

1 **DATE:** March 15, 2017

2 **TO:** Civil Service Commission

3 **FROM:** Carolyn Pen, Administrative Intern

4 **SUBJECT: REQUEST TO PROTEST EXAM – CUSTOMER SERVICE**
5 **REPRESENTATIVE**

6 Correspondence has been received from Ms. Christina Kunkle, requesting Civil Service
7 Commission's approval to protest her exam for Customer Service Representative.
8

9 **Facts for Consideration:**

- 10 • As background, on December 7, 2016, the Civil Service Commission approved the
11 job opportunity bulletin for Customer Service Representative. The bulletin was pre-
12 posted December 7, 2016, through December 11, 2016, and filing period was
13 December 12, 2016 through December 16, 2016. All completed applications were
14 due by 4:30 p.m., December 16, 2017.
- 15 • During the filing period, 868 applications were filed for Customer Service
16 Representative, including Ms. Kunkle's application. Of that number, 201 candidates
17 were placed on the eligible list.
- 18 • The Customer Service Representative Exam process consisted of two components:
19 a video scenario test and a Civil Service written examination.
- 20 • On February 14, 2017, Ms. Kunkle was sent notification via e-mail that she did not
21 pass the Customer Service Representative written examination component.
- 22 • Candidates needed to pass both components in order to be placed on the eligible
23 list.
- 24 • On March 8, 2017, Ms. Kunkle contacted staff via e-mail and submitted a formal
25 letter to protest her exam and request a review of her examination. The letter was
dated March 6, 2017 (please see the attached letter).

- 1 • On March 8, 2017, staff responded to Ms. Kunkle's request via e-mail to inform her
2 that the protest period for the Customer Service Representative written exam was
3 during the period of January 19, 2017 and January 20, 2017, which was two days
4 after the last test session (per Article III, Section 20 of the Civil Service Commission
5 Rules and Regulations).
- 6 • During the proctoring of the examinations, candidates were asked to follow along as
7 the front cover of the exam booklet was read aloud. Protest period instructions were
8 available on the front cover of the exam booklet for candidates, and were thus read
9 aloud to them (please see the highlighted areas of the attached proctor instructions
10 and front cover of the test booklet).
- 11 • Ms. Kunkle was further informed that the request to review examinations occur 10
12 business days after Civil Service Commission approves the eligible list. The list was
13 approved March 1, 2017. Therefore, candidates may request to review their
14 examinations beginning March 15, 2017 and up to 60 calendar days.
- 15 • Staff contacted Ms. Kunkle and will coordinate a date and time to review her
16 examination.
- 17 • On March 9, 2017, staff followed up with Ms. Kunkle to inform her of her protest
18 request being on Civil Service Commission's agenda for March 15, 2017, and
19 requested her presence at the Commission meeting.
- 20 • Ms. Kunkle responded to staff on March 9, 2017, and verified her understanding of
21 her protest request on the agenda. She confirmed her presence at the Commission
22 meeting.

23 .
24 Staff recommends denial of Ms. Kunkle's request to protest the Customer Service Exam
25 as established by Article III, Section 20 of the Civil Service Commission Rules and

Agenda Item No. 16

1 Regulations, because she did not meet the deadline of the two-day protest period
2 following the last examination.

3
4 Ms. Kunkle has been informed that this request is on today's agenda and the possibility
5 of her protest request will be pending considering Commission's approval.

6
7
8 REQUEST TO PROTES EXAM 03/15/17 (CUSTOMER SERVICE REPRESENTATIVE: CHRISTINA KUNKLE) CP
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

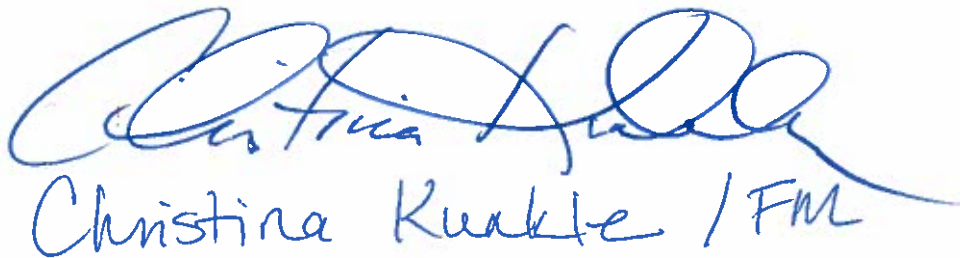
March 6, 2017

Kandice Taylor-Sherwood
Executive Director
City of Long Beach Civil Service Department
333 W Ocean Blvd
Long Beach CA 90802

Dear Kandice Taylor-Sherwood,

Per Civil Service Rules and Regulations, Section 20, I hereby protest the Customer Service Representative exam and request to review my examination and discuss the scores.

