



Civil Service Department Request for Provisional Appointment Form

Item Number: 1.02 (FORM)

Effective Date: 9/9/2018

PURPOSE:

To establish a process for the review and authorization of provisional appointments to classified positions.

RELEVANT RULES AND REGULATIONS/POLICY:

Civil Service Rules and Regulations Section 43 and Civil Service Policy Section 1.02:

"All provisional appointments shall be temporary and shall be valid only until a priority or eligible list becomes available for certification for the classification and is forwarded to the user department. However, no provisional appointment shall be valid beyond a 150 day period unless approved by the Commission." (*Civil Service Rules and Regulations Section 43*)

"Extensions of provisional appointments may be approved by the Civil Service Commission, if an eligible list has not been established after the allotted 150 days. When an eligible list for the classification, in which the provisional employee is serving, is established the provisional appointee shall be removed from provisional status within a thirty day period." (*Civil Service Policy Section 1.02*)

PROCESS:

- Requesting department should contact Civil Service Deputy Director to determine if the request is needed.
- Requesting department completes Provisional Request Form.
 - Civil Service completes Section I of this form. The requesting department completes Section II of this form.
- Provisional Request Form emailed to Civil Service Department Executive Assistant (Rose Katsuki: Rose.Katsuki@longbeach.gov).
- Provisional Request will be placed on the agenda for the upcoming Commission meeting
- At Commission meeting, department presents the need for a provisional appointment including: the recruitment bulletin/job flyer and recruitment plan.
- Commission Approves/Denies request.
- If approved, department conducts provisional recruitment as planned.
- Once provisional appointee is selected, department completes HR1.
 - Department should submit the provisional appointee's application, a signed Provisional Appointment Statement of Conditions, and any required documents i.e. proof of license, education, certificate, etc.
 - Civil Service receives and reviews paperwork for the provisional appointment. Civil Service will verify that provisional appointment meets the minimum qualifications for the classification.
 - Civil Service will notify the candidate of the conditions of the provisional appointment.
- Civil Service places the provisional item on the Consent Calendar.

Agenda Item No. 11

SECTION I. CIVIL SERVICE COMPLETES THIS SECTION:

- X A valid requisition to fill the subject vacancy was received by the Civil Service Department for the classification in question. **Yes**
- X Include requisition number and date received by Civil Service: **PD18-028 - Approved 12/14/17; PD18-051 - Approved 3/28/18**
- X No existing priority or eligible list exists for this classification. **No promotional, priority, or eligible list exists.**
- X If there is an eligible list, when does it expire? **None exists. The last eligible list expired on 8/13/18**
- X Is any other department impacted? If yes, which department? **No other departments are impacted.**

Once the provisional appointee has been identified by the department, Civil Service will:
- X Verify that the provisional appointee meets the minimum qualifications by reviewing the following items: provisional appointee's application; a signed Provisional Appointment Statement of Conditions; proof of license, education, certificate, etc. DATE COMPLETED: **11/28/18**
- X Provide notice to the employee that the request is scheduled to be on the Civil Service Commission agenda. Notify the candidate of attendance options and of the terms and conditions of the provisional appointment. DATE COMPLETED: **11/28/18**
- X Provide notice to the department that the request is scheduled to be on the Civil Service Commission agenda. **11/29/18**

SECTION II. REQUESTING DEPARTMENT COMPLETES THIS SECTION:

DATE: 9/12/18 **DEPARTMENT:** Police Department

POSITION: Customer Service Representative **REQUISITION NUMBER:** PD18-028; PD18-051

NUMBER OF VACANCIES: 3 vacancies for CSR II

In the space below, please include an explanation of a clear operational necessity to fill the position or a clear detriment to the City if the position is not filled quickly.

The Business Desk in the Police Department's Headquarters Building is staffed 24/7. In addition, the Customer Service Representatives also assist with Live Scan and ID Card processing. We have 50% of our positions vacant and overtime is being used to backfill due to the fact that constant staffing is required. We have an immediate and critical operational need to hire for these vacancies, especially when considering that a full background investigation will take 3-5 months to complete.

RECRUITMENT PLAN/STRATEGY

☐ Are you recruiting: ☐ Internal Candidates ☐ External Candidates ☒ Both

☒ How are you advertising for the position? (i.e. job flyers, governmentjobs.com, etc.)

Job Flyer will be posted on NeoGov and job search websites, as well as sent internally and to community partners such as LB City College and CSULB.

