



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**

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 Section 41 (2)
Civil Service Commission Policy Section 1.01

Form completed by: _____ Date: ____ - ____ - ____
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.

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. 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

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

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

Notes:

SUGGESTED ACTION: