



Civil Service Department

Request for Extension of Non-Career Hours Form

PURPOSE:

To request the extension of hours for a non-career position. A non-career position is an unclassified position in which duties are of a temporary or as needed nature and does not exceed 1600 hours within their twelve-month anniversary period.

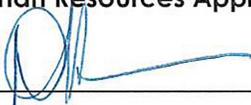
RELEVANT RULES AND REGULATIONS/POLICY:

Civil Service Rules and Regulations Section 49 and [Civil Service Policy Section 2.32](#):

“The termination dates of provisional appointees and of appointees to non-career positions may be extended at the discretion of the Commission if the extensions are deemed necessary in order for the appointing department to function and/or provided that permanent appointments to those positions which are, in fact, permanent, are being actively pursued.”

PROCESS:

- Requesting department should contact Civil Service Deputy Director to determine if the request is needed.
- Requesting department completes Extension of Non-Career Hours Form.
 - Electronic version of the form is submitted to Human Resources for initial approval.
 - The requesting department completes Section I of this form. Civil Service completes Section II of this form.
- Non-Career Hours Request Form emailed to Civil Service Department Executive Assistant.
- Non-Career Hours Request will be placed on the agenda for the upcoming Commission meeting.
- At Commission meeting, department is present to address questions from the Commission.
- Commission Approves/Denies request.

Human Resources Approval	
	<u>2/11/2021</u>
Director or Designee	Date

SECTION I. REQUESTING DEPARTMENT COMPLETES THIS SECTION:

DATE FORM COMPLETED: February 10, 2021 **DEPARTMENT:** Development Services

NAME AND CLASSIFICATION TITLE OF EMPLOYEE: Rachel Rivera, Customer Service Representative II - NC

Summary of employee’s work history specifying all classification titles and dates:

Customer Service Representative II – NC – 04/27/2020 to Current

Summary of duties performed by employee: The core responsibilities of the Customer Service Representative II are to interact with customers, City personnel, or inspection personnel by telephone or in-person regarding permit questions and problems; enter, access, and review permit information to support the processing of payments utilizing proprietary permitting software; receive payments, make change and issue receipts; perform collection efforts on returned checks; issue refunds; research, file and record accounts and files, and prepare appropriate correspondence and reports; and, performs other related duties as required.

Anniversary Date (date when employee reaches 1600-hour threshold): 04/27/2021

Number of hours left to reach 1600 hours: 439 as of 1/15/2021

Number of additional hours requested: 75 hours

Explain why the additional hours are needed for the department to function.

The Permit Center is short staffed with 4 vacancies in Central Files, 2 vacancies in Permit Center Counter and an employee in Cashier who is on a leave of absence. This position will allow us to continue to provide excellent customer service to the public and reduce our dependence on contractors while we wait for a new Permit Technician list from Civil Service.

Also, due to COVID 19 closure of City Hall, the Permit Center staff is experiencing an increase in answering customer phone inquiries and processing online transactions. Should Civil Service Commission approve the request for an additional 75 hours, this will allow us to continue providing customers with a quicker response time and shorter wait time in the queue and reduce our dependence on contractors.

If applicable, is there a permanent appointment being recruited?

Yes Not applicable (new recruitment not required)

If yes, what is the requisition number? Click or tap here to enter text.

Was there a prior non-career extension requested for this employee? Yes No

SECTION II. CIVIL SERVICE COMPLETES THIS SECTION:

- Request received by Civil Service. Date Received:** 02/10/2021
- Anticipated recruitment timeframe (if applicable, include requisition number):** 02/10/2021 - 02/10/2021
- Non-career hours completed as of the last recorded pay period:** As of PPE 02.12.2021- 1267
- Provide notice to requesting department to attend Civil Service Commission Meeting.**
- Provide notice to employee of Request for Extension of Non-Career Hours scheduled to be on the Civil Service Commission agenda. Notify the employee of attendance options.**
- Suggested Action:** Staff Recommends Approval.