☒ What is the length of your recruitment?
1 week

Civil Service Department**☒ What exam process will be administered? (i.e. interview or other testing)**

The position is entry level so we will be conducting interviews with situational questions geared towards customer service and judgement/decision making. A preliminary screening question will also be included regarding the candidates ability to pass a thorough background process.

☒ Did you include a provisional language disclaimer on your provisional recruitment bulletin?

(Disclaimer language to include in the beginning of your provisional bulletin: "This is a provisional opportunity. All provisional appointments are temporary and valid until a priority or eligible list becomes available for the classification. Provisional appointments are valid for 150 days unless extended and approved by Civil Service Commission. If you want to be considered for this position permanently, you must go through the Civil Service examination process. If you are not selected to fill the position on a permanent basis, your provisional appointment will be terminated. For City Employees: if you hold permanent status in another classification, you will be reinstated back to the position you held before the provisional appointment.")

(Please note, Employees in the "feeder" classifications for the promotional opportunity have to be given equal and fair opportunity to demonstrate their abilities to function in the promotional position.)

Yes...provisional language was included on the bulletin

In the space below include the Provisional Recruitment bulletin. Include: 1.) Job duties 2.) Minimum qualifications 3.) Provisional supplemental questions 4.) Copy of most recent job bulletin (attachment or copy and paste)

See attached provisional job bulletin for Customer Service Representative II

Human Resources Approval

A handwritten signature in blue ink, appearing to read "J. [unclear]".

10/10/18

GM - 10/10/18



Long Beach Civil Service Commission

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: CUSTOMER SERVICE REPRESENTATIVE II

You are being considered for employment under the provisions of Section 43 of the Service Rules and Regulations, which read in part:

"All provisional appointments shall be temporary and shall be valid only until a priority or eligible list becomes available for certification for the classification and is forwarded to the user department. However, no provisional appointment shall be valid beyond a 150 day period unless approved by the Commission."

If appointed to this position, you will not accrue seniority in this classification for any Civil Service promotional examination. Your pay will be the same as that of a permanent City employee in this classification, however, you should check with the hiring department as to your eligibility for other (fringe) benefits. If you are currently a permanent, full-time City employee, your benefits will not change.

If you receive authorization from the Civil Service Commission to be appointed to the provisional position, you must file a new application during the open filing period in order to compete in the examination process. You must file a new application before the announced closing date of filing.

If the provisional application will be filled on permanent basis, a competitive examination to fill the position will be administered by the Civil Service Department prior to the expiration of the provisional appointment. In order to be eligible for selection for permanent appointment to the position, your examination must be among the top scores achieved.

If after you are appointed to fill a provisional position, you do not satisfactorily perform or if you are not selected from the eligible list to fill the position on a permanent basis, your appointment will be terminated. If you are a present classified City employee who holds permanent status in another classification, you will be reinstated to the position you held prior to provisional appointment without loss to status or seniority (Section 44, Civil Service Rules and Regulations).

Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.

Jeanette M. Gentry
Signature

11/21/2018
Date

RECEIVED
HUMAN RESOURCES
10 NOV 21 PM 3:25

EMPLOYMENT APPLICATION

CITY OF
LONG BEACHCITY OF LONG BEACH
333 West Ocean Blvd., 7th floor
Long Beach, California 90802
(562) 570-6202<https://www.governmentjobs.com/careers/longbeach>Miranda Gutierrez, Joseline
PD18-081 CUSTOMER SERVICE REPRESENTATIVE II

Received: 10/22/18 9:11 AM

For Official Use Only:

QUAL: _____

DNQ: _____

☐ Experience☐ Training☐ Other: _____

PERSONAL INFORMATION

POSITION TITLE:

CUSTOMER SERVICE REPRESENTATIVE II

EXAM ID#:

PD18-081

NAME: (Last, First, Middle)

Miranda Gutierrez, Joseline

SOCIAL SECURITY NUMBER:

ADDRESS: (Street, City, State, Zip Code)

EMAIL ADDRESS:

HOME PHONE:

ALTERNATE PHONE:

NOTIFICATION PREFERENCE:

Email

DRIVER'S LICENSE:

☒ Yes ☐ No

DRIVER'S LICENSE:

State: CA Number: [REDACTED]

LEGAL RIGHT TO WORK IN THE UNITED STATES?

☒ Yes ☐ No

PREFERENCES

MINIMUM COMPENSATION:

ARE YOU WILLING TO RELOCATE?

WHAT TYPE OF JOB ARE YOU LOOKING FOR?

TYPES OF WORK YOU WILL ACCEPT:

SHIFTS YOU WILL ACCEPT:

OBJECTIVE:

EDUCATION

DATES:

From: 7/2014 To: 12/2017

SCHOOL NAME:

Long beach city college

LOCATION: (City, State)

long beach, California

DID YOU GRADUATE?

