



## Memorandum

**Date:** March 15, 2023

**To:** Civil Service Commission

**From:** Levi Sinkler, Personnel Analyst

**Subject:** **REQUEST FOR REINSTATEMENT OF SHANNON SIAOSI TO CUSTOMER SERVICE REPRESENTATIVE ELIGIBLE LIST**

On February 27, 2023, the Civil Service Department received correspondence from Christopher J. Garner, General Manager – Long Beach Utilities, requesting Civil Service Commission approval to return the name of Shannon Siaoosi to the Customer Service Representative eligible list. Staff has reviewed the request and recommends that the Commission authorize the return of his name to the eligible list in accordance with Article VII, Section 90 of the Civil Service Rules and Regulations.

### Facts for Consideration:

- Mr. Siaoosi was hired from the Customer Service Representative eligible list established May 11, 2022.
- Mr. Siaoosi was appointed to Customer Service Representative III on October 3, 2022 and was released during his probationary period on January 26, 2023.
- Mr. Siaoosi was unable to satisfactorily perform the duties of a Customer Service Representative III.
- The department believes that Mr. Siaoosi may be successful in a Customer Service Representative position that is less complex than grade III.
- The eligible list is currently scheduled to expire on May 10, 2023.
- Upon approval by the Civil Service Commission, Mr. Siaoosi's name will be returned to the existing eligible list from which he was originally certified.

Mr. Siaoosi and the Long Beach Utilities Department has been informed that this request is on today's agenda and a department representative is present to respond to any questions from the Civil Service Commission.






MEMORANDUM

Date: February 27, 2023

To: Civil Service Commission

From: Chris Garner, General Manager, Long Beach Utilities 

Subject: Request to Return Shannon Siaosi to the Customer Service Representative Eligible List

The Long Beach Utilities Department requests that the Civil Service Commission return Shannon Siaosi to the existing Civil Service eligible list for Customer Service Representative in accordance with Article VII, Section 90, of the Civil Service Rules and Regulations and as requested by Mr. Siaosi in an email dated February 17, 2023 (attached). Mr. Siaosi may be capable of performing in another assignment within the City of Long Beach.

Mr. Siaosi was appointed to Customer Service Representative III on October 3, 2022. He was unable to satisfactorily perform the duties of Customer Service Representative III in our Call Center operations, which is a demanding position that receives a significant call volume, requires multi-tasking between several platforms, and being able to interpret policies and procedures efficiently to assist utility customers. Although Mr. Siaosi did not meet the expectations of this position, the Department believes he could potentially be successful in another, less complex assignment within this classification. Mr. Siaosi was released from his probationary period effective January 26, 2023 and did not have permanent status in any other classification.

If you have any questions, please contact Sandra Aguilar, Administrative officer, at extension 8-2043.

Attachment

cc: Sandra Aguilar, Personnel Officer

**Jacqueline Ramirez**

---

**From:** Shannon Siaosi <shannonsiaosi@gmail.com>  
**Sent:** Friday, February 17, 2023 11:16 AM  
**To:** Jacqueline Ramirez  
**Subject:** Eligibility list

**-EXTERNAL-**

Hi Jacqueline,

Per our phone conversation today, this is my formal written request to be placed back on the eligibility list for the City of Long Beach.

Please advise if there is anything else required from me at this time.

Regards,

Shannon V. Siaosi