

CIVIL SERVICE COMMISSION RELAY PLAN

Seven Immediate Steps:

- 1. The Civil Service Commission will immediately form the Civil Service Advisory Group.**
- 2. The Civil Service Commission will revise its policies and procedures to update administrative procedures to achieve efficient delivery of service.**
- 3. The new standard for completion of examinations to create eligible list within 45 days.**
- 4. The Civil Service Department will no longer require a personnel requisition in order to initiate a recruitment process.**
- 5. Civil Service Department will consolidate all of its applicant tracking and online application systems into NEOGOV'S Insight Enterprise Systems.**
- 6. The Civil Service Department website and the City of Long Beach website will be completely revised to be more attractive, provide more tools for job seekers and make job opportunities more accessible online.**
- 7. The Civil Service Department will join the City's FOCUS ON RESULTS Performance Management Program.**

RELAY Business Plan



RAPID RESPONSE and RECRUITMENT

Rapid response

- Circumvent the personnel requisition approval process for the initiation of recruitment and testing
- Complete recruiting and testing in 45 days, on average
- Work with departments to plan, in advance, for projected vacancies to ensure that all steps are completed prior to need
- Create alternate methods to quickly fill unplanned vacancies without disruption or significant impact on planned vacancies
- Decrease life of eligible lists
- Conduct more examinations at pre-determined intervals
- Shorten application periods

Recruitment

- Establish a single website to market all City jobs and opportunities for non-career, internships, unclassified, etc. and provide links to each department
- Finalize the City's "Branding" program
- Utilize City employees as recruitment ambassadors to encourage qualified individuals to pursue City employment
- Utilize website to provide employee and job candidate testimonials and to provide virtual tours of departments or programs
- Expand the Career Development, Interest Card and Reassignment for Training programs to encourage interest and opportunities for city employees and prospective employees
- Solicit active participation of subject matter experts at job fairs, recruitment events and professional meetings

Relationships

- Interlink Civil Service and management through creation of the Civil Service interdepartmental advisory group to assist in identifying efficiencies, challenges, priorities and solutions
- Establish on-going meetings with union representatives

E

E-TOOLS and EFFICIENCY

E-Tools

- Implementation of NeoGov to consolidate the processing of job candidates into a single electronic system
- Creation of website to improve communications to candidates regarding application and examination status
- Efficient use of electronic mailing to reduce postage costs and notification time
- Develop electronic communication as the primary means of communication with phone and paper contacts as exceptions for those candidates without email access

Efficiency

- Revise policies and procedures to modify administrative systems to increase efficient delivery of services
- Implement electronic retention of personnel records in concert with the Department of Human Resources
- Electronic processing of certification requests to provide immediate access to candidates
- Single page job bulletin listing
- Simplification of application and supplemental application package
- Increased use of computerized testing and development of online assessment methods
- Consolidation and/or elimination of duplicative selection processes

Examinations

- Increase use of non-competitive processes for those positions requiring definitive licenses or certificates
- Frequent interjection of the highest quality candidates to eligible lists through increased continuous testing
- Develop use of competencies for minimum qualifications

Evaluation

- Participation in Focus on Results

Education

- Educate City management on ways to expedite the selection and certification process



LEADERSHIP

Leadership

- Greater utilization of the Executive Director's flexibility and discretion in the application of administrative matters of the Civil Service Rules and Regulations, Policies and Procedures, as directed by the Civil Service Commission
- Contribute to the development of Succession Planning

Liaison

- Build stronger relationships with local colleges and universities and assist departments with establishing internship programs
- Continue to partner with Long Beach Unified School District to develop opportunities for shared recruitment, assessment and training
- Work with departments and Health Department to prioritize prospective employee physical examinations
- Provide updated information to prospective applicants and candidates on eligible lists to foster interest in City employment (i.e. projects, awards)

Laddering

- Develop a seamless way to move existing City employees to lateral or promotional opportunities and create assessment processes to validate candidate qualifications for upgrades when no new position exists
- Study implementation of open and promotional examinations

Lifestyle Options

- Aggressively market options of employment opportunities for alternative schedules and non-traditional roles: retirees, youth, students, job-sharing, etc.
- Encouragement of management to accommodate requests for alternate schedules
- Investigate the revitalization of a volunteer workforce

Learning

- Provide additional management and supervisory training
- Aggressively work with departments to identify, encourage and market internal training opportunities to assist employees in upward/lateral mobility
- Encourage the City to provide learning and training opportunities to develop existing and potential employees through job-shadowing, student projects, and partnerships with outside organizations



ADAPT

Adapt

- Regular reviews of Civil Service Rules and Regulations and Policies and Procedures to adapt to the changing needs of the City
- Partner with hiring authorities to develop new process to evaluate and amend classification specifications to accurately reflect current job duties and meet specialized needs

Automate

- Referral and certification of candidates to departments
- Invitation of candidates to selection interviews
- Tracking and removal of non-responsive candidates from certification to vacancies

Advance planning

- Identification of citywide priorities
- Identification of secondary priorities and options for filling vacancies
- Establishment of hiring plan for vacancies building upon commitments by involved participants



YIELD

Yield

- Enhanced partnerships with departments
- Qualified City employees
- Faster processing of job candidates for employment
- Improved communication with departments and job candidates
- Increase retention of City employees
- Increased promotional opportunities for City employees
- An efficient City team to evaluate processes and seek improvements