☒ Yes ☐ No

DEGREE RECEIVED:

Associate's

MAJOR:

Administration of Justice

UNITS COMPLETED:

95 - Semester

WORK EXPERIENCE

DATES:

From: 8/2018 To: Present

EMPLOYER:

Long Beach Police Department

POSITION TITLE:

SSO II

ADDRESS: (Street, City, State, Zip Code)

400 W BROADWAY, LONG BEACH, California, 90802

COMPANY URL:

PHONE NUMBER:

562-570-5692

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

HOURS PER WEEK:

28

OF EMPLOYEES SUPERVISED:

DUTIES:

Duties include answering phone calls, making registrants appointments, lifescanning and finger-printing. Registering for narcotics, sex, arson and gangs and entering registrants information into CSAR/DOJ.

REASON FOR LEAVING:

DATES:

From: 4/2016 To: 8/2018

EMPLOYER:

City of Huntington Beach

POSITION TITLE:

Code Enforcement College Intern I

ADDRESS: (Street, City, State, Zip Code)

2000 Main street, Huntington Beach, California, 92648

COMPANY URL:

PHONE NUMBER:

714-374-1558

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

HOURS PER WEEK:

29

OF EMPLOYEES SUPERVISED:

DUTIES:

Daily duties include performing computer data entry to record and retrieve department information, answering incoming phone calls, performing routine clerical tasks as needed such as copying and filing documents, mailing out citations and process correspondence and records.

REASON FOR LEAVING:

DATES:

From: 5/2013 To: 4/2016

EMPLOYER:

subway

POSITION TITLE:

shift leader

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Joseline Miranda Gutierrez

SSN [REDACTED]

Received: 10/22/18 9:11 AM

ADDRESS: (Street, City, State, Zip Code) 426 Olive Ave Apt 3, long beach , California, 90802		COMPANY URL:
PHONE NUMBER: 562 5910033	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? [REDACTED]
HOURS PER WEEK: 30	# OF EMPLOYEES SUPERVISED:	
DUTIES: I was responsible for providing great customer service, prep area and cashier.		
REASON FOR LEAVING: [REDACTED]		

CERTIFICATES AND LICENSES

TYPE: Typing certificate	
LICENSE NUMBER:	ISSUING AGENCY: Carson Career Center
TYPE: Typing Certificate	
LICENSE NUMBER:	ISSUING AGENCY: Carson Career Center

Skills

OFFICE SKILLS: Typing:41 Data Entry:0
OTHER SKILLS:
LANGUAGE(S): Spanish - <input type="checkbox"/> Speak <input type="checkbox"/> Read <input type="checkbox"/> Write

ADDITIONAL INFORMATION

Nothing Entered For This Section

REFERENCES

[REDACTED]

Agency-Wide Questions

- 1. Are you a current or former City of Long Beach employee?**
Current, non-career employment
- 2. Have you ever been dismissed from the City of Long Beach?**
No
- 3. I will accept positions offering...(you may select more than one)**
Full time, Part time
- 4. I will accept positions offering...(you may select more than one)**
Day shift (e.g. 7:30 am - 5:30pm), Evening shift (e.g. 4:00 pm - 12:00am), Night shift (e.g. 12:00 am - 8:00 am), Weekends (e.g. Saturday and/or Sunday)
- 5. Are you able to speak and understand the following foreign languages? Leave blank if none apply to you.**
Spanish
- 6. How did you FIRST hear of this job opportunity?**
City of Long Beach employee
- 7. If you indicated none of the above , please tell us how you first learned about this job opportunity?**
I understand that application packets including all required documents must be complete at time of filing and received by the filing deadline.
I understand I will not have an opportunity to amend my application packet or submit additional supporting documentation after the application is initially submitted.
- 8. I understand that I must scan the required documents into a **PDF format**, and then upload and attach to my City of Long Beach job application. Each required document must be attached and identified separately.**
I further understand that any document attached to my master record, after I have filed an application for a City of Long Beach job will not be viewable by City staff, as it is part of my GovernmentJobs.com master record and not part of my actual City of Long Beach job application.

Yes

Job Specific Supplemental Questions

1. Do you have six months experience performing routine clerical or customer service duties?

Yes

2. Briefly describe the types of responsibilities you have experience in which relates to the requirements/duties of this position.

The types of responsibilities that I have experience in which relate to the requirements/duties of this position include: Experience with customer service, answering phone calls, sitting down for long periods of times answering customers/residence concerns, filling and entering data.

