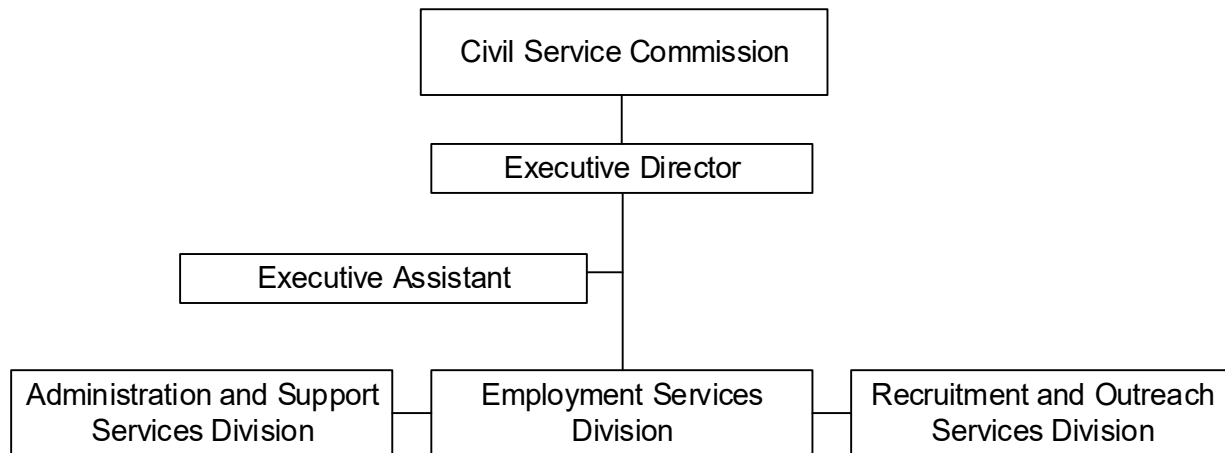


Civil Service



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.

Civil Service Commission

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.

FY 22 Accomplishments

- Processed over 4,616 applications and managed 54 recruitments.
- Created 103 eligible lists which yielded 1,812 eligible candidates for hire. Of the total number of eligible lists created, 94 were derived from open recruitments and nine promotional opportunities.
- Conducted a new Police Recruit continuous filing process to expand the Police Recruit applicant pool, which resulted in seven eligible lists, comprised of 477 candidates.
- Administered 14 targeted recruitments for two hard to fill Technology and Information classifications.
- Made twelve Civil Service Commission recommendations to approve departments' ability to selectively fill positions that require special knowledge, skills, and experience at the time of hire.
- Administered ten public safety examinations: Animal Control Officer, Battalion Chief, Communications Center Supervisor, Marine Safety Sergeant – Boat Operator, Police Lieutenant, Police Officer – Lateral, Police Recruit, Public Safety Dispatcher, Special Services Officer, and Fire Engineer.
- Hosted a Long Beach Promise Intern in partnership with Workforce Development, CSULB and the Long Beach Community Internship Program.
- Administered and managed the Modern Hire testing platform, an online video-based interviewing program, which includes 47 active users citywide. Utilized the testing platform for 44 citywide recruitments. A total of 646 video interviews were submitted through the Modern Hire testing platform.
- Administered various written examinations utilizing National Testing Network and Test Genius online testing platforms.
- Received and processed 13 requests to provisionally fill classified vacancies.
- Received and processed 14 probationary extensions.
- Coordinated representation at 26 community events and job fairs, promoting employment opportunities in both virtual and in-person formats. These efforts boosted awareness of City careers and enhanced equity-based recruiting by targeting under-represented segments of the community.
- Promoted the job interest card feature to notify potential and returning applicants of upcoming job opportunities for classified and unclassified recruitments. Received 1,124 subscriptions for 310 classifications.
- Provided weekly communication to 2,506 constant contact (LinkLB) subscribers of the Current and Upcoming Job Opportunities weekly update and Current Eligible List monthly report. A total of 30 campaigns were distributed to subscribers.
- Expanded the level of engagement through Civil Service social media platforms (Facebook, LinkedIn, Instagram, and 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. Maintained community engagement through the City of Long Beach's LinkedIn page by posting Civil Service job opportunities and re-sharing items of interest for job seekers and followers. Increased the social media followers in our various social media platforms: Facebook followers increased by 19 percent; Instagram followers increased by eight percent; and Twitter followers increased by two percent.

FY 22 Accomplishments

- Administered and managed the NEOGOV System, which includes 215 Insight and 332 Online Hiring Center active users Citywide. Increased the number of users, provided timely customer service and technical support.
- In March 2022, Staff piloted an Internal Rater Program by training close to 40 city employees, who are qualified subject matter experts, to serve on interview/performance panels for open recruitments.
- Civil Service staff collaborated with Human Resources staff to conduct a classification specification training for all personnel analysts.
- Processed and certified 162 Bilingual Skill Pay Assessments.
- Civil Service Commission approved and adopted thirteen (13) classification specification revisions for the classified service.
- Staff provided staff reports for 22 Civil Service Commission business meetings and 8 Sub-committee meetings.
- Processed over 3,374 personnel transaction documents in service to City departments.
- Processed/certified over 1,347 requisitions in service to City departments.
- Received and processed five disciplinary appeals.
- Supported Citywide Racial Equity and Inclusion initiatives which included the following: provided three Race Equity Champions to support broader efforts to implement equity best practices in the hiring process; coordinated and implemented Civil Service equity and inclusion training; and partnered with the Department of Human Resources to review hiring practices and policies from an equity lens.

