



Civil Service Department

Request for Provisional Appointment Form

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](#):

"When no priority or eligible list exists for a classification, which has been requisitioned and should no priority or eligible lists exist for comparable or allied classifications suitable for alternate list certification, the Commission may, after review, certify the names of individuals it considers to be qualified for provisional appointment to the classification. 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.
 - Electronic version of the form is submitted to Human Resources for initial approval.
 - The requesting department completes Section I of this form. Civil Service completes Section II of this form.
- Provisional Request Form emailed to Civil Service Department Executive Assistant.
- 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.
 - Provisional recruitments must be completed through Neogov (bulletin posting, job application, supplemental questions, and/or required proofs or certifications).
 - In creating your provisional bulletin, please reference past exam's recruitment bulletins and include the provisional disclaimer language* below.
- **ONCE PROVISIONAL IS SELECTED, DEPARTMENT MUST CONTACT CIVIL SERVICE ANALYST AND SUBMIT THE FOLLOWING FOR ANALYST TO VERIFY MINIMUM QUALIFICATIONS ARE MET:**
 - Provisional appointee's application, a signed [Provisional Appointment Statement of Conditions](#), and any required documents i.e. proof of license, education, certificate, etc.
 - NOTE: Please submit the above documents for each appointee separately.
- Civil Service will notify the candidate of the conditions of the provisional appointment.
- Once provisional appointee is hired, department completes HR1.
- Once HR1 is received by Civil Service, the provisional item will be placed on the Consent Calendar for approval.

Human Resources Approval

Director or Designee: 

Date: 8/25/21

Effective Date: 10/10/2018

SECTION I. REQUESTING DEPARTMENT COMPLETES THIS SECTION:**DATE:** August 19, 2021**DEPARTMENT:** Park, Rec & Marine**POSITION:** Clerk I **REQUISITION NUMBER:** PR 21-026**TYPE OF PROVISIONAL REQUEST:** Provisional Appointment.**NUMBER OF VACANCIES:** 1

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.

Leaving this position vacant will result in a lower total number of pet adoptions in the Animal Control Services bureau; as well as a lower overall number of fostering of animals, leading to overcrowding in the shelters. If the overcrowding goes unchecked, this will result in an increase of in-house euthanasia, which is contrary to the City's Compassion Saves model.

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.)

Neogov/Governmentjobs.com

☒ What is the length of your recruitment?

1 week PrePost and 3 day Filing

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

Interview

☒ 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.")

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

FOR PROVISIONAL APPOINTMENT – PROMOTIONAL

NOTE: Employees in the "feeder" classifications for the promotional opportunity should be given equal and fair opportunity to demonstrate their abilities to function in the promotional position.



Civil Service Department

Does a promotional list exist? ☐ YES ☒ NO

The date the vacancy occurred and circumstances surrounding vacancy. The position is currently being filled by a Non Career Clerk I; once the position was added to the budget, we aimed to fill the position on a full time basis.

- **How the position, if left unfilled, would create a clear and substantial loss of revenue, a substantial curtailment of City services or create a City hazard.** If the Clerk I position remains unfilled, then shelter animals who need specialty care wait a long time to get an appointment for necessary surgery which can cause unnecessary suffering to animals. Further, adoption appointments won't get made, resulting in animals staying in the shelter far too long and the community becomes angry that they are unable to access our animals. Long stays at the shelter lead to stress and illness in animals and overworks the staff leading to higher turn over, more call outs, and animals receiving insufficient care. Lastly, without an incumbent in this role, animals in foster care do not get updated on their vaccines and spay/neuter appointments, leading to preventable illness, longer than necessary stay in foster care where other animals could have gone to that foster home, and pregnancy between littermates.

Were other alternatives used for filling the vacancy? (For example: rotation, use of higher class pay, etc.)

The role is currently being performed by a NC Clerk I with limited part time hours; this individual is under consideration for the provisional role should she meet the necessary requirements. The limited hours puts a strain on the shelter; she recently reached her NC hours limit and had to stop working until her hours reset. Severe understaffing in the shelter meant that no employees were able to rotate in and take over these duties temporarily.

