



Memorandum

Date: June 7, 2023

To: Civil Service Commission

From: Salvador Barajas, Personnel Analyst

Subject: **REQUEST FOR PROVISIONAL APPOINTMENT OF OFFICE SERVICES SUPERVISOR – FROILAN DIAZ**

On May 23, 2023, the Civil Service Department received correspondence from Nicole Gross, Administrative Officer – Technology and Innovation Department, requesting Civil Service Commission approval of their provisional appointee, Froilan Diaz to the classification of Office Services Supervisor. Staff has reviewed the request and recommends approval in accordance with Article V, Section 43 of the Civil Service Rules and Regulations and Civil Service Policy 1.02.

Article V, Section 43 of the Civil Service Rules and Regulations allows an appointing authority to request a provisional appointment of an employee “When no priority or eligible list exists for a classification, which has been requisitioned and should no priority or eligible lists exist for comparable or allied classifications suitable for alternate list certification, the Commission may, after review, certify the names of individuals it considers to be qualified for provisional appointment to the classification.”

Facts for Consideration:

- On February 23, 2023, the Civil Service Department approved a request from the Technology and Innovation Department for the Provisional Appointment of one (1) Office Services Supervisor to ensure that essential business functions and operations are completed daily.
- The Office Services Supervisor position is vital to the Department as it supervises and coordinates the City’s Reprographics and Mail Room functions that support City Departments at all levels of the organization. The Office Services Supervisor oversees the Office Services Division and supervises the Office Services Assistant (OSA) III in the mailroom and two OSA II’s in the Reprographics unit. The Supervisor consults with and advises departments on the reproduction of materials, estimates the cost and completion time of requests, schedules jobs, and prepares budgetary, statistical, and equipment analysis reports.



- Following Civil Service Department approval, the bulletin was posted for two weeks, from March 30, 2023, to April 14, 2023. Sixteen (16) applicants applied, and four (4) candidates met the minimum qualifications and were interviewed on May 18, 2023. Mr. Diaz was unanimously selected as the best qualified for the position and will be hired at step 1.
- On May 23, 2023, the Civil Service Department received the Provisional application packet for Mr. Diaz. The application was reviewed by staff who confirmed that Mr. Diaz meets the minimum requirements for the Office Services Supervisor classification.
- Mr. Diaz has signed the Provisional Appointment of Conditions form which outlines the conditions that the provisional appointment is temporary and that he has no guarantee of a permanent appointment. Mr. Diaz is aware that he must also apply and compete in the Civil Service examination process and be placed in a selectable position on the eligible list to be considered for permanent appointment as an Office Services Supervisor.
- Requisition TI23-067 (provisional) was received on March 11, 2023, and has been approved for this request. Requisition TI23-069 (permanent) has been approved and the department is currently working with the Human Resources Department on a classification specification revision.
- The recruitment planning meeting with the hiring department is scheduled for June 6, 2023, and an eligible list is expected during October 2023.

The Technology & Innovation Department and Mr. Diaz have been informed that this request is on today's agenda. A department representative is present to respond to any questions from the Civil Service Commission.



Date: May 22, 2023
To: Civil Service Commission
From: Nicole Gross, Administrative Officer, Technology & Innovation *Nicole Gross*
Subject: Request for Provisional Appointment– Froilan Diaz, Office Services Supervisor

The Technology and Innovation Department (TID) requests the Civil Services Commission's approval for the provisional appointment of Froilan Diaz as Office Services Supervisor. This request is in accordance with Article V, Section 43 of the Civil Service Rules, and Regulations.

The Technology & Innovation Department requested to provisionally fill this position in February 2023. Following Civil Service Department approval, the bulletin was posted from March 30, 2023, to April 14, 2023. Sixteen applicants applied, there were four who met the minimum qualifications, and were interviewed on May 18, 2023. The interview panel consisted of Megan Weeks, Technology Engagement and Support Bureau Manager; Jeffrey Kotch, Acting Customer Services Officer; and Deborah Hill, Assistant Administrative Analyst. Mr. Diaz was unanimously selected as the best qualified for the position and will be hired in a step 1. Furthermore, he understands that the provisional appointment is temporary and has no guarantee of a permanent appointment. He also understands that he must apply through the Civil Service recruitment process to be considered for permanent employment as an Office Services Supervisor.

