



Memorandum

Date: November 10, 2021

To: Civil Service Commission

From: Christina Pizarro Winting

Subject: **REQUEST FOR PROVISIONAL APPOINTMENT – RENEE ROYER, CLERK**

On November 3, 2021, the Civil Service Department received correspondence from Sheryl Bender, Administrative Officer with the Department of Parks, Recreation and Marine requesting the approval of their provisional appointee, Renee Royer to the classification of Clerk. Staff has reviewed this request and recommends approval in accordance with Article V, Section 43 of the Civil Service Rules and Regulations and Policy 1.02 of the Civil Service Policies and Procedures.

Facts for Consideration:

- On September 1, 2021, the Civil Service Commission approved a request from the Parks, Recreation and Marine Department for a Provisional Appointment for a Clerk to provide support to the Shelter Operations Supervisor in the Animal Care Services Bureau.
- Due to the high number of applications the Department anticipated receiving for this position open to the public, the employment opportunity was pre-posted for one week and applications were accepted during a 3-day filing period.
- On November 3, 2021 Civil Service staff received the application for Renee Royer, the selected candidate for the Provisional appointment for Clerk. Staff has reviewed the application and confirms that Ms. Royer meets the minimum qualifications for the position of Clerk.
- Due to an internal administrative oversight Ms. Royer was appointed to the Provisional Clerk position prior to being approved by the Civil Service Commission. Because of this oversight, the HR-1 submitted to Civil Service had an effective date of 10/23/21, making this request for approval a retroactive request using requisition PR21-026.



- Ms. Royer has been informed that the Provisional appointment is temporary, and that she has no guarantee of permanent appointment into this classification.
- Staff has notified the Parks, Recreation and Marine Department and the Provisional appointee that this request would be placed on the agenda today.



Date: November 3, 2021

To: Civil Service Commission

From: Sheryl Bender, Administrative Officer

Subject: **REQUEST FOR PROVISIONAL APPOINTMENT – RENEE ROYER**

Parks, Recreation and Marine (PRM) is requesting Civil Service Commission approval for Provisional Appointment of Renee Royer to the classification of Clerk I in accordance with Article V, Section 43 and Article IV, Section 27 of the Civil Service Rules and Regulations. The Department has approved requisition, PR21-026, to fill the vacancy on a provisional basis in the absence of a Civil Service eligible list. The requisition is on file with the Civil Service Department.

The Department requested to fill this vacancy and has had an approved requisition on file since April 13, 2021. The duties of this position have been performed on a temporary basis by a Non-Career employee while the request for the full-time position was in the process of being approved.

Following the receipt of approval from the Civil Service Commission to recruit for a provisional appointment in the position, the Department conducted an open recruitment for this position. The Department posted the bulletin for the provisional Clerk I for 2 weeks and screened applicants to determine if they met minimum qualifications. Ms. Royer was interviewed by an interview panel and selected as well qualified and meets the minimum qualifications of the classification.

Ms. Royer understands her provisional appointment is temporary and has no guarantee of permanent employment in this position. The employee meets the minimum qualifications of the position and is aware that she must apply through the Civil Service examination process in order to be considered for permanent employment as a Clerk I.

If you have any questions, please contact me at (562)570-3188.

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

Contact Information --

Name: RENEE L ROYER

Address:

Home Phone:

Alternate Phone:

Email:

Personal Information

Driver's License:

Yes,

Can you, after employment, submit proof of your legal right to work in the United States?

Yes

What is your highest level of education?

Associate's Degree

Preferences

Minimum Compensation:

Are you willing to relocate?

Maybe

Types of positions you will accept:

Regular

Types of work you will accept:

Full Time

Types of shifts you will accept:

Day , Evening , Night , Rotating
, Weekends , On Call (as
needed)**Objective**

Seeking full-time employment opportunities in a position where I can utilize my office/clerical strengths while growing in the company.

Education**College/University**

Long Beach City College
www.lbcc.edu/
8/2014 - 12/2017
Long Beach, California

Did you graduate: Yes

Major/Minor: Criminal Justice

Units Completed: 70.5 Semester

Degree Received: Associate's

High School

Robert A. Millikan High School
https://lbmillikan.schoolloop.com/
9/2011 - 6/2014
Long Beach, California

Did you graduate: Yes

Highest Level Completed: 12

Did you receive a GED? No

Degree Received: High School Diploma

Work Experience**Clerk**

8/2015 - Present

Long Beach Animal Care Services
www.longbeach.gov/acs
7700 E Spring St
Long Beach, California 90815
562-570-7387

Hours worked per week: 28

of Employees Supervised: 0

Name of Supervisor: Christine Kucenas - Shelter
Operations Supervisor

May we contact this employer? Yes

Duties

- Provide customer service in person, over the phone, and by email.
- Provide clerical support for the adoption and medical department.
- Schedule appointments for adoptions, vet rechecks, spay and neuter, and with off-site veterinarians. Transport animals if needed.
- Manage various calendars and the surgery schedule for spay and neuters.
- Perform data entry to update and maintain various records; file records.