Summary of Changes*

GENERAL FUND GROUP	Impact	Position
Add two Personnel Analyst III positions and one Personnel Assistant II position to help improve the time to hire staff and counter the national challenge to recruit and hire quality candidates.	371,926	3.00

*For ease of review, reallocation of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).

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 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 collaboration with Human Resources.

Employment Services Division Summary

Services Provided:

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 Citywide 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 Citywide Modern Hire administrator for the video-based testing tool and providing training and user support for new system users. Maintain the citywide classification specification records in NEOGOV. Provide technical support to Civil Service classified examination processes. Manage the scoring of all 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 citywide customers.

Service Improvement Objectives:

Provide a single point of contact customer service model 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 including utilization for unclassified recruitments.
- Maintain citywide classifications specifications database in NEOGOV to include historical documentation, job-specific videos, and bulletin history.
- Upgrade and streamline Civil Service Commission forms for departmental workforce needs.

Recruitment and Outreach Services Division Summary

Services Provided:

Develop and implement innovative 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 community-based non-profits. Represent the City at recruitment and outreach events that enhance community relationships, promote brand recognition, and increase awareness of City employment opportunities. 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 that support a professional and effective workforce. 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 regarding current and upcoming job opportunities. Support Citywide Racial Equity and Inclusion initiatives and implement training to ensure fair and equitable testing processes.

Service Improvement Objectives:

- Develop, implement, and continuously evaluate a multitude of recruitment and outreach strategies that provide awareness and equitable access to City employment opportunities.
- Research community segments to develop targeted recruitment strategies that support an effective City workforce representative of the community.
- 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.
- Enhance virtual processes to streamline bilingual skills assessments.
- Provide recruitment and hiring expertise to ongoing Citywide equity improvement initiatives.
- Develop and coordinate Civil Service-based training for Department staff, Administrative Officers, key support personnel, and other City of Long Beach managers to continually build organizational knowledge and capacity.

Financial Summary by Category

	Actual	Adopted*	Adjusted**	Adopted*
	FY 21	FY 22	FY 22	FY 23
Revenues:				
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	300	-	-	-
Intrafund Services	-	-	-	-
Intrafund Transfers	-	-	-	-
Interfund Services	-	-	-	-
Interfund Transfers	-	-	-	-
Other Financing Sources	-	-	-	-
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Total Revenues	300	-	-	-
Expenditures:				
Salaries and Wages	1,540,878	1,653,911	1,653,911	1,845,593
Employee Benefits	887,209	1,018,030	1,018,030	1,190,777
Overtime	8,349	-	-	-
Materials, Supplies and Services	178,871	338,109	538,109	387,874
Interfund Support	258,019	340,653	340,653	291,073
Intrafund Support	108	-	-	-
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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Total Expenditures	2,873,435	3,350,703	3,550,703	3,715,317
Budgeted FTEs	18.00	18.00	18.00	21.00

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

**Adjusted Budget as of April 30, 2022.

Note: The City is currently maintaining two different financial systems and until a new budget development software is established, the financial information displayed in the future may have further adjustments.

Personnel Summary

Classification	FY 21 Adopt FTE	FY 22 Adopt FTE	FY 23 Adopt FTE	FY 22 Adopted Budget	FY 23 Adopted Budget
Executive Director	1.00	1.00	1.00	203,613	209,762
Administrative Aide I	1.00	1.00	1.00	63,442	51,794
Administrative Aide II	1.00	1.00	1.00	66,841	68,532
Administrative Analyst III-Confidential	1.00	1.00	1.00	99,181	96,476
Administrative Officer	1.00	1.00	1.00	121,727	124,161
Clerk Typist III	1.00	1.00	1.00	44,562	45,689
Clerk Typist IV	1.00	1.00	1.00	58,983	58,009
Deputy Director	1.00	1.00	1.00	147,257	150,201
Employment Services Officer	-	1.00	1.00	134,150	136,833
Executive Assistant	1.00	1.00	1.00	67,647	69,000
Personnel Analyst I-Confidential	1.00	-	-	-	-
Personnel Analyst II-Confidential	2.00	3.00	3.00	274,130	268,899
Personnel Analyst III-Confidential	4.00	4.00	6.00	413,820	561,438
Personnel Assistant I-Confidential	1.00	1.00	1.00	64,486	65,906
Personnel Assistant II-Confidential	-	-	1.00	-	58,606
Special Projects Officer	1.00	-	-	-	-
Subtotal Salaries	18.00	18.00	21.00	1,759,839	1,965,306
Overtime	-	-	-	-	-
Fringe Benefits	-	-	-	1,013,003	1,175,103
Administrative Overhead	-	-	-	40,027	50,675
Attrition/Salary Savings	-	-	-	(140,928)	(154,713)
Expenditure Transfer	-	-	-	-	-
Total	18.00	18.00	21.00	2,671,941	3,036,370

Key Contacts

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Caprice McDonald, Employment Services Officer

Maria Alamo, Administrative Officer

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