



Date: April 19, 2017
To: Civil Service Commission
From: Shellie I. Goings, Personnel Analyst
Subject: **REQUEST FOR PERMANENT ASSIGNMENT FOR ROSA LOPEZ,
MAINTENANCE ASSISTANT TO CLERK TYPIST**

Correspondence has been received from Cynthia A. Stafford, Deputy Director of Human resources, requesting the permanent assignment of Rosa Lopez, Maintenance Assistance, Public Works Department, to the position of Clerk Typist in the Traffic Operations Bureau of Public Works. Staff has reviewed this request and recommends approval in accordance with Article VI, Sections 67(3) and 67 (4)(b).

Facts for Consideration:

- Ms. Lopez was hired as a Non-Career Maintenance Assistant II on September 24, 2002. She was promoted to Maintenance Assistant I on June 21, 2008 and received permanent status on December 30, 2008.
- Ms. Lopez was injured during her employment on April 4, 2014. Ms. Lopez's medical condition was found permanent preventing her from performing the essential functions of her position as a Maintenance Assistant I.
- On April 27, 2016, the Commission approved the Human Resources Department's request for Ms. Lopez's reassignment for rehabilitation under Section 63(5) of the Civil Service Rules and Regulations.
- As part of the Reassignment for Rehabilitation request, the Traffic Operations Bureau of Public Works outlined a training plan for Ms. Lopez which consisted of a two-week, side-by-side training program where Ms. Lopez shadowed other Clerk Typists. Ms. Lopez will be expected to have enough knowledge to effectively work independently and perform the journey level duties of the position.
- According to Human Resources Department, Ms. Lopez has successfully completed the training plan prepared by the Public Works Department and is now performing the duties of a Clerk Typist.
- As the reassignment for rehabilitation is now complete, it is requested that the employee be permanently assigned to the new classification.

Ms. Lopez has been contacted regarding this request for Permanent Assignment. Staff has informed the Public Works Department that this request will be on today's agenda and representative will be present to respond to any questions.



Date: April 19, 2017
To: Civil Service Commission *CA Stafford*
From: Cynthia A. Stafford, Deputy Director of Human Resources
Subject: **REQUEST FOR PERMANENT ASSIGNMENT FOR ROSA LOPEZ,
MAINTENANCE ASSISTANT TO CLERK TYPIST**

On April 27, 2016, the Civil Service Commission approved the request for Reassignment for Rehabilitation and/or Retraining for Rosa Lopez, Maintenance Assistant to Clerk Typist within the Traffic Operations Bureau of Public Works, for the purpose of training and development in accordance with Article VI, Section 63 (5) of the Civil Service Rules and Regulations.

Ms. Lopez has successfully completed the training plan that the Department of Public Works prepared for her in May, 2016. The Clerk Typist position within the Traffic Operations Bureau is responsible for receiving and fielding 500-1,000 calls per week (on average) to assist the public, businesses and other departments throughout the City of Long Beach. The division is often the first contact the public has with the City of Long Beach for traffic related calls; therefore, the highest standards of customer service is required. Elements of her training plan included the following:

- Learn to initiate, process, and track work orders using the CityWorks work order system;
- Learn to utilize common office equipment including computers, copiers, scanners, fax machines, etc.
- Learn to utilize the multi-line telephone system;
- Learn two-way radio codes and proper use of two-way radios for dispatching of and communication with field crews;
- Learn how to respond to and resolve traffic related inquiries and route requests for service.

Ms. Lopez has successfully completed her retraining program and it is recommended that she now be placed in the Clerk Typist classification as a permanent appointment pursuant to Section 67 (3) (b). The Department of Public Works has an approved personnel requisition PW17-056 to place Ms. Lopez into this classification.

If you have any questions, please do not hesitate to contact myself at 8-5045 or Beverly Bartlow-Nieves, Personnel Analyst, at 8-6326.

CAS:BGB

cc: Craig Beck, Director of Public Works
Russell Ficker, Personnel Officer, Department of Public Works
Beverly Bartlow-Nieves, Personnel Analyst, Department of Human Resources