Sincerely,



Christina Kuakle / FM

CIVIL SERV DEPT - RCVD.
MAR 6 2017 PM 12:40

CUSTOMER SERVICE REPRESENTATIVE WRITTEN EXAM INSTRUCTIONS for JAN 2017

- Welcome to CSR exam
- Remove all personal items from your table. You can place them under your desk. You should only have your test materials. Verify you have a scantron and two pencils. Calculators are not needed for the video portion, so if you have that then please set that aside for now. You will be permitted to use them for the 2nd portion.
- Two portions to the examination process: a video scenario test and a Civil Service written exam; both are multiple choice; you will first take the video exam; should last approx. 1 hr 35 min; you will be given a break after the video exam and before the written exam
- Read Policy
- Cannot pause the video when the exam starts, so you need to leave to use the restroom, you are using it on your time
- Please follow the instructions of the video
- You cannot write or take notes down during the instructions; a part of the exam is to test you on your ability to comprehend and interpret the instructions; if you are caught taking notes, you may be disqualified
- Housekeeping: bathroom
- Any questions? If not, will begin video

Good Morning/Good Afternoon. Welcome to the written examination for CUSTOMER SERVICE REPRESENTATIVE. Please take a moment to verify that you have the following test materials: 1 pink answer/bubble sheet, 2 pencils, 1 sheet of scratch paper, and your notice to report. If you do not have these items please raise your hand. For this examination you are allowed to use a calculator, if you brought it.

At this time please remove all personal items from your table. You can place them under your desk. You should only have your test materials and your calculator on your table.

Policy

According to the Civil Service Department Policy 3.32, the following devices are not allowed in the testing session: cellular phones, pagers, audio/radio headsets, cameras, recording devices or other electronic devices. If candidates are found to have any of the unauthorized items in their possession in the testing area, they will be disqualified from the examination. If you have any of these items in your possession, you should check them in with an exam proctor at this time. You will be able to pick up these items once you have completed today's examination. This is your last opportunity to turn in these items; failure to check in these items will result in your disqualification. It doesn't matter if it is in your purse or your pocket and is turned off or not working! Anyone found to have a cell phone will be disqualified! If you are unsure about your item, raise your hand. **(All checked in items must be turned off!) Cell phones may not be used as calculators.**

Civil Service Information

Please note that if you have changed your address, email address or phone numbers since you applied, you should make every effort to keep your governmentjobs.com account updated.

The written examination is qualifying. If you receive a passing score on the written examination, you will be placed on the eligible list. You should receive your exam results within two weeks – three weeks. If you have not received notification or any updates by that date, please contact the Civil Service Department.

Housekeeping

If you need to use the restroom during the test, put your answer sheet in your test book, close the test book, wait for permission, and then proceed to the restroom in the lobby. A test proctor will monitor the restroom area. Only one person at a time may enter the restroom. Absolutely, no communication amongst the candidates or you may be disqualified. Also, be aware the time is not paused for anyone. You are using your own testing time for restroom breaks.

A word about your answer sheet. Please ensure that you protect your answers on your answer sheet. Please remember that sharing information or discussing any aspect of this test outside of this test session will only serve to lower your own score, as this is a competitive examination, and will decrease your chance for employment.

Scantron Answer Sheet

Please take out your answer sheet so that Side 1 is showing. On the top, left-hand corner there is a box to bubble in your social security number. First, write in the numbers of your social security number in the boxes to the right of the bubbles. Be sure to start with the top box. You will have one box left at the bottom.

After you have done that, bubble in the appropriate numbers so that on each line, a bubble is filled in that corresponds to the number that you wrote in the box. Be sure to make your marks clear and completely erase all corrections. Your social security number will allow the scanner to identify you with your test score. Does anyone need their file number or unsure of their SSN? You must use the SSN used on your application. If you provide a different SSN and you don't use the correct file number, your paper may become unidentifiable. All unidentifiable answer sheets will not be scored! Staff will not guess or make any assumptions regarding answer sheets that are not identifiable. If you did not apply with a SSN or you used a fake# or proxy SSN for applying purposes, please raise your hand so that we can flag it. Even if you used a proxy SSN, you must fill in your SSN with the exact one you used to apply for this position. If you have any trouble remembering your social security, please raise your hand and we will come to you, as we currently have it on file.

