



City of Long Beach

Working Together to Serve

Memorandum

Date: January 29, 2019

To: Civil Service Commission

From: Karen Owens, Administrator, Community Relations Division *KO*

Subject: REQUEST FOR APPROVAL OF LATE APPLICATIONS FOR CUSTOMER SERVICE REPRESENTATIVE CLASSIFICATION

The Police Department is requesting approval from the Civil Service Commission for below listed provisional candidates to submit late applications for the Customer Service Representative (CSR) classification:

- Joseline Miranda Gutierrez
- Laura Lozano Barboza
- Ramon Torres

All three candidates were vetted and approved by the Civil Service Department as qualified applicants for the position and their CSR application and supporting documents are already on file. The provisional appointments were on the Civil Service Commission agenda as a consent calendar item for the December 5, 2018, Civil Service Meeting. None of the Police Department staff in attendance, who were the ones coordinating the provisional process, were aware that the CSR application filing period had already opened and was active during the same week that the provisional appointments were going before the Commission for final approval. Additionally, the candidates received communication from the Civil Service Department Analyst Stanley Wang on November 29, 2019, regarding the December 5, 2018, Commission Meeting, but no mention was made that the filing period was only days away.

Due to the communication breakdown, the Police Department was not aware that the candidates had not been fully briefed on the Civil Service rules regarding the provisional process, or the anticipated timing of the filing period. Additionally, the department learned that none of the candidates were aware of the e-notification option for upcoming exams. In the past, prior to the online application system, provisional candidates were given an interest card to complete as part of their provisional paperwork. This step seems to have been omitted in the conversion to the online filing system.

The Police Department has invested approximately 100+ hours of staff time in obtaining the provisional process approval, interview and selection of candidates, conducting background investigations, and training the candidates. All applicants have successfully completed all phases of the background process and are already working provisionally or are in the onboarding process and have separated from their current employers.

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The Police Department's Business Desk operations has been operating with 50% of the permanent CSR positions vacant since August 2018, and has been forced to use overtime and non-career employees to manage the 24/7 staffing requirements for this section. Disqualification of the provisional candidates would wipe out several months of effort to close this staffing gap, and push the hiring process out several more months to allow for the identification, selection, and background investigation of all new candidates.

In consideration of the above extenuating circumstances, the Police Department respectfully asks that the Commission grant the requested exception to policy and approve the late filing for the provisional candidates. The Department, and the candidates, are all fully aware that the candidates must successfully pass the examination to achieve permanent status in this classification, and that failure to do so will result in removal from the Customer Service Representative position.

KO:ko
CSR Late Filing

Ramon Torres

January 29, 2019

Civil Service Department
City of Long Beach
333 West Ocean Boulevard
Long Beach, California 90802

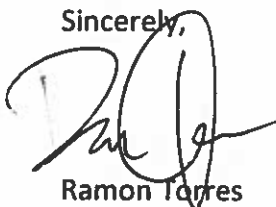
Re: Job # D75AN-19: Customer Service Representative

To Civil Service Commission:

I have recently been hired by the Long Beach Police Department as a provisional Customer Service Representative II. As background, I applied for the provisional appointment on October 25, 2018 with my application being vetted by the Civil Service Department and deemed qualified via email on November 29, 2018 by email from Mr. Stanley Wang. Subsequently, the Civil Service Commission approved my appointment, along with two other applicants, at its meeting held on December 5, 2018. Concurrent with the provisional appointment, the recruitment for the Customer Service Representative list was released on November 30, 2018 with a closing date of December 14, 2018. As the provisional appointment and the permanent recruitment process occurred within the same period, I believed I would have been contacted with a testing time since my appointment had already been approved. I have already separated from my previous employer, I am respectfully requesting to be a late addition and be allowed to test for the Customer Service Representative position.

Thank you for your consideration. I can be reached at [REDACTED] if you have any questions or require further information.

Sincerely,



Ramon Torres

January 29, 2019

Civil Service Commission
City of Long Beach
333 West Ocean Boulevard
Long Beach, California 90802

Re: Filing a late application for Customer Service Representative II

My name is Laura A Lozano Barboza, I am currently a US Customs and Border Protection officer at the San Ysidro Port of Entry. The purpose of this letter is to explain why obtaining the position of Customer Service Representative II is so important to me. Before leaving to become an Officer, I was a Long Beach police cadet and worked the front desk at the downtown office. Simultaneously I was also a search and rescue volunteer. I have dedicated myself to this city and helping those in my community. Unfortunately, when I left I didn't realize all that I would be losing in the process. My overall goal is to become a Long Beach Police Officer and work my way into their Directed Enforcement Team or detectives. I left with the intention to receive training, experience, and to receive my Master's Degree and come back as a great candidate for LBPD. Unfortunately, because of issues with the hiring center for CBP my pay and placement with the agency was completely wrong. My pay was messed up for over 10 months and my locality and assignment was ruined because of the mistakes. I was also no longer given the opportunity to pursue my masters there. The situation was not what was expected in any way or form. I am thankful for the experience and training I received but have realized it is not where I want to be. Everything I have worked for including obtaining my Bachelor's degree and receiving training as an officer, has been to, be the best I can be for Long Beach.