SECTION II. CIVIL SERVICE COMPLETES THIS SECTION:

- ☒ **A valid requisition to fill the subject vacancy was received by the Civil Service Department for the classification in question.** ☒ YES ☐ NO
- ☒ **Include requisition number and date received by Civil Service:** PR21-026; 04/13/2021
- ☒ **No existing promotional, priority or eligible list exists for this classification.** Click or tap here to enter text.
- ☐ **If there is an eligible list, when does it expire?** N/A
- ☐ **Is any other department impacted? If yes, which department?** N/A
- ☒ **Provide notice to requesting department to attend Civil Service Commission Meeting.** 08/13/2021

Once the provisional appointee has been identified by the department, Civil Service will:

- ☐ **Date initial provisional request was approved by Civil Service Commission:** Click or tap here to enter text.
- ☐ **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:** Click or tap here to enter text.
- ☐ **Provisional appointee(s) selected by the Department:** Click or tap here to enter text.

- ☐ **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:** [Click or tap here to enter text.](#)
- ☐ **Provide notice to the department that the request is scheduled to be on the Civil Service Commission agenda. (If the candidate does not meet the minimum qualifications, Civil Service will notify the department.)**
- ☐ **Civil Service Analyst will submit the verified form and other documents to Administrative Support Services and the Executive Assistant.**
- ☐ **Civil Service Analyst Verification (First and Last Name):** [Click or tap here to enter text.](#)



Memorandum

Date: September 1, 2021

To: Civil Service Commission

From: Sylvana Tamura, Personnel Analyst

Subject: REQUEST FOR PROVISIONAL APPOINTMENT OF CLERK I

Correspondence has been received from Sheryl Bender, Administrative Officer, from Parks, Recreation, and Marine Department, requesting Civil Service Commission approval for a Clerk I Provisional Appointment.

Facts for Consideration:

- Per Article V, Section 43, “when no priority or eligible list exists for a classification, which has been requisitioned and should no priority or eligible list exist for comparable or allied classifications, suitable for alternate list certification, the Commission may, after review, certify the names of individuals it considers to be qualified for provisional appointment to the classification”.
- The Parks, Recreation, and Marine PR21-026 requisition was submitted on 02/09/2021 and approved on 04/13/2021 by the Civil Service Department.
- Currently there is no priority list and no eligibility list for the department to pull qualified candidates.
- The Parks, Recreation, and Marine Department will have staff pre-post for one (1) week for the public to view filing requirements followed by a 3-day filing period due to the potential volume of applicants anticipated to apply with the minimum requirements as follows:
 - High school diploma or equivalent;
 - One (1) year of experience working with the public in a customer service setting;
 - Experience with cashiering and/or data entry in processing of payments;
 - Proficiency in use of Microsoft is required.

September 1, 2021
Civil Service Commission

- This position will support the Division of Animal Care Services Bureau with Shelter Operations that include, but not limited to: coordinating offsite appointments for medical care for animals prior to adoption; respond to customers via email regarding the PetAdopt program and shelter visit process; schedules foster home appointments for vaccinations and spay/neuter surgeries; maintains and uploads records from outside clinics and other duties as assigned.
- The Parks, Recreation, and Marine will screen applicants for minimum qualifications and interview the applicants who best meet the qualifications listed on the provisional bulletin.
- Civil Service staff will review the department's selected candidate to determine that the individual meets the minimum requirements of the position of Clerk I classification.

RECOMMENDATIONS:

Staff has reviewed all documentation in support and in accordance with Article V, Section 43 and Civil Service Policy Section 1.02, staff recommends the approval of this provisional request.

Parks, Recreation, and Marine has been informed that this request is on today's agenda.

Date: August 25, 2021

To: Civil Service Commission

From: Sheryl Bender, Administrative Officer

Subject: **REQUEST FOR PROVISIONAL APPOINTMENT- CLERK I**

Parks, Recreation, and Marine (PRM) is requesting Civil Service Commission approval for Provisional Appointment of 1 Clerk I in accordance with Article V, Sections 43 of the Civil Service Rules and Regulations and Section 1.02 of the Civil Service Commission Policies and Procedures.