- Process paperwork and accept different forms of payment.
- Process city licenses for cats and dogs and other services provided.

Pet Care and Cashier Associate

7/2014 - 10/2017

Petsmart
petsmart.com
12341 Seal Beach blvd
Seal Beach, California 90740
562-340-0669

Hours worked per week: 20
of Employees Supervised: 0
Name of Supervisor: Tiffany Ibarra - Store Manager
May we contact this employer? Yes

Duties

Pet Care Associate:

- Assist customers with products and purchasing animals.
- Provide water, food, and medicine to all pets on a daily basis.
- Clean fish tanks, reptile habitats, small pet, and birdcages on a daily basis.

Cashier:

- Receive payments and process returns.
- Assist customers with products.
- Welcome and recognize all customers in the store.
- Know and understand all promotions and advertisements.
- Interpersonal communication and knowledge of basic math skills.

Reason for Leaving

I wanted to focus more on school and my job with Animal Care Services.

Certificates and Licenses**Skills**

Office Skills

Typing: 70

Data Entry: 0

Other Skills

Clerical tasks, filing and organization Expert -
6 years and 1 months

Written and Oral Communication Expert - 6
years and 1 months

Customer Service Expert - 7 years and 2
months

Word, Excel, PowerPoint and Outlook Expert -
10 years and 0 months

Additional Information**References**

Professional

Lucas, Marta

Petsmart Store Leader
12341 Seal Beach Blvd
Seal Beach, California 90740
310-433-2808

Professional

Poe, Heidi

Long Beach Animal Care Services Lieutenant
 7700 E Spring St
 Long Beach, California 90808
 562-570-4882
heidi.poe@longbeach.gov

Professional

Amaya, Christine

Secretary

7700 E Spring St.

Long Beach, California 90815

562-570-4893

christine.amaya@longbeach.gov

Resume

Text Resume

Attachments

Attachment	File Name	File Type	Created By
Renee Resume.pdf	Renee Resume.pdf	Resume	Job Seeker

Agency-Wide Questions

1. Q: Are you a current or former City of Long Beach employee?

A: Current, non-career employment

2. Q: Have you ever been dismissed from the City of Long Beach?

A: No

3. Q: I will accept positions offering...(you may select more than one)

A: Part time
 Temporary
 Full time

4. Q: I will accept positions offering...(you may select more than one)

A: Day shift (e.g. 7:30 am - 5:30pm)
 Evening shift (e.g. 4:00 pm - 12:00am)
 Night shift (e.g. 12:00 am - 8:00 am)
 Weekends (e.g. Saturday and/or Sunday)
 Holidays

5. Q: Are you able to speak and understand the following foreign languages? Leave blank if none apply to you.

A: Spanish

6. Q: How did you **FIRST** hear of this job opportunity?

A: governmentjobs.com website

7. Q: If you indicated **none of the above**, please tell us how you first learned about this job opportunity?

A:

8. Q: **I understand that application packets including all required documents must be complete at time of filing and received by the filing deadline.**

I understand I will not have an opportunity to amend my application packet or submit additional supporting documentation after the application is initially submitted.

I understand that I must scan the required documents into a **PDF format**, and then upload and attach to my City of Long Beach job application. Each required document must be attached and identified separately.

I further understand that any document attached to my master record, **after** I have filed an application for a City of Long Beach job will not be viewable by City staff, as it is part of my GovernmentJobs.com master record and not part of my actual City of Long Beach job application.

A: Yes

Supplemental Questions

1. Q: 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?

A: Yes

2. Q: **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?

A: Yes, I am able to work up 40 hours per week, any day/shift, including weekends and holidays.

3. Q: Do you have a High School diploma or equivalent?

A: Yes

4. Q: Do you have at least one year of experience working with the public in a customer service setting?

A: Yes

5. Q: Please describe your experience working with the public in a customer service setting. (If none, please type N/A.)

A: I have experience in a customer service setting from working at Petsmart for three years and with Long Beach Animal Care Services (LBACS) for six years and ongoing. My experience includes: interacting with customers in person and over the phone, problem-solving and sometimes working with difficult customers, having knowledge of products and services to be able to answer any questions.

