

Agenda Item No. 7

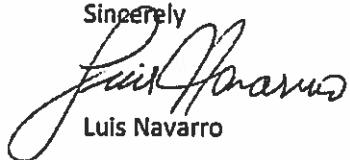
December 10, 2014

Dear Civil Service Commission,

I am requesting an appeal to the denial of my Application for Office Systems Analyst, which I submitted in September of this year. My Application was denied due to lack of experience, however, I was previously qualified for this position and was placed on the last eligible list.

I look forward to meeting with, and further presenting details on this matter.

Sincerely



Luis Navarro

1 DATE: December 17, 2014

2 TO: Civil Service Commission

3 FROM: Lourdes Ferrer, Personnel Analyst

4 **SUBJECT: RECOMMENDATION TO FILE LATE APPLICATIONS FOR OFFICE
5 SYSTEMS ANALYST – LUIS NAVARRO**

6 Correspondence has been received from Mr. Luis Navarro requesting the Civil Service
7 Commission's overturn his disqualification from the Office Systems Analyst
8 examination due to insufficient experience. This request falls under Article II, Section
9 6 of the Civil Service Rules and Regulations: Disqualification of Applicants and Civil
10 Service Policies and Procedures 1.05: Request to File Late Applications. The facts
11 are presented below for your consideration.

12 **Facts for Consideration:**

- 13 • As background, on September 17, 2014, the Civil Service Commission approved
14 the job opportunity bulletin for Office Systems Analyst. The application filing period
15 was scheduled for September 19, 2014 through October 17, 2014; however, the
16 filing period was extended through November 21, 2014.
- 17 • In order to qualify for the Office Systems Analyst examination candidates had to
18 submit a completed application packet in which they outlined the education and/or
19 work experience that qualified them for the position.
- 20 • During the filing period 147 applications were filed for Office Systems Analyst; of
21 that number, 95 candidates qualified.
- 22 • On December 1, 2014, the Civil Service Department Executive Director received
23 communication from Mr. Navarro requesting to appeal staff's decision to process
24 his application as "Not Accepted" due to insufficient experience.
- 25 • On December 9, 2014, staff replied to Mr. Navarro's letter with detailed information
on the reasons why his application was processed as "Not Accepted" due to the

1 work experience information he presented in various sections of his Office Systems
2 Analyst application. In addition he was informed that corrections to a job
3 application cannot be made after filing. (See attachment)

- 4 • On December 10, 2014 communication addressed to the Commission was
5 received from Mr. Navarro requesting an appeal of the initial assessment of his
6 application.
- 7 • Mr. Navarro indicates that he previously qualified for the Office Systems Analyst
8 position and while that information is correct, it should be noted that in his previous
9 application Mr. Navarro did in fact list sufficient work experience to meet the
10 requirements to file.
- 11 • Staff has reviewed Mr. Navarro's application and determined that the experience
12 listed on his current application is not sufficient to meet the requirements to file for
13 the position.
- 14 • Should the Commission approve Mr. Navarro's request, staff will accept additional
15 information regarding Mr. Navarro's work history and review that information to
16 determine if Mr. Navarro meets the requirements to file.
- 17 • Today's request falls under Civil Service Commission Rules and Regulation Article
18 II, Section 6 which states "The Commission may refuse to examine, or after an
19 examination, may remove from any eligible list, disqualify, and/or refuse to certify
20 any person who: (1) fails to submit a completed application and/or related
21 supplemental documents to the Civil Service office on or before an examination
22 announcement's established closing date." As well as Civil Service Commission
23 Policy 1.05, which states that the Civil Service Commission may consider a late
24 application due to a death of an immediate family member, a catastrophic natural
25 disaster, or an error by Civil Service Department staff.

1 • Staff recommends the Commission deny the request because it does not meet the
2 aforementioned criteria outlined in Policy 1.05.

3
4 Mr. Navarro has been informed that this request is on today's agenda and the
5 possibility of their participation in the examination process will be pending
6 Commission's approval.

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8 LF: REQUEST TO FILE LATE APPLICATION 12/10/14 (OFFICE SYSTEMS ANALYST)

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CITY OF LONG BEACH

CIVIL SERVICE DEPARTMENT

EMPLOYMENT SERVICES

333 West Ocean Boulevard, 7th Floor • Long Beach, California 90802 • (562) 570-6202 FAX (562) 570-5293

December 9, 2014

Luis Navarro
9548 Prichard Street
Bellflower, CA 90706

Dear Mr. Navarro,

This letter is in response to your communication received in the Civil Service Department on December 1, 2014 regarding the status of your application for Office Systems Analyst. In particular, you appeal the initial decision to deny your application on the grounds that you do not have sufficient experience as outlined in the job opportunity bulletin.

Staff has reviewed your communication and presents the following response:

- 1) As noted in the job opportunity bulletin, candidates must have at least a total of 6 years of experience if they do not submit proof of a college degree with major coursework in Computer Science, Business Information Systems or a related field.
- 2) Your communication states that it is indicated in your application that you have twenty years of experience in management capacity in information technology.
- 3) In the initial and subsequent reviews of your application, staff determined that the work history outlined in the "Work Experience" section of your application totals 5 years and 9 months, up to the date on which you filed your application.
- 4) In the "Agency-Wide Questions" section of the application you answered a series of questions, including the following:
 - A. *"Question # 10: 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. I have opened and read, the information document which explains this procedure for submitting my online application packet." Your response was "Yes".*
- 5) In the "Supplemental Questions" section of the application you answered a series of questions, including the following:
 - A. *"Question # 1: INSTRUCTIONS: The purpose of the supplemental questions is to derive more specific information about your qualifications for this position. Applicants must clearly demonstrate their qualifying experience on the job application. It is to the candidate's advantage to read each question carefully, clearly answer all questions and document all job-related education, training and experience*

as required. Do you understand the information stated in the "Instructions" section above?" Your response was "Yes".

B. "Question # 3: Provide specific information about your work experience that meets the qualifications, outlined in Question #2, and serves to qualify you for this position. Include Name of Employer/ Position Title/ Specific Duties/ Dates of Employment/Hours per week." Your response included a series of bulleted statements regarding your job duties; however, there was no information regarding the Name of Employer, Position Title, Date of Employment or Hours per week.

C. "Question # 11: I certify that I have personally provided the information above 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 employment, I will be required to successfully pass a job-related medical examination." Your response was "Yes".

Based on the information provided in your application, staff could only tabulate the work experience listed in the "Work Experience" section of your application. As such, the experience you included does not meet the Requirements to File as outlined in the job opportunity bulletin.

The Civil Service Department conscientiously puts forth an effort to provide an examination process that is fair and consistent. Staff ensures that all candidates are treated fairly and provided with the same consideration based on the information provided in their application.

Based upon the claims provided in your communication and your own responses in the application, staff determines that the initial denial of your application due to insufficient experience is accurate.

You may appeal this decision in writing to the Civil Service Commission by 12:00 p.m., December 11, 2014 for final determination.

If you have any questions, please contact me at (562) 570-6163.

Sincerely,
Kandice Taylor-Sherwood
Executive Director