This position is vital to the Department and to the city as it oversees the City's Reprographics and Mail Room personnel. The Office Services Division is currently short-staffed due to vacancies. An Office Services Assistant II has been juggling reprographics requests while staff from the mailroom have been pulled away from assigned tasks to complete reprographics requests with limited knowledge of the process which causes additional delays to reprographic orders and mail delivery.

The Department has approved Personnel Requisition T123-067 on file with the Civil Service Department for this vacancy to be filled provisionally.

Please contact Nicole Gross, Administrative Officer, at (562) 570-6272 if you have any questions or need additional information.

Attachments: Request for Provisional Appointment – Form 1B
Job Bulletin for Office Services Supervisor (Provisional) Application for
Froilan Diaz
Provisional Appointment Statement of Conditions

**Request for Provisional Appointment
(Request to Recruit)
Form 1A**

INSTRUCTIONS:

Departments seeking to request a provisional appointment as authorized under [Civil Service Rules and Regulations Article V, Section 43](#) and [Civil Service Policy Section 1.02](#), are required to submit both forms 1A and 1B for the provisional request process. Departments shall complete the form in its entirety to ensure timely processing.

PROCESS STEPS:

1. Requesting department will complete Request for Provisional Appointment Form 1A (Form 1A) and attach the following documents to the request:
 - a. Department memo to Civil Service Executive Director providing the reason for the request.
 - b. Job bulletin with supplemental questions and provisional disclaimer language (see page 2 for disclaimer language).
2. Upon approval from the Civil Service Department, the requesting department shall conduct their provisional recruitment utilizing the NEOGOV platform.
3. Once a candidate has been selected for provisional appointment, the department will complete the Request for Provisional Appointment Form 1B.
4. Upon Civil Service Staff review and recommendation for approval, the Request for Provisional Appointment will be placed on the upcoming agenda for the Civil Service Commission (CSC). Departments will be required to attend and respond to any questions that the commission may have regarding the request. Click [here](#) to access the CSC meeting schedule.

BACKGROUND AND VACANCY INFORMATION:

Date of Request: 2/13/23 Requesting Department: Technology & Innovation

Provisional appointment position classification: Office Services Supervisor

Number of provisional appointments being requested: 1

Approved requisition number(s) for **provisional** appointment(s): T123-067

Approved requisition number(s) for **permanent** appointment(s): T123-069

Provide the date the vacancy began and circumstances surrounding the vacancy (i.e. retirement, separation etc.):

Harry Roberts, officially retiring on 02/17/2023, has been using accumulated personal leave hours and vacation hours since 10/04/2022.

Include an explanation of the operational necessity to fill the position and the consequences of this position remaining vacant. Include impacts such as loss of revenue, substantial curtailment of City services and/or City hazards that may present without this position:

Not filling this position will have a negative impact on the timeliness and quality of reprographics requests and mail delivery. The position supervises and coordinates the Reprographics and Mail Room functions that support City departments including the City Manager and Mayor's office. The Office Services Supervisor oversees the Office Services Division which consists of the Mailroom and Reprographics groups. This position supervises the Office Services Assistant (OSA) III in the mailroom and two OSA IIs in Reprographics group. An Office Services Assistant II has been juggling

reprographics requests. Due to two vacancies in the Reprographics section, the task of completing requests has become even more difficult to manage. In addition, we have a vacant OSA III position in the mail room.

Other staff members in the mailroom will be pulled away from assigned tasks to complete reprographics requests with limited knowledge of the process possibly causing additional delays to orders and some mail delivery.

Describe alternatives, if any, that have been used to fill the vacancy (i.e. rotation, use of higher class pay, etc.):

An Office Services Assistant II has been juggling reprographics requests. Due to two vacancies in the Reprographics section, the task of completing requests has become even more difficult to manage. In addition, we have a vacant OSA III position in the mail room.

Pursuant to CSR Article V, Section 43, was consideration given to candidates on an active eligible list of a comparable or allied classification deemed suitable through an alternate list certification? If yes, which classifications? Were dispositions provided for Civil Service staff review?

