



**Date:** October 7, 2020  
**To:** Civil Service Commission  
**From:** Jami Kerr-Jenkins, Personnel Analyst  
**Subject:** **APPEAL DISQUALIFICATION FROM EXAMINATION PROCESS-RUDOLPH PUGH**

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Correspondence has been received from Mr. Rudolph Pugh, Maintenance Assistant III, Harbor Department, protesting the disqualification of his application for Building Services Supervisor. Mr. Pugh was not accepted into the examination due to insufficient proficiency in personal computer and software use. Mr. Pugh is appealing his disposition and requesting that the Civil Service Commission reconsider his application and grant an opportunity to compete in the Building Services Supervisor examination process. Facts are presented below for your consideration.

Facts for Consideration:

- On May 27, 2020, the Civil Service Commission approved the job opportunity bulletin for Building Services Supervisor (BSS). The job opportunity was conducted as an open, competitive examination and open for filing from May 29, 2020 through June 12, 2020. After the closing of the filing period, 54 applications were received and evaluated by applying the same minimum qualification screening standards for all applicants.
- As a result of the screening of applications, 34 applicants were not accepted into the process, 20 were invited to the appraisal interviews.
- Civil Service staff was diligent in applying the same standards to all candidates. Of the 34 applicants that did not meet the minimum qualifications, 6 candidates did not possess the required proficiency in personal computer and software use. Allowing Mr. Pugh to participate in the examination would have applied a lesser standard to him and would not have been a fair and consistent process for other applicants.
- On June 30<sup>th</sup> through July 1, 2020, staff administered the appraisal interviews. Of the 20 invited to the appraisal interviews, 18 tested and 15 qualified and were placed on the eligible list.
- The BSS exam results and eligible list was approved by the Commission on August 12, 2020.

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- The minimum requirements for Building Services Supervisor are:
  - Three years (full-time equivalent) of paid experience in general building, custodial, maintenance, and/or repair work, at least one year that must have been in a lead or supervisory capacity;
  - Proficient in the use of personal computers, including word processing, spreadsheet and inventory applications;
  - Willingness to work irregular hours, overtime, weekends, holidays and shift work as necessary; and
  - Ability to effectively plan, direct, coordinate, and supervise the activities of maintenance and custodial crews; and communicate effectively both verbally and in writing.
- Mr. Pugh filed his application and supplemental questionnaire on June 9, 2020. On June 25, 2020, Mr. Pugh was notified that, based upon the information he submitted, his application was not accepted due to insufficient experience related to the qualifications listed on the job opportunity bulletin. Civil Service staff did not hear from Mr. Pugh following the receipt of this notice. Had Mr. Pugh contacted Civil Service immediately following receipt of his notice, his application could have been reviewed with him to point out his insufficient proficiency.
- On August 20, 2020, correspondence was received from Mr. Eric Ventura, Administrative Analyst, Harbor Department seeking further clarification Regarding Mr. Pugh's disposition. Mr. Ventura was advised to have Mr. Pugh contact Civil Service directly.
- On August 26, 2020, Mr. Pugh spoke with Civil Service staff regarding an explanation as to why his application was not accepted. Civil Service staff explained that he did not demonstrate proficiency in personal computers, including word processing, spreadsheet and inventory applications, as required per the job opportunity bulletin. This assessment was derived from Mr. Pugh's responses to Supplemental Questions #6 - 8 on the application. The aforementioned questions sought to learn more about the applicant's level of proficiency in the use of personal computers, including word processing, spreadsheet and inventory applications. Mr. Pugh's responses indicated that he had minimal to no experience in this area resulting in him being screened out of the examination process based on insufficient experience.
- On September 15, 2020, Mr. Pugh contacted Civil Service Staff to inquire about submitting an appeal to staff's decision. Staff provided Mr. Pugh with contact information for the Civil Service Executive Director. On September 24, 2020, Mr. Eric Ventura, Administrative Analyst, emailed Mr. Pugh's correspondence to Christina Winting, Executive Director.

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This request falls under Article II, Section 6 (2) of the Civil Service Rules and Regulations, regarding disqualification of applicants, which states, "The Commission may refuse to examine, or after an examination, may remove from any eligible list, disqualify, and/or refuse to certify any person who (2) does not meet the minimum requirements to file as stated in applicable examination announcements."

In accordance to Article II, Section 6 (2) of the Civil Service Rules and Regulations, Staff recommends denial of Mr. Pugh's request to compete in the examination process.

Mr. Pugh has been informed that this request is on today's agenda.

JKJSR100720\_Pugh



September 23, 2020

Christina Pizarro Winting, Executive Director  
Civil Service Department  
411 W. Ocean Blvd., 4th Floor | Long Beach, CA 90802

Email: [christina.winting@longbeach.gov](mailto:christina.winting@longbeach.gov)

Dear Ms. Pizarro Winting,

I would like to request to be added to the next available Civil Service Commission (Commission) agenda to *Appeal Disqualification From Examination Process*. I applied for Building Services Supervisor and was not selected to be on the eligible list. I am currently a Maintenance Assistant III and been leading the Custodial unit at the Harbor Department for the past 22 years. In my submission of my application, in the supplemental question portion, when asked about my level of Computer Skills I chose "Basic". Therefore, I was ineligible from the eligible list due to having basic computer skills. But based on my other skills, knowledge, and experience, I believe I do meet the requirement to be on the eligible list for Building Services Supervisor.

