

On December 16, 2019, the Civil Service Department received a Request for Extension of Probation from the Energy Resources Department for Radiance Green, in accordance with Section 41 (2) of the Civil Service Rules and Regulations and Section 1.01 of the Civil Service Policies and Procedures.

Ms. Green was hired by the Energy Resources Department on August 26, 2019 as a full-time, permanent Customer Service Representative III for the utility billing call center. Customer Service Representative III positions assigned to the utility billing call center require the successful completion of an in-house training program, which includes a 6-week classroom training, as well as practical call center shadowing and on-the-job training, prior to passing the probationary period.

Ms. Green's probationary period is scheduled to conclude on February 26, 2020. However, the Department recently identified operational issues that impacted the accuracy of the classroom training given to Ms. Green. Specifically, the department was made aware that incorrect information and expectations were communicated to Ms. Green during the course of the classroom training. In order to ensure that Ms. Green receives the necessary training, and that the Division has an opportunity to re-evaluate her performance, the Department is requesting a two-month extension to her probationary period. Ms. Green is currently undergoing retraining, and it is expected that a two month extension will provide sufficient time to conclude the retraining and subsequently evaluate Ms. Green's performance. The department also advised that it does not anticipate having to request extensions of probation for future Customer Service Representatives assigned to the utility billing call center, as operational issues specific to the current circumstance were what prompted the extension request.

Radiance Green and Energy Resources Personnel staff have been notified that this request will be placed on the January 8, 2020 Commission agenda.


Civil Service staff recommends the approval of the request to extend Ms. Green's probationary period.

Representatives from the Energy Resources Department are present at today's Civil Service Commission meeting to answer any questions.

**ENERGY RESOURCES**2400 EAST SPRING STREET • LONG BEACH, CA 90806
(562) 570-2000 • www.longbeach.gov

Date: December 16, 2019

To: Civil Service Commission

From: Sandra Aguilar, Personnel Officer, Energy Resources Department 

Subject: **REQUEST FOR EXTENSION OF PROBATION – RADIANCE GREEN**

The Energy Resources Department (Department) respectfully requests that the Commission grant a probationary extension to Radiance Green, Customer Service Representative III, in accordance with Section 41, Subsection (2) of the Civil Service Rules and Regulations and Section 1.01 of the Civil Service Policies and Procedures.

Ms. Green was hired with the Energy Resources Department as a Customer Service Representative III, on August 26, 2019. The Customer Service Representative III positions assigned to the utility billing call center require the successful completion of an in-house training program, which includes a 6-week classroom training, as well as practical call center shadowing and on-the-job training, prior to passing probation.

Ms. Green's probationary period is scheduled to conclude on February 26, 2020. The Department recently identified operational issues that impacted the accuracy of the training this employee received as part of the classroom training. In order to ensure Ms. Green receives the necessary training and the Division has an opportunity to evaluate her performance following the conclusion of her re-training period, the Department requests a two-month extension of Ms. Green's probationary period.

Thank you for your consideration of this request. If you have any questions, please contact me at (562) 570-2043.

CIVIL SERVICE DEPARTMENT
REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

REQUEST FOR EXTENSION OF PROBATION

Civil Service Rules and Regulations Section 41 (2)
Civil Service Commission Policy Section 1.01

Form completed by: Sandra Aguilar/Administrative Officer/Energy Resources Date: 12 _ 16 _ 2019
Name/Title/Department

Section 1: *To be completed by requesting department.*

To be completed
by department

Civil Service Dept.
Verification

A requisition is not required.

Is any other department impacted?
If yes, which department: _____

Yes ☒ No ☐ **SW**

A completed Employee Performance Evaluation is required. Has the form been received in the Civil Service Department?

☒ Yes ☐ No **SW**

Section 2: *Points to be addressed in request:*

Formal name and current classification title of employee. Radiance Green, Customer Service Representative III **SW**

Summary of employee's work history, specifying all classification titles and dates, including date(s) permanent status was attained in each classification. Hired as Customer Service Representative III on 8/26/2019. **SW**

The date the employee will complete probation. Date: 02/26/2020
Request must be submitted 30 days prior to completion of probation.

SW

A statement of the problem and specific reasons for request. Rationale as to how/why an extension will allow employee to pass probation.

See attached memorandum. **SW**

Which policy criteria is being utilized and how the request meets the criteria required in the policy. B1 - Skill Acquisition 1) An instance where the probationary training program was insufficient because of lack of work, materials or other unforeseen physical limitation(s) of the job itself (not the employee)

SW

Length of extension requested.
(A maximum extension of 3 months may be requested; a second 3- month extension may be requested at a later date, if necessary.)

2 months **SW**

The following should be in attendance at the Civil Service Commission meeting:

- Requesting department.
- The impacted employee's attendance is optional.

SW

Notes:

SUGGESTED ACTION: **Civil Service staff recommends approval of the request to extend Radiance Green's probationary period.**