4.00	365,110	368,346
Personnel Assistant I-Confidential	1.00	1.00	1.00	59,726	59,726
Personnel Assistant II-Confidential	1.00	-	-	-	-
Special Projects Officer	1.00	1.00	1.00	114,871	114,871
<b>Subtotal Salaries</b>	17.70	18.70	18.00	1,625,299	1,553,795
<b>Overtime</b>	-	-	-	-	-
<b>Fringe Benefits</b>	-	-	-	928,429	938,137
<b>Administrative Overhead</b>	-	-	-	34,179	33,504
<b>Attrition/Salary Savings</b>	-	-	-	(133,503)	(133,503)
<b>Expenditure Transfer</b>	-	-	-	-	-
<b>Total</b>	17.70	18.70	18.00	2,454,403	2,391,932



## Key Contacts

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Christina Pizarro Winting, Executive Director

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