No eligible list is available.

RECRUITMENT PLAN STRATEGY:

Are you recruiting: internal candidates external candidates both

Is this a promotional recruitment? Yes No

If "yes", list feeder classifications for the promotional opportunity to be notified of the opportunity for the promotional position:

Does a promotional list exist? Yes No

Describe the advertising methods to be used to recruit for this position (i.e. job flyers, websites, etc.)

Job flyer posted on City's website and governmentjobs.com

Length of time recruitment will be open for filing: ~~2 weeks~~ ^{2 weeks SB} Days Weeks

Describe the selection process you will use for the provisional recruitment (i.e. interview or other testing):

Recruitment will be posted on governmentjobs.com for 3 weeks. All candidates that apply will be offered a Modern Hire interview in which they would be required to answer 4-5 questions. The top candidates (5-10 depending on the ranking of the Modern Hire interview scores) will be invited to participate in a virtual panel interview. The top candidate would then be presented to Civil Service for final approval.



Provide the provisional appointment recruitment bulletin information including: 1.) Job duties 2.) Minimum qualifications 3.) Provisional supplemental questions 4.) Copy of most recent job bulletin. If including an attachment, please check here: See bulletin attachment

See Attached Bulletin

DISCLAIMER LANGUAGE:

All provisional recruitment bulletins must contain the following Disclaimer Language in the beginning of the bulletin:

“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. For City Employees: if you hold permanent status in another classification, you will be reinstated back to the position you held before the provisional appointment.”

ATTACHMENTS:

The following attachments must be sent to Human Resources for approval of the Request for Provisional Appointment:

- Memo from the department
- Provisional Request Form 1A
- Job Opportunity Bulletin with supplemental questions

Provide name and contact information for the point of contact for this request:

Nicole Gross, nicole.gross@longbeach.gov 562.570.6272

NEXT SECTIONS TO BE COMPLETED BY HUMAN RESOURCES AND CIVIL SERVICE DEPARTMENTS

HUMAN RESOURCES DEPARTMENTAL APPROVAL:

This provisional request is: Approved Not Approved

Signature of Human Resources Director or Designee: _____ Date: _____

CIVIL SERVICE STAFF REVIEW:

- Staff has confirmed the following requisition number(s) to fill this vacancy(ies): **T123-067**
- Is there is an existing promotional, priority or eligible list that exists for this classification? Yes No
If “yes”, when does it expire? _____
- Are other departments impacted? Yes No
If “yes”, please include impacted department(s): _____
- If a promotional classification, was there an active eligible list concurrent with the vacancy and allowed to expire during the vacancy, with no attempt to appoint from that list, or an active certification that awaits disposition.
 Yes No NA
- If for a promotional classification, has the position been left vacant for at least 60 days? (Exceptions will be made for those promotional positions unable to be filled because of a City Manager imposed hiring freeze.)



Yes No NA

Staff provided notice to requesting department to attend the Civil Service Commission Meeting.

Personnel Analyst processing request: [Maria Cano](#)

This request to recruit is: Approved Not Approved

Date: [02/23/2023](#)



**Request for Provisional Appointment
(For Selected Candidate)
Form 1B**

INSTRUCTIONS:

Departments seeking to request a provisional appointment as authorized under [Civil Service Rules and Regulations Article V, Section 43](#) and [Civil Service Policy Section 1.02](#), are required to submit both forms 1A and 1B for the provisional request process. Departments shall complete the form in its entirety to ensure timely processing.

PROCESS STEPS:

1. Requesting department must have received approval by the Civil Service Department to conduct a Provisional Recruitment. Once a candidate has been selected for provisional appointment, the department will complete the Request for Provisional Appointment Form 1B (Form 1B) and attach the following documents to the request:
 - a. Memo to Civil Service Commission from requesting department to include candidate information.
 - b. Provisional Form 1 A
 - c. Job bulletin with supplemental questions and provisional disclaimer language.
 - d. NEOGOV application submitted by candidate.
 - e. Provisional Appointment Statement of Conditions Form, signed by provisional appointee.
2. Upon Civil Service staff approval, the Request for Provisional Appointment will be placed on the upcoming agenda for the Civil Service Commission (CSC). Departments will be required to attend and respond to any questions that the commission may have regarding the request.