I believe that my knowledge, skills, and experience outweigh my basic computer skills. I've been working with the City of Long Beach for almost 28 years and currently lead the Custodial Team. I'm just requesting to get a fair opportunity to prove that I am qualified for this position. Thank you for consideration.

Respectfully,

Rudy Pugh  
Maintenance Assistant III  
Harbor Department

FINAL DRAFT 5.22.2020

Job Title	<b>BUILDING SERVICES SUPERVISOR</b>
Closing Date/Time	June 12, 2020, 4:30 PM Pacific Time
Salary	\$1,637.04 - \$2,232.32 Biweekly
Job Type	Classified - Full-Time, Permanent
Location	Long Beach, California
Department	Multiple Departments (CL)

**Applications are available online beginning May 29, 2020 through 4:30 pm on June 12, 2020.**

This classification is currently used in the following departments: Airport, Harbor, Health, Library, Parks, Recreation & Marine, and Police.

**EXAMPLES OF DUTIES:** Under general supervision, participates in and supervises the work of a maintenance crew and/or contracted services engaged in custodial and minor maintenance and repair work; determines custodial levels and/or maintenance for various facilities; plans, organizes, and schedules maintenance and/or custodial services, minor maintenance, and repair work; oversees and/or monitors contract custodial services; establishes and administers operating procedures and sets work standards; checks and evaluates work in progress and upon completion; enforces safety and security regulations; investigates and responds to problems; ensures that employees and/or contractors are properly supplied and instructed in the use of materials, tools, and equipment; interviews, assigns, trains, and evaluates the work of subordinates; maintains records and prepares reports; may obtain bids for equipment and maintenance projects, and performs other related duties as required.

#### **REQUIREMENTS TO FILE:**

**Applicants MUST meet the requirements below:**

- Three years of paid, full-time equivalent experience in general building, custodial, maintenance, and/or repair work, at least one year must have been in a lead capacity or supervisory position.

#### **Additional Requirements to File:**

- Proficient in the use of personal computers, including word processing, spreadsheet and inventory applications.
- Willingness to work irregular hours, overtime, weekends, holidays and shift work as necessary.

#### **Ability to:**

- Ability to effectively plan, direct, coordinate, and supervise the activities of maintenance and custodial crews; and communicate effectively both verbally and in writing.

A valid driver's license and a current DMV driving record must be submitted to the hiring department upon receiving a conditional job offer.

FINAL DRAFT 5.22.2020

Positions at the Airport will require a background screening in order to obtain and maintain an airport, Security Identification Display Area badge and the candidate must be able to obtain an Airport Drivers permit within six (6) months of hire or transfer. Positions in the Police Department require the ability to pass a thorough background investigation.

# **EXAMINATION WEIGHTS:**

Application Packet..... Qualifying

Occupational-Related Exam..... 100%

A minimum rating of 70 must be attained to pass the examination.

Screening of applicants will be conducted on the basis of applications and required supplemental applications submitted. Only those candidates showing the strongest backgrounds on the basis of a comparative analysis will be invited to the examination. Based upon the number of applications received, the selection procedure may be changed. In the event a revision is necessary; all affected persons will be notified.

**The examination is tentatively scheduled for the week of June 29, 2020. If you have not received notification of the status of your application by June 19, 2020, please contact the Civil Service Department at (562) 570-6202.**

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for some positions interacting with public.



This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202. For hearing impaired, call (562) 570-6638.






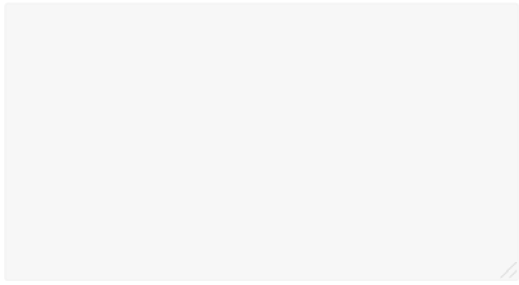















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## Supplemental Questions

[J10NN-20 BUILDING SERVICES SUPERVISOR](#)[Add New Question](#)[Quick Sort](#) | [Item Bank](#) | [Scoring Plan](#)[Show Inactive Questions](#)