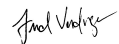
This urgently needed Clerk I supports the Shelter Operations Supervisor in the Animal Care Services Bureau. The Clerk I will be responsible for work that includes coordinating offsite appointments for medical care for animals prior to adoption. They also respond to PetAdopt email to make appointments for adopters to visit pets. Additionally, the Clerk schedules foster home appointments for vaccines and spay/neuter surgery, and uploads all medical records from outside clinics to animal records.

Provisional Appointment Recruitment Process

- PRM will post the job bulletin for 1 week for internal and external applicants, per Article III, Section 10 of the Civil Service Rules and Regulations.
- PRM will screen applicants for minimum qualifications and interview the applicants who best meet the qualifications listed on the provisional bulletin.

Civil Service Commission approval of a provisional appointment would ensure that the Shelter Operations Supervisor has the support needed to execute the administrative tasks involved in placing shelter animals in safe homes, reducing overcrowding in the shelter, and providing a full operational commitment to the Compassion Saves model adopted by the City.

Human Resources Approval



Director or Designee

8/25/21

Date



City of Long Beach Employment Opportunity

CLERK I (PROVISIONAL) - ANIMAL CARE SERVICES

Job Number: PR 21-026

SALARY: \$14.59 - \$18.73 Hourly

OPENING DATE: 09/03/21

CLOSING DATE: 09/15/21 11:59 PM

DESCRIPTION:



**Pre-posted for viewing beginning September 3 through September 12, 2021.
ACCEPTING ONLINE APPLICATIONS AT 8:00 AM MONDAY, SEPTEMBER 13 THROUGH
WEDNESDAY, SEPTEMBER 15, 2021.**

The Department of Parks, Recreation and Marine is a nationally recognized and award-winning organization with 1,100 full-time/part-time staff and a budget of \$58 million. The Department oversees facilities and programs that reflect the needs and interests of a culturally diverse community, including: 170 parks with more than 3,200 acres devoted to open space and recreation, 27 community centers, 3 public pools, 6 miles of beaches, and 3 marinas.

The mission of the Long Beach Animal Care Services Bureau is to provide public safety and the humane treatment of animals to nearly 600,000 residents in five cities. With a staff of over 50 employees, and an annual operating budget of over \$4.8 million, the Bureau will care for more than 7,000 live animals in 2020.

The Department of Parks, Recreation and Marine, Animal Care Services Bureau, is seeking qualified candidates interested in applying for a full-time Clerk I (Provisional) position. This position will work 40 hours per week, including weekends and holidays. Scheduled hours may vary by week.

EXAMPLES OF DUTIES:

- Process transaction information, enter payments, issue receipts;
- Handle cash and other forms of payment in accordance with Department policy;
- Interact with customers, both on the phone and in person; take messages; disseminate information as appropriate;
- Receive and open mail, route mail to the proper recipient and/or department;
- Obtain data and information from field personnel;

- File records, documents, reports, and correspondence;
- Perform basic mathematical calculations;
- Perform other related duties as required.

*****IMPORTANT: Due to the sensitive nature of Animal Care Services, this position may be exposed to disgruntled patrons or difficult customers and citizens.*****

REQUIREMENTS TO FILE:

This position is open to all candidates meeting the following minimum qualifications:

- High school diploma or equivalent;
- One year of experience working with the public in a customer service setting;
- Experience with cashiering and/or data entry in the processing of payments;
- Proficiency in the use of Microsoft Word is required;
- Willingness to work all shifts, including weekends and holidays is required;
- Experience interacting with people from a wide range of ethnic, cultural, and socioeconomic backgrounds is desirable;
- Bilingual speaking ability is desirable;
- Volunteer or paid experience at animal shelters, animal hospitals, and/or other animal-related facilities is highly desirable.

The successful candidate will possess the following:

- A positive attitude and strong interpersonal skills when dealing with the public, especially in difficult and sensitive situations;
- Ability to operate various office equipment;
- Excellent written and oral communication skills;
- Ability to multi-task in a fast-paced work environment;
- Ability to communicate policies and procedures to the public;
- Ability to accurately record data into shelter software system.