BACKGROUND AND VACANCY INFORMATION:

Date: 5/22/23 Requesting Department: Technology & Innovation
 Provisional appointment position classification: Office Services Supervisor
 Requisition number(s) for provisional appointment(s): TI23-067
 Requisition number(s) for permanent appointment(s): TI23-069
 Name of applicant(s) selected for provisional appointment(s): Froilan Diaz
 Does the appointment of this applicant impact another department; if yes, which department? No

ATTACHMENTS:

The following attachments must be sent to Civil Service Commission for approval of the Request for Provisional Appointment:

- Memo from the department
- Provisional Request Form 1B
- Job Opportunity Bulletin with supplemental questions
- NEOGOV application submitted by candidate
- Provisional Appointment Statement of Conditions Form signed by appointee

Provide name and contact information for the point of contact for this request for appointment:

Deborah Hill, Asst Admin Analyst II - 562-570-6982

NEXT SECTION TO BE COMPLETED BY CIVIL SERVICE DEPARTMENT

- Staff reviewed the provisional appointment request and supplemental forms including provisional appointee's application, signed Provisional Appointment Statement of Conditions, proof of license, education, certificate as applicable.

The provisional appointee: Meets the minimum requirements Does not meet the minimum requirements

If the candidate does not meet the minimum requirements, staff will notify the department.

- Requesting department has been informed that the request is scheduled to be on the Civil Service Commission agenda and meeting information has been provided
- Provisional appointee has been informed of the terms and conditions of the provisional appointment on: 05/22/2023
- Provisional appointee has been informed that the request is scheduled to be on the Civil Service Commission agenda and meeting information has been provided.
- Staff has submitted the provisional appointee packet to the Civil Service Executive Assistant.

Personnel Analyst processing request: _____



Provisional appointment staff recommendation: Approved Not Approved

Date: 05/31/2023



CIVIL SERVICE DEPARTMENT

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: Office Services Supervisor/Provisional

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.

Froilan Diaz

Signature

Digitally signed by Froilan Diaz
Date: 2023.05.22 09:42:54 -07'00'

05/22/2023

Date



City of Long Beach
OFFICE SERVICES SUPERVISOR (PROVISIONAL)

SALARY	\$26.49 - \$36.02 Hourly \$4,591.60 - \$6,243.47 Monthly	LOCATION	City of Long Beach, CA
JOB TYPE	Classified - Full-Time, Permanent	JOB NUMBER	TI23-067
DEPARTMENT	Technology & Innovation - (UC)	DIVISION	TI-ENGMT SUPPORT-OFFICE SVCS
OPENING DATE	03/30/2023	CLOSING DATE	4/14/2023 4:30 PM Pacific

DESCRIPTION



This is a provisional appointment opportunity. 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 would like to be considered for this position permanently, you will be required to complete the Civil Service examination process. If you are not selected to fill the position on a permanent basis, your provisional appointment will be terminated. For City Employees: if you hold permanent status in another classification, you will be reinstated back to the position you held before the provisional appointment.

THE DEPARTMENT

The Technology & Innovation Department (TID) plans and develops the technology infrastructure for the City and provides a centralized resource for technology deployment and support throughout the City. The Department integrates people, processes, and technology to increase the efficiency and effectiveness of City services through the work of its 181 FTEs while operating on a FY 2023 annual operating budget of nearly \$70 million and multi-year capital projects budget of \$101 million. TID is organized into five bureaus: Business Operations, Digital Services, Enterprise Information Services, Infrastructure Services, and Technology Engagement & Support. The Department also manages LBTV, a production studio that develops custom programming and distributes City multimedia content via its broadcast TV station and social media platforms. Additional information about the department is available at www.longbeach.gov/ti.

THE POSITION

The City of Long Beach Technology & Innovation Department (TID) has an immediate opening for a permanent, full-time classified Office Services Supervisor. The position supervises and coordinates the Reprographics and Mail Room functions of the Technology Engagement & Support Bureau. The Office Services Supervisor oversees the Office Services Division which consists of the Mailroom and Reprographics areas. This position supervises the Office Services Assistant (OSA) III Supervisor in the mailroom and two OSA IIs in Reprographics group. This position is responsible for providing reprographics services and mail delivery services to City Departments throughout the City of Long Beach at all levels of the organization.