6. Q: Do you have experience with cashiering and/or data entry in the processing of payments?

A: Yes

7. Q: Please describe your experience with cashiering and/or data entry in the processing of payments. (If none, please type N/A.)

A: I have experience as a cashier at Petsmart and with Long Beach Animal Care Services. My experience includes: handling cash, checks, and credit card payments, process product or animal returns at Petsmart, and issues refunds if needed at LBACS and perform data entry on a daily basis.

8. Q: Do you have experience interacting with people from a wide range of ethnic, cultural, and socio-economic backgrounds?

A: Yes

- 9. Q: ***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?

A: Yes

- 10. Q:** Please describe a time you had to deal with a difficult customer. (If none, please type N/A.)

A: At Long Beach Animal Care Services, we frequently have to deal with difficult customers and animal owners. One day I had a difficult customer who was extremely upset about his frustrating experience regarding his dog license. I was able to assist him without having to get a supervisor involved. I can't remember the specific details, but I know that I solved the issue and also gave him a small extension on the license which made him very grateful. I remember this situation because he became very friendly afterward, shook my hand, and thanked me for my customer service. It is best to stay calm and do your best to help a difficult customer to avoid escalating the situation.

- 11. Q:** Please select the area(s) in which you have volunteer or paid experience. (Check all that apply.)

A: Animal shelter
Other animal-related facility

- 12. Q:** Please describe your volunteer or paid experience at animal shelters, animal hospitals, and/or other animal-related facilities. (If none, please type N/A.)

A: I have three years of experience working at Petsmart with reptiles, birds, small pets, and fish. On a daily basis, I cleaned habitats, provided food and water, and medicine to sick animals. I assisted customers with setting up their new enclosures and provided information on how to take care of their new pet. I was also a cashier often. I have six years of experience at Long Beach Animal Care Services in different departments. I was hired as a License Canvasser, but then worked as a dispatcher for over a year and then was briefly placed in the Special Investigations Unit working on dog complaint calls. I was hired a Clerk a couple of years later where I answered phones and assisted customers in person for redemptions, stray animals, owner surrenders, etc. I currently work as a clerk with the adoption and medical department. It also includes customer service in person, over the phone, and by email, data entry, filing, scheduling various appointments, updating the calendar, etc.

- 13. Q:** Proficiency in the use of Microsoft Word is required for this position. Indicate your proficiency with the computer application listed below. **Microsoft Word:**

A: Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.

- 14. Q:** Do you speak any language(s) other than English?

A: No

- 15. Q:** 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.)

A: N/A

- 16. Q:** ADDITIONAL INFORMATION: Do you have any relatives employed by the City of Long Beach?

A: No

- 17. Q:** If you have any relatives that work for the City of Long Beach, please indicate their name, department, position title and relationship.

A: N/A

-
- 18.** Q: 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.

A: Yes



Long Beach Civil Service Commission

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: Clerk 1

You are being considered for employment under the provisions of Section 43 of the Civil Service Rules and Regulations, which read in part:

"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."

If appointed to this position, you will not accrue seniority in this classification for any Civil Service promotional examination. Your pay will be the same as that of a permanent City employee in this classification, however, you should check with the hiring department as to your eligibility for other (fringe) benefits. If you are currently a permanent, full-time City employee, your benefits will not change.

If you receive authorization from the Civil Service Commission to be appointed to the provisional position, you must file a new application during the open filing period in order to compete in the examination process. You must file a new application before the announced closing date of filing.

If the provisional application will be filled on permanent basis, a competitive examination to fill the position will be administered by the Civil Service Department prior to the expiration of the provisional appointment. In order to be eligible for selection for permanent appointment to the position, your examination must be among the top scores achieved.

If after you are appointed to fill a provisional position, you do not satisfactorily perform or if you are not selected from the eligible list to fill the position on a permanent basis, your appointment will be terminated. If you are a present classified City employee who holds permanent status in another classification, you will be reinstated to the position you held prior to provisional appointment without loss to status or seniority (Section 44, Civil Service Rules and Regulations).

Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.

Ramon Raza
Signature

11-05-21
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: 09/07/21

CLOSING DATE: 09/17/21 11:59 PM

DESCRIPTION:



**Pre-posted for viewing beginning September 7 through September 14, 2021.
ACCEPTING ONLINE APPLICATIONS AT 8:00 AM WEDNESDAY, SEPTEMBER 15 THROUGH
FRIDAY, SEPTEMBER 17, 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 7 through September 14, 2021. **ACCEPTING ONLINE APPLICATIONS AT 8:00 AM WEDNESDAY, SEPTEMBER 15 THROUGH FRIDAY, SEPTEMBER 17, 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