IMPORTANT: 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.

SELECTION PROCEDURE:

All candidates must submit a complete application. Bulletin will be pre-posted from September 3 through September 12, 2021. **ACCEPTING ONLINE APPLICATIONS AT 8:00 AM MONDAY, SEPTEMBER 13 THROUGH WEDNESDAY, SEPTEMBER 15, 2021.** The most qualified applicants will be invited to continue in the selection process, which will be a video interview.

The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired or if you would like to request this information in an alternative format, please call (562) 570-3181. In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public. The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

For technical issues with your application, please call (877) 204-4442.

This information is available in an alternative format by request at the agency contact on the bulletin. If a special accommodation is desired, please contact the agency two (2) business days prior to the test, if applicable.

An Equal Employment Opportunity

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/longbeach>

Position #PR 21-026
CLERK I (PROVISIONAL) - ANIMAL CARE SERVICES
JM

2760 Studebaker Road
Long Beach, CA 90815
(562) 570-3100

CLERK I (PROVISIONAL) - ANIMAL CARE SERVICES Supplemental Questionnaire

- * 1. INSTRUCTIONS: The purpose of these supplemental questions is to derive more specific information about the qualifications of applicants for this position. Applicants must clearly demonstrate their qualifying experience. These questions will serve as the basis for qualifying candidates for advancement into the selection process. Do you understand the the information stated in the statement above?
 - ☐ Yes
 - ☐ No
- * 2. **This full-time position typically works 5 days, 40 hours per week, and requires flexibility and availability to work any day or shift, including weekends and holidays.**

Are able to meet this requirement?

 - ☐ Yes, I am able to work up 40 hours per week, any day/shift, including weekends and holidays.
 - ☐ I am NOT able to work up to 40 hours per week, any day/shift, including weekends and holidays
- * 3. Do you have a High School diploma or equivalent?
 - ☐ Yes
 - ☐ No
- * 4. Do you have at least one year of experience working with the public in a customer service setting?
 - ☐ Yes
 - ☐ No
- * 5. Please describe your experience working with the public in a customer service setting. (If none, please type N/A.)
- * 6. Do you have experience with cashiering and/or data entry in the processing of payments?
 - ☐ Yes
 - ☐ No
- * 7. Please describe your experience with cashiering and/or data entry in the processing of payments. (If none, please type N/A.)
- * 8. Do you have experience interacting with people from a wide range of ethnic, cultural, and socio-economic backgrounds?

- ☐ Yes
☐ No

9. *****IMPORTANT: Due to the sensitive nature of Animal Care Services, this position may be exposed to disgruntled patrons or difficult customers and citizens.*****

Would you be willing and able to work in an environment as described above?

- ☐ Yes
☐ No

- * 10. Please describe a time you had to deal with a difficult customer. (If none, please type N/A.)
- * 11. Please select the area(s) in which you have volunteer or paid experience. (Check all that apply.)
- ☐ Animal shelter
☐ Animal hospital
☐ Other animal-related facility
☐ I do not have volunteer or paid experience at any animal shelters, animal hospitals, and/or other animal-related facilities
- * 12. Please describe your volunteer or paid experience at animal shelters, animal hospitals, and/or other animal-related facilities. (If none, please type N/A.)
- * 13. Proficiency in the use of Microsoft Word is required for this position. Indicate your proficiency with the computer application listed below. **Microsoft Word:**
- ☐ Limited - no knowledge or experience and have not observed anyone using this computer application.
☐ Basic - no experience with some training, but observed others using this computer application.
☐ Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.
☐ Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.
- * 14. Do you speak any language(s) other than English?
- ☐ Yes
☐ No
- * 15. Please list any language(s), other than English, that you are proficient in speaking. Please describe your level of proficiency. (If none, please type N/A.)
- * 16. ADDITIONAL INFORMATION: Do you have any relatives employed by the City of Long Beach?
- ☐ Yes
☐ No
17. If you have any relatives that work for the City of Long Beach, please indicate their name, department, position title and relationship.
- * 18. 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 if I am offered this position, I may be required to successfully pass a medical examination.

- ☐ Yes
- ☐ No

* Required Question