3. Are you willing to work overtime, shifts, evenings, weekends, holidays, irregular hours, and on call as necessary?

YES

4. To the best of your knowledge are you able to pass a thorough background investigation, polygraph examination and psychological evaluation conducted by the Long Beach Police Department. (The investigation will include information regarding relatives, references, acquaintances, educational background, residential history, employment history, military service records, financial status, legal history, drug use and related areas.)

Yes

The following terms were accepted by the applicant upon submitting the online application:

CERTIFICATE OF APPLICANT: I certify that all statements on this application are true and complete. I understand that any false or incomplete information may subject me to disqualification from this examination or may cancel any terms, conditions or privileges of employment with the City of Long Beach. I understand that if I am offered employment I will be required to successfully pass a medical examination. I further understand that depending on the job that I am applying for, a police background check may be required.

This application was submitted by Joseline Miranda Gutierrez on 10/22/18 9:11 AM

Signature _____

Date _____

**Long Beach Civil Service Commission****PROVISIONAL APPOINTMENT****Statement of Conditions**

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Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.

Signature

Date


11/15/18

Agenda Item No. 11

LAURA LOZANO BARBOZA

SSN [REDACTED]

Received: 10/22/18 8:31 AM

EMPLOYMENT APPLICATION		
	CITY OF LONG BEACH 333 West Ocean Blvd., 7th floor Long Beach, California 90802 (562) 570-6202 https://www.governmentjobs.com/careers/longbeach	Received: 10/22/18 8:31 AM For Official Use Only: QUAL: _____ DNQ: _____ <input type="checkbox"/> Experience <input type="checkbox"/> Training <input type="checkbox"/> Other: _____
	LOZANO BARBOZA, LAURA AURORA PD18-081 CUSTOMER SERVICE REPRESENTATIVE II	
PERSONAL INFORMATION		
POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE II		EXAM ID#: PD18-081
NAME: (Last, First, Middle) LOZANO BARBOZA, LAURA AURORA		SOCIAL SECURITY NUMBER: [REDACTED]
ADDRESS: (Street, City, State, Zip Code) [REDACTED]		EMAIL ADDRESS: [REDACTED]
HOME PHONE: ([REDACTED])	ALTERNATE PHONE: [REDACTED]	NOTIFICATION PREFERENCE: Email
DRIVER'S LICENSE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DRIVER'S LICENSE: State: CA Number: [REDACTED]	LEGAL RIGHT TO WORK IN THE UNITED STATES? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
PREFERENCES		
MINIMUM COMPENSATION: [REDACTED]		ARE YOU WILLING TO RELOCATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe
WHAT TYPE OF JOB ARE YOU LOOKING FOR? [REDACTED]		
TYPES OF WORK YOU WILL ACCEPT: [REDACTED]		
SHIFTS YOU WILL ACCEPT: [REDACTED]		
OBJECTIVE: [REDACTED]		
EDUCATION		
DATES: From: 8/2013 To: 5/2017	SCHOOL NAME: California State University Long Beach	
LOCATION: (City, State) Long Beach, California	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DEGREE RECEIVED: Bachelor's
MAJOR: Criminal Justice and Forensics minor		UNITS COMPLETED: 120 - Semester
DATES: From: 9/2009 To: 6/2013	SCHOOL NAME: Wilson Classical High School	
LOCATION: (City, State) Long Beach, California	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DEGREE RECEIVED: High School Diploma
WORK EXPERIENCE		
DATES: From: 10/2013 To: Present	EMPLOYER: Long Beach Search and Rescue	POSITION TITLE: member
ADDRESS: (Street, City, State, Zip Code) Long Beach, California		COMPANY URL: [REDACTED]
PHONE NUMBER: [REDACTED]	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 5	# OF EMPLOYEES SUPERVISED: [REDACTED]	
DUTIES: Received training in repelling, CPR with certification, basic life support with certification, ventilation systems, rope rescue, car rescue, fire suppression, and search patterns and evidence preservation when dealing with missing persons. Provide support for Long Beach Police Department DUI Checkpoints, call outs for the police and fire departments and participate in police ride alongs.		
REASON FOR LEAVING: [REDACTED]		
DATES: From: 1/2018 To: Present	EMPLOYER: US Customs and Border Protection Officer	POSITION TITLE: US Customs and Border protection Officer
ADDRESS: (Street, City, State, Zip Code) 720 E San Ysidro Blvd, San Ysidro, CA 92173, San Ysidro, California, 92173		COMPANY URL: [REDACTED]
PHONE NUMBER: (619) 671-8973	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED: [REDACTED]	

