




Date: December 7, 2012

To: Civil Service Commission

From: Christopher J. Garner, Director, Long Beach Gas & Oil 

Subject: Request to Extend Probation – Allene Seymore, Customer Service Representative III

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In accordance with Section 41 (2) of the Civil Service Rules and Regulations and Section 1.01 of the Civil Service Policies and Procedures, the Department of Long Beach Gas & Oil (LBGO) respectfully requests the extension of the probationary period for Ms. Allene L. Seymore, Customer Service Representative III, at the LBGO's Call Center Division.

Ms. Seymore transferred to LBGO on July 14, 2012 as a full-time classified employee. She was originally hired by the Library Department in 1978 under the Manpower Training Program. She was rehired as a non-career Clerical Aide in the Department of Human Resources from June 6, 1996 through February 14, 1997 and was promoted to Unclassified Clerk Typist in the Department of Public Works until her promotion to Customer Service Representative in LBGO.

The City of Long Beach recently purchased a new billing system called Customer Care & Billing (CC&B) and Mobile Workforce Management (MSM) System to replace the current antiquated Utility Billing (UB) system. The Call Center's Customer Services Officer has been devoting 100% of her time to the testing, training, implementation, roll-out, and "Go Live" of the new system. Since the last few months, the two Customer Services Supervisors have also been heavily involved in the training and roll-out phase of the new system. As a consequence, the intense training that should have been accorded to Ms. Seymore has been inadequate. Ms. Seymore exhibits good customer service and good attitude towards her work and has good attendance. However, she is still lacking the technical skills and knowledge of the various procedures required of her position. The Department feels that with additional time and training, Ms. Seymore will be able to acquire the skills and knowledge required to pass her probationary period as a Customer Service Representative. Her probationary period is scheduled to end on January 31, 2013.

Therefore, I am requesting that her probationary time be extended by at least an additional 90 days.

Should you have any questions, please feel free to call Ms. Lennie Arazo, Administrative Officer, or Mr. Craig Beck, Manager of Business Operations, at 83925 or 82041, respectively.

Your positive approval of this request will be highly appreciated.

**Attachments**

Cc: Mario Beas, Executive Director, Civil Service Department  
Ken Walker, Manager, Personnel Operations, Human Resources  
Craig Beck, Manager, Business Operations, LBGO  
Lennie Arazo, Administrative Officer, LBGO

CIVIL SERVICE DEPARTMENT  
REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

**REQUEST FOR EXTENSION OF PROBATION**

Civil Service Rules and Regulations      Section 42 (2)  
Civil Service Commission Policy      Section 1.01

Form completed by: Lennie Arazo/Administrative Officer/LBGO      Date: 12- 07 - 12  
Name/Title/Department

**Section 1: To be completed by requesting department.**

To be completed  
by department

Civil Service Dept.  
Verification

A requisition is not required.

Correct

Is any other department impacted?  
If yes, which department:

Yes No

A completed Employee Performance Evaluation is required. Has the form been received in the Civil Service Department?

Yes No

**Section 2: Points to be addressed in request:**

Formal name and current classification title of employee. **Allene Seymore, Customer Service Rep. III**

✓

Summary of employee's work history, specifying all classification titles and dates including date(s) permanent status was attained in each classification. *in letter*

*Yes*

The date the employee will complete probation. Date: 2/5/13 1/31/13  
Request must be submitted 30 days prior to completion of probation.

✓

A statement of the problem and specific reasons for request. Rationale as to how/why an extension will allow employee to pass probation. *in letter*

✓

Which policy criteria is being utilized and how the request meets the criteria required in the policy. *in letter*

✓

CSC  
PPs 1.B.(2)

Length of extension requested.  
(A maximum extension of 3 months may be requested; a second 3- month extension may be requested at a later date, if necessary.)

90 days

The following should be in attendance at the Civil Service Commission meeting:

- Requesting department.
- The impacted employee's attendance is optional.

Yes (*Craig Beck*)

**Notes:**

Form reviewed by Robert Pfingsthorn, Personnel Analyst 12/11/12.