The City of Long Beach requires all employees to be vaccinated against COVID-19 prior to their first day of employment

unless a medical or religious accommodation is approved by the City of Long Beach's Human Resources Department for the duration of the vaccine mandate.

EXAMPLES OF DUTIES

Under general direction, supervises and coordinates the activities of personnel performing reprographics and mailroom/messenger functions;

Assures that all City departments are billed appropriately for services provided using the Remedy work order system;

Consults with and advises departments on layout, size, color, paper stock, type, and method of reproduction from material to be published;

Estimates cost and completion time for requested work;

Schedules jobs, establishes priorities and deadlines, assigns personnel and equipment;

Instructs, trains, and evaluates employees;

Establishes and adjusts work procedures to meet production schedules;

Orders and maintains adequate supply of paper stock and other supplies and equipment in accordance with established purchasing procedures;

Analyzes and resolves or assists personnel in solving work problems;

Supervises the preparation and maintenance of cost records and billing charges for all activities in the division;

Assists in monitoring the division budget by preparing budgetary analysis and reports;

Prepares statistical and equipment analysis records;

Arranges for contract service;

Observes and enforces safety regulations;

Operates reprographics equipment as necessary; and,

Performs other related duties as required.

REQUIREMENTS TO FILE

- Three or more years of increasingly responsible experience in reprographic operations with specific knowledge of offset printing press operations.
- A valid driver's license and a current DMV driving record must be submitted to the hiring department at the time of the selection.

DESIRABLE QUALIFICATIONS:

- Experience using Microsoft Office applications like Word, Excel and PowerPoint.

SUCCESSFUL CANDIDATE WILL DEMONSTRATE:

- Ability to supervise personnel, plan and organize work effectively, and research budget data;
- Self-starter, dependable, diligent, amenable to performing tasks to advance project goals;
- Ability to exercise tact, judgment, and patience in assisting City staff and outside agencies;
- Ability to accept instruction and evaluation;
- Ability to complete assignments independently, accurately, and on time;
- Excellent organizational skills and ability to demonstrate attention to detail;
- Ability to effectively communicate both orally and in writing;
- Excellent interpersonal skills and the ability to lead and motivate a team;

SELECTION PROCEDURE

This recruitment will close at 11:59 p.m. PST on Friday, April 14, 2023. To be considered, **please apply online under "Current Openings" with your cover letter and resume as PDF attachments at: www.longbeach.gov/jobs**

For technical support with your governmentjobs.com application, please contact (855) 524-5627.

Applications will be reviewed for depth and breadth of experience, and for level and relatedness of education (if applicable). The most qualified candidates will be invited to participate in further selection procedures. The selected candidate will be required to go through a background check and Occupational Health Services screening prior to appointment. Incomplete applications or applications that do not meet the minimum requirements will not be considered.

EQUAL OPPORTUNITY:

The City of Long Beach is committed to creating a workplace where every employee is valued for who they are. Having our workforce reflect the diversity of our community at various levels of the organization is a continuous goal embraced by our departments, management staff, and policymakers. To support efforts of fairness and diversity, City Leadership is committed to incorporating equity and inclusion into our work by supporting staff and community partners. We are committed to promoting transparency by publishing updated demographic information for employees, including workforce diversity data and pay by race and gender.

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) 570-6272 or email TIRecruitments@longbeach.gov

This information is available in an alternative format by request at (562) 570-6202. For hearing impaired, call (562) 570-6638.

An Equal Opportunity Employer.

Agency

City of Long Beach

Department

Technology & Innovation - (UC)

Address

411 W. Ocean Blvd, 7th Fl

Long Beach, California, 90802

Phone

(562) 570-6455

Website

<https://www.governmentjobs.com/careers/longbeach>

OFFICE SERVICES SUPERVISOR (PROVISIONAL) Supplemental Questionnaire

***QUESTION 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 information stated in the statement above?

- Yes
- No