Agenda Item No. 11

LAURA LOZANO BARBOZA

SSN: [REDACTED]

Received: 10/22/18 8:31 AM

DUTIES:

- Detect and prevent terrorists and terrorist weapons from entering the United States
- Enforce customs, immigration, and agricultural laws and regulations at U.S. ports of entry and preclearance locations worldwide
- Prevent the illegal trafficking of people, narcotics, and contraband into the United States

REASON FOR LEAVING:

[REDACTED]

DATES:

From: 8/2017 To: 1/2018

EMPLOYER:

Long Beach Police Department

POSITION TITLE:

Administrative intern

ADDRESS: (Street, City, State, Zip Code)

400 W. Broadway, Long Beach, California, 90802

COMPANY URL:

longbeach.gov/police

PHONE NUMBER:

5624356711

SUPERVISOR:

[REDACTED]

MAY WE CONTACT THIS EMPLOYER?

[REDACTED]

HOURS PER WEEK:

24

OF EMPLOYEES SUPERVISED:

DUTIES:

Interact with the public, create and write full reports, communicate with different Police personnel throughout the department, inform the public of our policies and procedures, assist with different permits, answering telephone calls, and assist any officer or police personnel in other activities or duties needed.

REASON FOR LEAVING:

[REDACTED]

DATES:

From: 5/2015 To: 8/2017

EMPLOYER:

YMCA

POSITION TITLE:

leader- Roosevelt Elementary school

ADDRESS: (Street, City, State, Zip Code)

3605 Long Beach Blvd suite 219, Long Beach, California, 90807

COMPANY URL:

PHONE NUMBER:

562 2791671

SUPERVISOR:

[REDACTED]

MAY WE CONTACT THIS EMPLOYER?

[REDACTED]

HOURS PER WEEK:

24

OF EMPLOYEES SUPERVISED:

DUTIES:

In charge of assisting the children with their homework. Supervising them in outdoors activities, organize and create daily lesson plans as well as working with the teachers to increase the children's understanding of the material.

REASON FOR LEAVING:

[REDACTED]

DATES:

From: 4/2014 To: 8/2015

EMPLOYER:

Payless shoe source

POSITION TITLE:

sales associate

ADDRESS: (Street, City, State, Zip Code)

Long Beach, California

COMPANY URL:

PHONE NUMBER:

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

[REDACTED]

HOURS PER WEEK:

22

OF EMPLOYEES SUPERVISED:

DUTIES:

Work part-time as a key carrier, displaying and organizing inventory, communicating with and assisting customers and working the cash register.

REASON FOR LEAVING:

[REDACTED]

DATES:

From: 1/2015 To: 5/2015

EMPLOYER:

Rubio's Restaurant

POSITION TITLE:

cashier

ADDRESS: (Street, City, State, Zip Code)

Seal Beach, California

COMPANY URL:

PHONE NUMBER:

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

☐ Yes ☐ No

HOURS PER WEEK:

20

OF EMPLOYEES SUPERVISED:

DUTIES:

In charge of register at the front of the restaurant. Greeting customers, taking orders, answering the phone, taking the food to tables, cleaning the tables off, assisting customers in what is needed.

REASON FOR LEAVING:

[REDACTED]

DATES:

From: 9/2012 To: 9/2013

EMPLOYER:

International Elementary School

POSITION TITLE:

YMCA Co-Leader

ADDRESS: (Street, City, State, Zip Code)

Long Beach, California

COMPANY URL:

PHONE NUMBER:

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

☐ Yes ☐ No

HOURS PER WEEK:

10

OF EMPLOYEES SUPERVISED:

DUTIES:

In charge of assisting the children with their homework. Supervised them in outdoors activities, organized their show and helped with their choreography and discipline.

REASON FOR LEAVING:

DATES:

From: 1/2013 To: 5/2013

EMPLOYER:

International Elementary School

POSITION TITLE:

volunteer

ADDRESS: (Street, City, State, Zip Code)

Long Beach , California

COMPANY URL:

PHONE NUMBER:

SUPERVISOR:

MAY WE CONTACT THIS EMPLOYER?

☐ Yes ☐ No

HOURS PER WEEK:

10

OF EMPLOYEES SUPERVISED:

DUTIES:

In charge of organizing and choreographing one of the main pieces for the show. Demonstrated leadership by achieving the respect of my fellow classmates and successfully completing the show.

