



Date: April 15, 2020
To: Civil Service Commission
From: Christina Pizarro Winting, Executive Director
Subject: **REQUEST TO EXTEND REASSIGNMENT FOR TRAINING PERIOD FOR DIANA ALONSO – CUSTOMER SERVICES REPRESENTATIVE II – PARKING CITATIONS**

BACKGROUND:

The Civil Service Commission approved a Request for Temporary Reassignment and Transfer for Training for Ms. Diana Alonso at their meeting of February 5, 2020 in accordance with Article VI, Sections 63(5) and 64 of the Civil Service Rules and Regulations.

On March 4, 2020, the City declared a local health emergency due to the potential outbreak of coronavirus 2019 (COVID-19), followed by an announcement on Monday, March 16th, that all in-person services at most City facilities, including City Hall would cease.

Ms. Alonso is a Customer Service Representative II in the Parking Citations unit of the Commercial Services Bureau of the Financial Management Department. Her typical duties include a rotation amongst three areas, taking calls at the call center, processing parking citations and assisting customers at the customer service window. At the time of the closing of City Hall Ms. Alonso had received approximately 6 weeks of training.

During this time that City Hall has been closed her typical duties have been significantly modified. There is a reduction in her workload in the processing of tickets and she is unable to be fully trained at the customer service window. She is currently answering phones for the call center but will begin telecommuting as soon as the new system for answering the calls remotely is installed.

Ms. Alonso has been made aware of the request for this extension.

RECOMMENDATION:

It is recommended that the Civil Service Commission approve the request by the Financial Management Department to extend Ms. Alonso's training for an additional sixty days, from May 1, 2020 through July 1, 2020.

The Financial Management Department has been informed that this request is on today's agenda. A department representative will be present to answer any inquiries from the Civil Service Commission.




City of Long Beach
Working Together to Serve

Memorandum

Date: April 1, 2020

To: Civil Service Commission

From: Sandra Kennedy, Administrative Officer, Financial Management 

Subject: **Request for Extension of Training Period for Diana Alonso**

The Department of Financial Management, Commercial Services Bureau, respectfully requests a 60-day extension of the training period for Ms. Diana Alonso due to the City declared emergency due to the COVID-19 pandemic.

The Civil Service Commission approved Ms. Alonso for a three-month Transfer for Training period in accordance with Article VI, Sections 63(5) and 64 of the Civil Service Rules and Regulations on February 5, 2020.

The Commercial Services Bureau does not have the ability to fully train Ms. Alonso at this given time. The Bureau is experiencing a significant reduced workload due to the closure of City Hall to the public on March 16, 2020. Additionally, the Bureau currently has most of its employees telecommuting and/or they have been reassigned to other work locations.

The Department expects an extension of 60-days, from May 1, 2020 to July 1, 2020, will allow enough time to provide Ms. Alonso with a quality training period.

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CC: STACEY LEWIS, PORT DIRECTOR OF HUMAN RESOURCES
JOHN GROSS, DIRECTOR OF FINANCIAL MANAGEMENT
AMANDA HALL, MANAGER – COMMERCIAL SERVICES
DIANA ALONSO PERSONNEL FILE (IF APPROVED)