

**Memorandum**

**Date:** October 11, 2023

**To:** Civil Service Commission

**From:** Levi Sinkler, Personnel Analyst

**Subject: REQUEST FOR EXTENSION OF PROBATIONARY PERIOD FOR BENJAMIN LANDEROS, CUSTOMER SERVICE REPRESENTATIVE III**

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Correspondence has been received from Diana Tang, Assistant General Manager, Department of Long Beach Utilities, requesting Civil Service Commission approval to extend the probationary period of Benjamin Landeros, Customer Service Representative III, for three months. Staff has reviewed the request and recommends approval in accordance with Article V, Section 41 (2) of the Civil Service Rules and Regulations and Civil Service Policy 1.01 Section B (1).

**Facts for Consideration:**

- Civil Service Policy 1.01 Section B (1) provides for an extension of the probationary period if the employee has been unable to meet performance standards required by the job in "an instance where the probationary training program was insufficient because of lack of work, materials or other unforeseen physical limitation(s) of the job itself.."
- On May 8, 2023, Mr. Landeros was hired as a Customer Service Representative III with the Long Beach Utilities Department.
- Customer Service Representative III positions assigned to the Call Center Division within the Department require the successful completion of an in-house training program, consisting of a six-to-eight-week structured classroom training, as well as practical call center shadowing and on-the-job training, prior to passing probation.
- The structured classroom training was interrupted due to operational obligations of the trainer(s) and a third-party Customer Service training that has previously been provided to all Customer Service Representatives.



- Mr. Landeros is scheduled to pass probation on or around November 8, 2023. He now requires additional time for one-on-one refreshers of processes and transactions he is challenged by.
- As of the last pay period ending September 23, 2023, Mr. Landeros had 284 hours remaining of his probationary period having already completed 760 probationary hours.
- On September 27, 2023, an Employee Performance Appraisal was completed for Mr. Landeros and is on file with the Civil Service Department.
- Granting the extension of probation would allow Mr. Landeros time to improve in the areas noted in his evaluation that require improvement and would be in the best interest of the City.

### **Recommendation**

Staff has reviewed the request and recommends approval of the Request to Extend Probation for three months or 522 scheduled work hours. The Long Beach Utilities Department and Mr. Landeros 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.



## MEMORANDUM

Date: September 12, 2023

To: Civil Service Commission

From: Diana Tang, Assistant General Manager, Long Beach Utilities

Subject: **REQUEST FOR EXTENSION OF PROBATION - BENJAMIN LANDEROS**

The Long Beach Utilities Department (Department) respectfully requests that the Commission grant a probationary extension to Benjamin Landeros, Customer Service Representative III, in accordance with Section 41, Subsection (2) of the Civil Service Rules and Regulations and Section 1.01 of the Civil Service Policies and Procedures.

Mr. Landeros was appointed from the eligible list as a Customer Service Representative III on May 8, 2023, with the Long Beach Utilities Department. The Customer Service Representative III positions assigned to the Call Center Division require the successful completion of an in-house training program, which consists of a six-to-eight-week structured classroom training, as well as practical call center shadowing and on-the-job training, prior to passing probation.

Mr. Landeros' probationary period is scheduled to conclude on approximately November 8, 2023. The structured classroom training was interrupted due to operational obligations of the trainer(s) and a third-party Customer Service training that was provided to all Customer Service Representatives. It is requested that an extension be granted for an additional three months of probationary time to ensure Mr. Landeros' is provided with additional time for one-on-one refreshers of processes and transactions he is challenged by.

Thank you for your consideration of this request. If you have any questions, please contact me at (562) 570-2302 or Diana.Tang@lbwater.org.

**CIVIL SERVICE DEPARTMENT**  
**REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES**

**REQUEST FOR EXTENSION OF PROBATION**

Civil Service Rules and Regulations Civil Service Commission Policy	Section 41 (2) Section 1.01
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Form completed by: _____ Name/Title/Department		Date: ____ - ____ - ____  To be completed by department	Civil Service Dept. Verification
<b>Section 1: To be completed by requesting department.</b>			
A requisition is not required.		   	   
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
<b>Section 2: Points to be addressed in request:</b>			
Formal name and current classification title of employee. Benjamin Landeros, Customer Service Representative III		   	   
Summary of employee's work history, specifying all classification titles and dates, including date(s) permanent status was attained in each classification.		   	   
The date the employee will complete probation. Date: _____ 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.		   	   
Which policy criteria is being utilized and how the request meets the criteria required in the policy.		   	   
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.)		3 months	522
The following should be in attendance at the Civil Service Commission meeting: <ul style="list-style-type: none"> <li>• Requesting department.</li> <li>• The impacted employee's attendance is optional.</li> </ul>		   	   
<b>Notes:</b>			
<b>SUGGESTED ACTION:</b>			