REASON FOR LEAVING:

CERTIFICATES AND LICENSES

TYPE:

US Customs and Border Protection officer credentials

LICENSE NUMBER:

122168

ISSUING AGENCY:

Homeland Security, Customs and Border protection

Skills

OFFICE SKILLS:

Typing:

Data Entry:

OTHER SKILLS:

Firearms training - Intermediate - 0 years and 5 months

Personal Radiation device - Intermediate - 0 years and 5 months

LANGUAGE(S):

Spanish - ☐ Speak ☐ Read ☐ Write

ADDITIONAL INFORMATION

Honors & Awards

REFERENCES

Agency-Wide Questions

1. **Are you a current or former City of Long Beach employee?**
Former employee
2. **Have you ever been dismissed from the City of Long Beach?**
No
3. **I will accept positions offering...(you may select more than one)**
Full time
4. **I will accept positions offering...(you may select more than one)**
Day shift (e.g. 7:30 am - 5:30pm), Evening shift (e.g. 4:00 pm - 12:00am), Holidays, Night shift (e.g. 12:00 am - 8:00 am),
Weekends (e.g. Saturday and/or Sunday)
5. **Are you able to speak and understand the following foreign languages? Leave blank if none apply to you.**
Spanish
6. **How did you FIRST hear of this job opportunity?**
City of Long Beach employee
7. **If you indicated none of the above , please tell us how you first learned about this job opportunity?**
I understand that application packets including all required documents must be complete at time of filing and received by the filing deadline.
I understand I will not have an opportunity to amend my application packet or submit additional supporting documentation after the application is initially submitted.
8. **I understand that I must scan the required documents into a **PDF format**, and then upload and attach to my City of Long Beach job application. Each required document must be attached and identified separately.**
I further understand that any document attached to my master record, after I have filed an application for a City of Long Beach job will not be viewable by City staff, as it is part of my GovernmentJobs.com master record and not part of my actual City of Long Beach job application.

Yes

Job Specific Supplemental Questions

1. **Do you have six months experience performing routine clerical or customer service duties?**
Yes
 2. **Briefly describe the types of responsibilities you have experience in which relates to the requirements/duties of this position.**
While working as a Cadet for the City of Long Beach Police department i gained the experience.
 3. **Are you willing to work overtime, shifts, evenings, weekends, holidays, irregular hours, and on call as necessary?**
YES
 4. **To the best of your knowledge are you able to pass a thorough background investigation, polygraph examination and psychological evaluation conducted by the Long Beach Police Department. (The investigation will include information regarding relatives, references, acquaintances, educational background, residential history, employment history, military service records, financial status, legal history, drug use and related areas.)**
Yes
-

The following terms were accepted by the applicant upon submitting the online application:

CERTIFICATE OF APPLICANT: I certify that all statements on this application are true and complete. I understand that any false or incomplete information may subject me to disqualification from this examination or may cancel any terms, conditions or privileges of employment with the City of Long Beach. I understand that if I am offered employment I will be required to successfully pass a medical examination. I further understand that depending on the job that I am applying for, a police background check may be required.

This application was submitted by LAURA AURORA LOZANO BARBOZA on 10/22/18 8:31 AM

Signature _____

Date _____



Long Beach Civil Service Commission

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: CUSTOMER SERVICE REP II

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If appointed to this position, you will not accrue seniority in this classification for any Civil Service promotional examination. Your pay will be the same as that of a permanent City employee in this classification, however, you should check with the hiring department as to your eligibility for other (fringe) benefits. If you are currently a permanent, full-time City employee, your benefits will not change.

If you receive authorization from the Civil Service Commission to be appointed to the provisional position, you must file a new application during the open filing period in order to compete in the examination process. You must file a new application before the announced closing date of filing.

If the provisional application will be filled on permanent basis, a competitive examination to fill the position will be administered by the Civil Service Department prior to the expiration of the provisional appointment. In order to be eligible for selection for permanent appointment to the position, your examination must be among the top scores achieved.

If after you are appointed to fill a provisional position, you do not satisfactorily perform or if you are not selected from the eligible list to fill the position on a permanent basis, your appointment will be terminated. If you are a present classified City employee who holds permanent status in another classification, you will be reinstated to the position you held prior to provisional appointment without loss to status or seniority (Section 44, Civil Service Rules and Regulations).

Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.