#	Question	Cat.	Req.	Conf.	Emp.	Action
1.	<p><b>INSTRUCTIONS:</b></p> <p>The purpose of this supplemental application is to derive more specific information about the qualifications of applicants for this position. Be specific and detailed in your responses. Do not leave any questions unanswered. Resumes will <b>not</b> be considered as part of the Civil Service application process and may not be substituted in lieu of the completed application or supplemental applications.</p> <p>Do you understand the information stated in the Instructions section above?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>		.			 Edit Inactivate Audit Up Down trail
2.	<p><b>REQUIREMENTS TO FILE:</b></p> <p>Three years (full-time equivalent) of paid experience in general building, custodial, maintenance, and/or repair work, at least one year that must have been in a lead or supervisory capacity is required. Please indicate the total amount of experience you have.</p> <p><input type="radio"/> No paid experience.  <input type="radio"/> less than 1 year  <input type="radio"/> 1 to 2 years  <input type="radio"/> 2 yrs to 2 yrs, 11 mos.  <input type="radio"/> 3 years or more</p>		.			 Edit Inactivate Audit Up Down trail
3.	<p>Requirements to file for this position include three (3) years (full-time equivalent) of paid experience in general building, custodial, maintenance, and/or repair work, at least one year that must have been in a supervisory or lead capacity.</p> <p>Describe the experience that qualifies you for the position, include the following: 1) Employer Name; 2) Title; 3) Dates of employment; 4) Hours worked per week; and 5) Detailed description of the duties of the position.</p> <p>If you have no paid, full-time equivalent experience, indicate "none".</p> <div></div>		.			 Edit Inactivate Audit Up Down trail
4.	<p>At least one year (full-time equivalent) of lead or supervisory experience is required. Please indicate the total amount of <b>SUPERVISORY</b> experience you have.</p> <p><input type="radio"/> No paid experience  <input type="radio"/> 1 to 3 months  <input type="radio"/> 4 to 6 months  <input type="radio"/> 7 to 11 months  <input type="radio"/> 1 year or more</p>		.			 Edit Inactivate Audit Up Down trail

#	Question	Cat.	Req.	Conf.	Emp.	Action
5.	<p>At least one year (full-time equivalent) of lead or supervisory experience is required.</p> <p>Describe the <b>SUPERVISORY</b> experience that qualifies you for the position, include the following: 1) Employer Name; 2) Title; 3) Dates of employment; 4) Hours worked per week; and 5) Detailed description of the duties of the position.</p> <p>If you have no paid, full-time equivalent experience, indicate "none".</p>		•			 Edit Inactivate Audit trail Up Down
6.	<p><b>ADDITIONAL REQUIREMENTS TO FILE:</b></p> <p>Proficiency in the use of Microsoft Word is required for this position.</p> <p>Indicate your proficiency with the computer application listed below.</p> <p><b>Microsoft Word:</b></p> <p><input type="radio"/> None</p> <p><input type="radio"/> Basic - no experience with some training, but observed others using this computer application.</p> <p><input type="radio"/> Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.</p> <p><input type="radio"/> Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.</p>		•			 Edit Inactivate Audit trail Up Down
7.	<p>Proficiency in the use of Microsoft Excel is required for this position.</p> <p>Indicate your proficiency with the computer application listed below.</p> <p><b>Microsoft Excel:</b></p> <p><input type="radio"/> None</p> <p><input type="radio"/> Basic - no experience with some training, but observed others using this computer application.</p> <p><input type="radio"/> Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.</p> <p><input type="radio"/> Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.</p>		•			 Edit Inactivate Audit trail Up Down
8.	<p>Describe your experience working with personal computers; include information about the specific computer applications you use. Please provide examples.</p> <p>If you have no experience, indicate "none".</p>		•			 Edit Inactivate Audit trail Up Down

#	Question	Cat.	Req.	Conf.	Emp.	Action
9.	Willingness to work irregular hours, overtime, weekends, holidays and shift work as necessary is required. Are you willing to work irregular hours, overtime, weekends, holidays and shift work as necessary?  <input type="radio"/> Yes <input type="radio"/> No		•			     Edit Inactivate Audit Up Down trail
10.	Describe any additional experience, training, knowledge, skills and/or personal qualifications that have not been previously covered in this supplemental application. Include any information that you desire to be considered for the evaluation of your application packet.  					     Edit Inactivate Audit Up Down trail
11.	I understand that the City of Long Beach utilizes electronic mail (email) and/or text messages to notify applicants of important information related to job applications submitted online through Governmentjobs.com. As an applicant, if I do not wish to receive emails from the City of Long Beach and decide to unsubscribe from email notifications and/or text messages, I may miss important information (i.e. employment opportunities) regarding the status of any job applications that I submit online. If you have questions or need clarification, please contact the Civil Service Department at (562) 570-6202.  Do you understand the statement above?  <input type="radio"/> Yes <input type="radio"/> No					     Edit Inactivate Audit Up Down trail
12.	I certify that I have personally completed the information provided and that it is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.  i understand that positions at the Police Department require the ability to pass a thorough background investigation.  I understand that positions at the Airport will require a background screening in order to obtain and maintain an airport Security Identification Display Area badge and the candidate must be able to obtain an Airport Drivers permit within six (6) months of hire or transfer.  Do you agree with the information stated above?  <input type="radio"/> Yes <input type="radio"/> No		•			     Edit Inactivate Audit Up Down trail

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