I started pursuing my return to Long Beach in August 2018 and have met all the requirements, completed backgrounds, medical appointments and everything I needed to do this. Unfortunately, I was unaware that I would have to submit a second application for the job position and was not told when it would be open for filing. I have done everything I can to obtain this position and would hate to lose the opportunity to get it because of lack of communication. Due to this I was unaware of me being disqualified from taking the test, and this has put me in a horrible situation. I had placed my two weeks with US Customs and Border protection and have already been given my checkout date, my security clearance and accesses have all been setup for me to lose access once I check out. Prior to this, the government had been shut down since December and because of this I had not been receiving a pay check since December 2018. I am in a position where not being able to start this job and not getting paid at my current one has left me in increasing amounts of debt and causing me to borrow money to pay my bills. I am asking for your consideration and opportunity to please submit my application and allow me to test as a Long Beach Customer Service Representative II. I understand that I must successfully pass the exam to be placed in the position permanently. With this opportunity, I will continue to serve my community and be able to get my masters and then pursue the Police Academy in the future. Thank you for your time and consideration and I hope I will be able to serve my community once again.

Very respectfully,


Laura A Lozano Barboza


Joseline Santizo



January 29th 2019

Civil Service Commission

333 W Ocean Blvd
Long Beach, CA 90802

To Whom it May Concern,

This letter is to request to file a late application for the position of Customer Service Representative with the city of Long Beach. Unfortunately, I was not aware that I was required to reapply for CSR I was expecting to receive an email or some notification close to the testing date with indications on the testing procedure. I was also not aware that I could of signed up to receive notifications when the new posting went out.

I have been working the front desk as a CSR for the last month and I have truly enjoyed my time working there, I have gained so much knowledge and experiences. If i am not able to test it would mean I would have to go back to working part time and unclassified this of course would have a negative impact on both my financial and career. I would truly appreciate any type of consideration towards taking the test.

Sincerely,

A handwritten signature in black ink that reads "Joseline Santizo".

Joseline Santizo



Date: February 1, 2019

To: Civil Service Commission

From: Stanley Wang, Personnel Analyst

Subject: **REQUEST TO FILE LATE APPLICATIONS FOR CUSTOMER SERVICE REPRESENTATIVE – JOSELINE MIRANDA GUTIERREZ, LAURA LOZANO BARBOZA, AND RAMON TORRES**

Correspondence was received from Joseline Miranda Gutierrez, Laura Lozano Barboza, and Ramon Torres requesting the Civil Service Commission's approval to file late applications for the Customer Service Representative (CSR) examination. Correspondence was also received from Karen Owens, Administrator for the Community Relations Division of the Police Department, on January 29, 2019 requesting late applications for CSR. The facts are presented below for your consideration.

Facts for Consideration:

- On October 8, 2018, the Police Department submitted requests for provisional appointments to the Civil Service Department for the CSR examination.
- On October 12, 2018, due to the Police Department's need for provisional CSR's and the expected recruitment timeline to establish an eligible list for CSR, Stanley Wang ("Staff") submitted a staff report to the Civil Service Commission for the October 17, 2018 agenda recommending approval of the Police Department's request for provisional CSR's.
- On November 28, 2018, staff received Provisional Appointment Statement of Conditions forms from the Police Department signed by Joseline Miranda Gutierrez, Laura Lozano Barboza, and Ramon Torres.
- On November 29, 2018, staff informed the Police Department via email that the three (3) provisional applications and appointments had been approved, and that the items would be placed on the Consent Calendar for the December 5, 2018 agenda.
- On November 29, 2018, staff sent emails to the three (3) provisional appointees advising of the terms of their provisional appointments, and that they would need to apply for the Customer Service Representative recruitment in order to be considered for a classified Customer Service Representative position.
- On December 14, 2018, the Customer Service Representative bulletin closed for filing. No applications were received from the three provisional appointments prior to the application deadline.
- The Civil Service Department sends out weekly updates regarding current and upcoming job opportunities via email communication to City Department

staff, including the Police Department. Each department is encouraged to share these job bulletin updates to employees to remain informed of current and upcoming job opportunities. Specifically, the Customer Service Representative position was listed on the upcoming job opportunities beginning on October 12, 2018, with specific dates of the actual filing period being provided on the November 23, 2018 and November 30, 2018 upcoming job opportunities, as well as the December 7, 2018 current job opportunities update.

- This request falls under Civil Service Commission Policy 1.05, which states that the Civil Service Commission may consider late applications due to a death of an immediate family member, a catastrophic natural disaster, or an error by Civil Service Department staff. Staff has determined that the Police Department's request for filing late applications does not meet the criteria outlined in Civil Service Policy 1.05.

Additional Circumstances to Consider:

- On October 3, 2018, staff held the Subject Matter Expert meeting with user departments of Customer Service Representative, including the Police Department, to update the job bulletin and discuss the examination process.
- The Customer Service Representative bulletin was pre-posted from November 30, 2018 to December 9, 2018. Online applications were accepted beginning on December 10, 2018 through December 14, 2018.
- The provisional appointments were approved by the Civil Service Commission on December 5, 2018, which was during the pre-posting period of the Customer Service Representative bulletin, with applications being accepted the following week. This resulted in a short turnaround period for the provisional appointments to submit applications for the recruitment.
- Due to the transition from paper to online applications for provisional appointees, the Civil Service Department is still in the process of reviewing internal practices in order to determine a system for online job interest cards.
- Testing has not yet taken place for the Customer Service Representative recruitment. Civil Service staff would be able to accommodate the three provisional appointees, should they be approved to file late applications, without impacting the recruitment timeline.

Recommendation:

- Staff has no recommendation regarding the Police Department's request.

The Police Department has been informed that this request is on today's agenda and the possibility of allowing submission of late applications for the three provisional appointees will be pending the Commission's approval. If the request is approved, staff will set up a process to allow Joseline Miranda Gutierrez, Laura Lozano Barboza, and Ramon Torres to submit online applications for Customer Service Representative.

Additionally, representatives from the Police Department have been notified of this request, and are present to answer any questions from the Commission.

SW: REQUEST TO FILE LATE APPLICATIONS (CSR)