Signature

11/15/18
Date

Agenda Item No. 11

Ramon Torres

SSN [REDACTED]

Received: 10/25/18 10:29 PM

EMPLOYMENT APPLICATION	
	<p>CITY OF LONG BEACH 333 West Ocean Blvd., 7th floor Long Beach, California 90802 (562) 570-6202 https://www.governmentjobs.com/careers/longbeach</p> <p>Torres, Ramon F PD18-081 CUSTOMER SERVICE REPRESENTATIVE II</p>
<p>Received: 10/25/18 10:29 PM For Official Use Only: QUAL: _____ DNQ: _____ <input type="checkbox"/> Experience <input type="checkbox"/> Training <input type="checkbox"/> Other: _____</p>	

PERSONAL INFORMATION		
POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE II		EXAM ID#: PD18-081
NAME: (Last, First, Middle) Torres, Ramon F		SOCIAL SECURITY NUMBER: [REDACTED]
ADDRESS: (Street, City, State, Zip Code) [REDACTED]		EMAIL ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]	ALTERNATE PHONE: [REDACTED]	NOTIFICATION PREFERENCE: Email
DRIVER'S LICENSE: <input type="checkbox"/> Yes <input type="checkbox"/> No	DRIVER'S LICENSE: State: CA Number: [REDACTED]	LEGAL RIGHT TO WORK IN THE UNITED STATES? <input type="checkbox"/> Yes <input type="checkbox"/> No

PREFERENCES	
MINIMUM COMPENSATION: [REDACTED]	ARE YOU WILLING TO RELOCATE? [REDACTED]
WHAT TYPE OF JOB ARE YOU LOOKING FOR? [REDACTED]	
TYPES OF WORK YOU WILL ACCEPT: [REDACTED]	
SHIFTS YOU WILL ACCEPT: [REDACTED]	
OBJECTIVE: [REDACTED]	

EDUCATION		
DATES: From: 9/1995 To: 12/2000	SCHOOL NAME: San Jose State University	
LOCATION: (City, State) San Jose, California	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DEGREE RECEIVED: Bachelor's
MAJOR: Advertising/Business	UNITS COMPLETED: 123 - Semester	

WORK EXPERIENCE		
DATES: From: 3/2018 To: 7/2018	EMPLOYER: City of Long Beach	POSITION TITLE: Communications Dispatcher I
ADDRESS: (Street, City, State, Zip Code) 2990 Redondo Ave, Long Beach, California, 90806		COMPANY URL: longbeach.gov
PHONE NUMBER: 562-5709253	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? [REDACTED]
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED: 0	
DUTIES: <ul style="list-style-type: none"> · Answered telephone calls from residents requesting police service. · Obtained and recorded all necessary information in order for request to be transmitted to appropriate public safety personnel. · Determined through communication validity of calls and the appropriate public safety routing and/or response. · Transmitted coded radio messages to mobile units in the field, including call assignments and cancellations, emergency calls, vehicle and suspect information, and receives acknowledgments. · Received coded messages from mobile or field units and records messages or relays requests to appropriate persons or agencies. · Performed other related duties as required. 		
REASON FOR LEAVING: [REDACTED]		
DATES: From: 11/2015 To: 3/2018	EMPLOYER: Target #1305	POSITION TITLE: Produce/Fresh Food Assistant Lead
ADDRESS: (Street, City, State, Zip Code) 11525 South Street, Cerritos, California, 90703		COMPANY URL: Target.com
PHONE NUMBER: 562-274-0063	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? [REDACTED]
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED: 4	

Agenda Item No. 11

Ramon Torres

SSN: [REDACTED]

Received: 10/25/18 10:29 PM

DUTIES:

- Received, unloaded, inspected and verified all incoming shipment of perishables.
- Unloaded and organized perishables in warehouse in preparation for distribution to the floor.
- Replenished floor stock of all refrigerated foods and maintained brand standards of freshness and quality;
- Ensured accurate product placement, pricing and labeling;
- Maintained accurate inventory management of all refrigerated product in store;
- Ensured timely and accurate placement of orders for restocking refrigerated product;
- Maintained clean and efficient work areas;
- Completed daily audit reports for freshness;
- Effectively communicated department needs to store management and outside vendors;
- Assisted both store employees and customers with inquiries and issues;
- Supervised 2-4 staff to meet daily operational goals.

REASON FOR LEAVING:

DATES:

From: 11/2006 To: 9/2015

EMPLOYER:

R and E Pro Shop

POSITION TITLE:

Owner/Operator

ADDRESS: (Street, City, State, Zip Code)

1501 S. Lemon St., Fullerton, California, 92832

COMPANY URL:

randeproshop.com

PHONE NUMBER:

562-400-0606

SUPERVISOR:

[REDACTED]

MAY WE CONTACT THIS EMPLOYER?

