

CITY OF LONG BEACH



DEPARTMENT

M E M O R A N D U M

Working Together To Serve

Date: September 13, 2016
To: Civil Service Commission
From: Sandra Aguilar, Personnel Officer, Long Beach Gas & Oil Department
Subject: REQUEST FOR SELECTIVE CERTIFICATION

The Long Beach Gas and Oil Department requests your approval for selective certification of the Customer Service Representative eligible list in accordance with Article IV, Section 28 of the Civil Service Rules and Regulations. The Department requests selective certification of candidates with bilingual Spanish speaking abilities.

The Customer Service Division has two vacancies for Customer Service Representatives. The Department is requesting selective certification for one of those two vacancies, based on operational needs, and to replace Roxana Martinez, a bilingual Customer Service Representative that has resigned from this position. Approved requisition GO 16-051 to fill this vacancy has been received and is on file in the Civil Service Department.

The LBGO Call center receives on average 250 calls per day from Spanish speaking callers regarding their utility services. Currently, the Call Center has eight employees that are qualified to answer these calls from Spanish speaking customers. The request will not replace any existing employees who are qualified and compensated as Spanish bilingual. If we are unable to staff our call center with a sufficient amount of bilingual Customer Service Representatives, our utility customers will be impacted by delays in service and longer wait times.

The English/Spanish bilingual speaking ability was identified as a Desirable Qualification on the job opportunity bulletin during the most recent administration of the Customer Service Representative examination. The Department does not anticipate generating a request for a new eligible list, as we intend to use the current eligible list of candidates. The Department is unsure of how many, if any, candidates on the eligible list possess the requested aptitude.

If you have any questions, please contact me at (562) 570-2043.

CIVIL SERV. DEPT. - RCOD

SEP16'16 AM 8:05

Human Resources Approval


Director or Designee9/15/16
Date

CIVIL SERVICE DEPARTMENT
REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

REQUEST FOR SELECTIVE CERTIFICATION

Civil Service Rules and Regulations Section 28
Civil Service Commission Policy Not Applicable

Form completed by: Anja Jacobsen, Administrative Analyst, LBGO
Name/Title/Department

Date: 09/13/16

Section 1: To be completed by requesting department.

To be completed by
department

Civil Service
Dept
Verification

A requisition is required. The requisition number is: # 16-051.
Has the requisition been received in the Civil Service Department?

Yes

DM

Title of classification.

CSR

DM

Number of vacancies to be filled by this selective certification request.

1

DM

The specific skills that are being requested.

Bilingual-
Spanish

DM

The reason for the need for specific skill.

Utility Call
Center

DM

If the specific skill has been assessed.

No

When the need for the specific skill was identified.

As needed,
due to staffing
changes

DM

Was the specific skill identified on the job opportunity bulletin as a desirable qualification?

Yes

DM

If the request will require generation of a new eligible list.

No

DM

Quantification of the need for the request.

- Do other employees in the work area have the requested skill?
- How much time will the employee be required to use the skill?
- Will this replace an employee with the same skill?

Yes
Daily
No

DM
DM
DM

Attendance at the Civil Service Commission

- Requesting department.

DM

Notes:

*Staff recommends approval of the request.
Department is aware that the request is on
CSC agenda for October 5, 2016*