



Civil Service Department

Request for Selective Certification Form

PURPOSE:

To request a selective certification for a department.

RELEVANT RULES AND REGULATIONS/POLICY:

Civil Service Rules and Regulations Section 28:

“When a vacancy occurs in a classification composed of more than one position and an appointing authority informs the Commission, in writing, that the vacant position requires, in addition to the classification's minimum qualifications, special skills, knowledge, or abilities not required of other employees in the classification, the Commission, at its discretion, shall authorize the Executive Director to certify only the names of those on the eligible list who possess the particular skill, knowledge or ability. Authorization for certification under this section shall be granted if the Commission considers the written justification provided by the appointing authority to be satisfactory. Otherwise, certification shall be in accordance with Section 27 of these rules and regulations.”

PROCESS:

- Requesting department should contact Civil Service Deputy Director to determine if the request is needed.
- Requesting department completes the request for selective certification.
 - The requesting department completes Section I of this form and Civil Service completes Section II of this form.
- Request Form emailed to Civil Service Department Executive Assistant
- 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.

SECTION I. REQUESTING DEPARTMENT COMPLETES THIS SECTION:**DATE FORM COMPLETED:** 9/015/2021 **DEPARTMENT:** Technology & Innovation**REQUISITION NUMBER:** TI21-070 **TITLE OF THE CLASSIFICATION:** Business Systems Specialist III (Digital Services Specialist)**Form completed by:** April Turnbull, Administrative Analyst III**Number of vacancies to be filled by the selective certification request:** 1 vacancy**Describe the specific skills that are being requested.** User-experience (UX) design; user-centered service design; Experience with agile development processes; Customer journey mapping; Expertise in user group research and engagement; Expertise in designing and prototyping user workflows**Describe the reason for the need of the specific skill.** User-centered digital service design requires highly specialized experience, expertise, and focus and the City is in the midst of developing and executing a Digital Services Strategy.**Do other employees in the work area have the requested skill?** ☐ Yes ☒ No**How much time will the employee be required to use the skill?** 100%**Will this replace an employee with the same skill?** ☐ Yes ☒ No**Describe how the specific skill was assessed.** We would look for candidates that have certifications, educational and/or work experience in these areas. Relevant certificates could include but not be limited to UX Design Certificate or Agile Project Management Certificate. There are also educational programs and bootcamps in UX/UI service design. The skill will be assessed by asking questions about the anticipated technical aspects of the job. Basic/low-level skills will be assumed, but more robust knowledge of UX design principles and processes and familiarity with user research and design techniques will be discerned by asking technical questions in the supplemental questionnaire on the application and in the selection interview.**Was the specific skill identified on the job opportunity bulletin as a desirable qualification?** ☐ Yes ☒ No**Will this request require a new recruitment and eligible list?** ☒ Yes ☐ No**SECTION II. CIVIL SERVICE COMPLETES THIS SECTION:**☒ **Request received by Civil Service. Date Received:** 09/16/21☒ **Requisition submitted:** ☒ Yes ☐ No **Requisition is in route to the Civil Service Department**☒ **Was the specific skill identified on the job opportunity bulletin as a desirable qualification?** ☐ Yes ☒ No☒ **Verify that specific skill was assessed (i.e. supplemental questions, examination, etc.).** **Current eligible lists will be surveyed. Those found to have the specialized skills, will be referred to the selective certification requisition.**☒ **Will this request require a new recruitment and eligible list?** ☐ Yes ☐ No **Should those surveyed on the current eligible list not provide the Technology and Innovation department with a candidate who possesses the special**



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skills needed to fill the vacancy, Civil Service staff is prepared to open a working title recruitment to identify and recruit for the specialized skills needed to fulfill the needs of the department.

- ☒ **Provide notice to requesting department to attend Civil Service Commission Meeting.**
- ☒ **Suggested Action:** Staff recommends approval.



Memorandum

Date: September 29, 2021

To: Civil Service Commission

From: Desiree Davalos, Personnel Analyst

Subject: Request for Selective Certification – Business Systems Specialist III

Correspondence has been received from Lea Eriksen, Director, Technology & Innovation, requesting the Civil Service Commission authorize the selective certification from the Business Systems Specialist eligible list for individuals with experience, knowledge, and training related to user-centered digital service design. This special skill would include experience with agile development processes, customer journey mapping, proficiency in user group research and engagement, and expertise in designing and prototyping user workflows. The City is in the midst of developing and executing a Digital Services Strategy, and this position will be needed to help support this strategy.

Facts for Consideration:

- Currently there are 9 eligible lists for Business Systems Specialist I-VII. A total of 308 candidates were placed on these eligible lists. Eleven have been selected and 297 remain on the list.
 - The current eligible lists will be surveyed, and candidates will be asked to complete a supplemental application which will provide staff with sufficient information to determine their eligibility for the selective certification.
 - Should the selective certification be approved, those one the eligible list who are determined to have the special skills will be certified to the selective certification requisition in accordance with Article 4, Section 28 of the Civil Service Rules and Regulations, should Commission approve the request.
- Should those surveyed on the current eligible list not provide the Technology and Innovation department with a candidate who possesses the special skills needed to fill the vacancy, Civil Service staff is prepared to open a working title recruitment to identify and recruit for the specialized skills needed to fulfill the needs of the department.

Staff has reviewed this request and recommends approval of the selective certification in accordance with Article IV, Section 28 of the Civil Service Rules and Regulations and Section 2.26 of the Civil Service Commission Policies and Procedures.



Personnel requisition TI21-070 requesting this Business System Specialist III position is in route to the Civil Service Department.

The Technology & Innovation Department has been informed that this request is on today's agenda. A department representative will be present to answer any inquiries for the Civil Service Commission.



Date: September 15, 2021

To: Civil Service Commission

From: Lea Eriksen, Director, Technology & Innovation *LE*

Subject: REQUEST FOR SELECTIVE CERTIFICATION – BUSINESS SYSTEMS
SPECIALIST (DIGITAL SERVICES SPECIALIST)

The Technology and Innovation Department requests your approval for Selective Certification in the classification of Business Systems Specialist (working title Digital Services Specialist).

Requisition TI21-070 has been submitted for approval to permanently fill one vacancy. The skills, knowledge, and abilities for this position differ significantly from the majority of the Department's other Business Systems Specialists, including but not limited to, experience, knowledge, and training related to User-experience (UX) design; user-centered service design; agile development processes; Customer journey mapping; user group research and engagement; and designing and prototyping user workflows.

Therefore, selective certification is required. This request is in accordance with Article IV, Section 28 of the Civil Service Rules and Regulations. The additional specialized skills will be assessed by asking technical questions related to the position in the supplemental questions and during the selection interview.

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

cc: Maura Ventura, Business Operations Bureau Manager
Nicole Gross, Administrative Officer