[REDACTED]

HOURS PER WEEK:

60

OF EMPLOYEES SUPERVISED:

2

DUTIES:

- Interacted directly with customers to provide expertise in bowling products and services, including professional lessons.
- Managed customer expectations and resolved customer disputes.
- Utilized various hand and power tools to address customer needs in preparation and drilling of equipment and maintenance of shop machines and displays. Items used, included but not limited to, drill press, sawzall, dremmel, router, engraver, sander, hammer, pliers, bevel knives, wrenches, screwdrivers, chisels, etc.,
- Assisted AMF/Bowlmor in resolving customer issues with product damage.
- Maintained inventory control and stock replenishment of all bowling supplies.
- Analyzed market trends and monitored sales performance of various bowling products to forecast inventory needs.
- Developed sales and marketing plans and programs for product releases and shop-sponsored events such as bowling clinics, customer appreciation days and demonstration days.
- Created, produced and distributed sales materials such as flyers, gift certificates, coupons, website coordination, email communications and shop displays.
- Fostered and maintained successful working relationships within the bowling industry including manufacturers, distributors, local bowling alley proprietors and fellow shop owners.

REASON FOR LEAVING:

[REDACTED]

CERTIFICATES AND LICENSES

TYPE:

Typing Certificate

LICENSE NUMBER:

ISSUING AGENCY:

Skills

OFFICE SKILLS:

Typing:33

Data Entry:0

OTHER SKILLS:

LANGUAGE(S):

ADDITIONAL INFORMATION

Additional Information

[REDACTED]

REFERENCES

[REDACTED]

[REDACTED]

Agency-Wide Questions

1. **Are you a current or former City of Long Beach employee?**
Former employee
2. **Have you ever been dismissed from the City of Long Beach?**
No
3. **I will accept positions offering...(you may select more than one)**
Full time, Part time, Temporary
4. **I will accept positions offering...(you may select more than one)**
Day shift (e.g. 7:30 am - 5:30pm), Evening shift (e.g. 4:00 pm - 12:00am), Holidays, Night shift (e.g. 12:00 am - 8:00 am), Weekends (e.g. Saturday and/or Sunday)
5. **Are you able to speak and understand the following foreign languages? Leave blank if none apply to you.**
6. **How did you FIRST hear of this job opportunity?**
City of Long Beach employee
7. **If you indicated none of the above , please tell us how you first learned about this job opportunity?**
I understand that application packets including all required documents must be complete at time of filing and received by the filing deadline.
I understand I will not have an opportunity to amend my application packet or submit additional supporting documentation after the application is initially submitted.
8. **I understand that I must scan the required documents into a **PDF format**, and then upload and attach to my City of Long Beach job application. Each required document must be attached and identified separately.**
I further understand that any document attached to my master record, after I have filed an application for a City of Long Beach job will not be viewable by City staff, as it is part of my GovernmentJobs.com master record and not part of my actual City of Long Beach job application.

Yes

Job Specific Supplemental Questions

1. **Do you have six months experience performing routine clerical or customer service duties?**
Yes
2. **Briefly describe the types of responsibilities you have experience in which relates to the requirements/duties of this position.**
My work experience has always included utilizing excellent customer service and communication skills. My time as Public Safety Dispatcher required the ability to maintain a calm and professional demeanor while assisting Long Beach residents with inquiries and issues. This position also required the ability to deal with conflict and problem solve to address the residents concern. Prior to dispatch, I worked at Target and in my duties as PFresh lead, I had to maintain work areas to store standards and assist customers as needed and found the ability to multitask with a pleasant attitude to be vital. Prior to Target, I owned my own business and interacted with customers constantly. My time in these positions totals over 12 years of providing customer service.
3. **Are you willing to work overtime, shifts, evenings, weekends, holidays, irregular hours, and on call as necessary?**
YES
4. **To the best of your knowledge are you able to pass a thorough background investigation, polygraph examination and psychological evaluation conducted by the Long Beach Police Department. (The investigation will include information regarding relatives, references, acquaintances, educational background, residential history, employment history, military service records, financial status, legal history, drug use and related areas.)**
Yes

The following terms were accepted by the applicant upon submitting the online application:

CERTIFICATE OF APPLICANT: I certify that all statements on this application are true and complete. I understand that any false or incomplete information may subject me to disqualification from this examination or may cancel any terms, conditions or privileges of employment with the City of Long Beach. I understand that if I am offered employment I will be required to successfully pass a medical examination. I further understand that depending on the job that I am applying for, a police background check may be required.

This application was submitted by Ramon F Torres on 10/25/18 10:29 PM

Signature _____

Date _____