After completing that, look for the two horizontal lines at the top, right-hand corner of Side 1. On the first line, print PCS (Permit Center Supervisor) & your file number. Your file number can be found on your to report. On the second line, print today's date (Jan 10, 11, 12, 17, 18) and time of the test (8:00am or 1:00pm).

Other Docs

Next, please refer to the handout "How to Answer the Questions" and follow along as it is read. [READ HOW TO ANSWER THE QUESTIONS]

Next, pass the "How to Answer the Questions" to your left.

Test booklets

Now we will begin passing out the test booklets. Do not open the booklet until instructed to do so. As we are passing out the test booklets, you may begin to read the front cover of the book.

Now please follow along as I read the front cover of the test booklet. Again, do not open the test booklet. If you begin taking the test before you are told to do so, you will be disqualified. [READ FRONT OF BOOKLET]

Agenda Item No. 16

At the bottom of the booklet you will find a line that says "File#, Session #" Go ahead and write your FILE # on the line that applies to this session. It is very important that you do not write in the test book because you will only be hurting your score by unintentionally writing information that may be of some help to another competing candidate. Again, do not write in the test book and use only the scratch paper provided.

Next, sign your notice.

Next, please pass your notice to report to your left.

If you complete the exam prior to time expiring, you can review your answers or bring all test materials to the front and leave quietly. When time is called you must stop immediately, placing all pencils. If you continue to write, you will be disqualified.

Now, please turn your attention to your test booklet. Ensure that you have all **15** pages. Raise your hand if your test booklet does not have all pages. Close the test booklet when you are done.

There are 64 items on the test. You will have **1.5 hours** to complete the exam. I will give you a time remaining warnings throughout the exam. Are there any questions? Now take a breath, relax and do your best. Good luck! The time is now _____. You may now begin.

(Tues) START _____ END _____ (_____ : _____)

(Wed) START _____ END _____ (_____ : _____)

(Thurs) START _____ END _____ (_____ : _____)

(Tues) START _____ END _____ (_____ : _____)

(Wed) START _____ END _____ (_____ : _____)

OPEN COMPETITIVE

LONG BEACH CIVIL SERVICE COMMISSION

Customer Service Representative

January 2017

WELCOME: We appreciate your participation and hope you will be successful. It is the aim of the Civil Service Commission to make our examinations entirely fair.

Work each item in accordance with the directions given in the test booklet and by the test proctor. Read each question carefully and completely before you answer it. Be sure you do not skip any questions, as the number of questions correctly answered will determine your score. No question is meant to be a trick or catch question.

A minimum rating of 70 must be attained on the written examination in order to be placed on the eligible list.

If you need to change an answer, erase the first mark completely. You will have time to finish the test if you work at a reasonable speed. The proctor will tell you when to start and when to stop.

NOTE: This is a standardized examination, which has been shown to be valid for this classification. This examination will not be available for review at any time.

The protest period will be during the hours of **8:00 a.m. to 4:00 p.m. on Thursday, January 19 and Friday, January 20, 2017, in the Civil Service Department, 333 W. Ocean Blvd. 7th Floor in City Hall.** Protests against any questions or the answer key must be made in writing, together with evidence proving your point, during this inspection period. When practical, defective questions will be removed and necessary key alterations will be made before final scores are assigned.

TIME ALLOWED TO COMPLETE THIS TEST IS 1 ½ HOURS.

COMPETITORS MAY NOT COMMUNICATE WITH EACH
OTHER DURING THE EXAMINATION.

DO NOT WRITE YOUR NAME ON ANY OF THE EXAMINATION PAPERS.

DO NOT WRITE IN THIS BOOKLET. USE SCRATCH PAPER PROVIDED.

NOW RELAX AND DO YOUR BEST.

SCOPE: Math and Billing, Clerical and Office, English Usage, Computer Software, Customer Service.

NUMBER OF ITEMS:75

PRINT FILE# (Session #1 – 8:00 AM)

PRINT FILE# (Session #2 – 1:00 PM)

PRINT FILE# (Session #3 – 8:00 AM)

PRINT FILE# (Session #4 – 1:00 PM)

PRINT FILE# (Session #5 – 8:00 AM)

PRINT FILE# (Session #6 – 1:00 PM)