Date: March 3, 2021
To: Civil Service Commission
From: Sylvana Tamura, Personnel Analyst
Subject: COVID-19 RELATED- REQUEST FOR EXTENSION OF NON-CAREER HOURS- RACHEL RIVERA, Customer Service Representative II (NC)

On February 11, 2021, the Civil Service Department received correspondence from Francisco Davila, Administrative Officer, of the Development Services Department, requesting Civil Service Commission approval to extend the non-career hours for Rachel Rivera, Customer Service Representative II, in the Permit Center Division.

Facts for Consideration:

- Article V, Section 49 of the Civil Service Rules & Regulations allows an appointing authority to request an extension of a non-career employee's appointment, "...if the extensions are deemed necessary in order for the appointing department to function".
- Ms. Rachel Rivera was hired on April 27, 2020, as a non-career Customer Service Representative II, with the Permit Center Division of the Development Service Department to serve and support the Permit Center Division with oversight while the vacancies for Permit Technician are recruited for and filled in the coming months. In addition, an employee in the Classified position of Customer Service Representative is out on a leave of absence adding to the short staffing in the Division.
- On March 4, 2020, the Director of Public Health for the City of Long Beach and the County of Los Angeles declared a public health emergency in response to the threat of spread of the novel coronavirus commonly referred as COVID-19.
- As a result of City Hall closures, the Permit Center Division has experienced a high volume of customer inquiries and permit transactions requiring staff to expedite services on a timely manner. The Building & Safety Bureau and its Permit Center staff members rely on a consistent level of customer service to provide administrative assistance and cashiering to both its internal and external customers.
- As of pay period ending 02/12/2021, Ms. Rachel Rivera has a remaining 333 hours of the allotted 1600 non-career hours.

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- The Development Services Department is requesting that an extension be granted for an additional 75 hours, which will allow Ms. Rivera to continue to provide her customer service duties through April 27, 2021.
- Granting the additional hours will ensure administrative oversight coverage with customers inquiries and resolution to issues with permit transactions.

RECOMMENDATIONS

Staff has reviewed all documentation in support of this request and in accordance with Article V, Section 49 of the Civil Service Rules and Regulations and Civil Service Policies and Procedures 2.32, staff recommends the approval of this request.

Development Services Department has been informed that this request is on today's agenda. A department representative is available to respond to any questions from the Civil Service Commission.

Date: February 11, 2021
To: Civil Service Commission
From: Francisco Davila, Administrative Officer, Development Services
Subject: **Extension of Non-Career Hours - Rachel Rivera**

The Department of Development Services, Building and Safety Bureau, Permit Center Division, is requesting Civil Service Commission approval to extend an additional 75 non-career hours for Rachel Rivera, Customer Service Representative II - NC, in accordance with Civil Service Rules and Regulations Article V, Section 49 and Civil Service Policy Section 2.32.

Currently, the Permit Center has six Permit Technician vacancies. Additionally, the Permit Center has a Customer Service Representative out on leave of absence.

Ms. Rivera was hired with the Department of Development Services as a Customer Service Representative II - NC on April 27, 2020 to assist with permit center duties. As of January 15, 2021, Ms. Rivera has used 1161.0 hours out of her allotted 1600 annual hours. Her allotted hours are set to expire around April 13, 2021. In order to ensure adequate coverage, we are requesting an additional 75 hours to get her through her anniversary date of April 27, 2021.

The Permit Center and subordinate staff rely heavily on the CSR positions to provide consistent, efficient customer service support. The CSRs are often the first point of contact for citizens to resolve customer issues and advise citizens about the next steps to take; and they also are responsible for the cashiering and central files functions of the Permit Center. This position will allow us to continue to provide excellent customer service to the public and reduce our dependence on contractors while we wait for a new Permit Technician list from Civil Service.

Also, due to COVID 19 closure of City Hall, the Permit Center staff is experiencing an increase in answering customer phone inquiries and processing online transactions. Should Civil Service Commission approve the request for an additional 75 hours, this will allow us to continue providing customers with a quicker response time and shorter wait time in the queue and reduce our dependence on contractors.

Thank you for your consideration. Should you have any questions, please contact Francisco Davila, Administrative Officer at (562) 570-7744.

cc: Personnel File

Human Resources Approval	
	<u>2/11/2021</u>
Director or Designee	Date

