



THE CITY OF
COLUMBUS

ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

COMMISSION COMMENTS

Résumé and Ré-su-May-Not

Volume 15, Issue 3
Third Quarter, 2016

Shortcuts. Everyone loves them. They are supposed get you to your destination faster than the normal route. But sometimes, shortcuts cost you more than the time they save (like getting a flat tire from driving your car through a field). When applying for a job with the City of Columbus, trying to take a shortcut on the application can be *very* costly; it could result in being denied for a job for which you are a perfect fit.



the City of Columbus. Some current and past employees try to take a shortcut by assuming we will recognize their name or job title and

automatically approve them. We cannot. The same job title can vary in duties from department to department.

We **DO** recommend applicants attach a résumé to their profiles so that the hiring department may access it later in the hiring process, if needed.

The most common shortcut applicants attempt is to attach a résumé to the application and not fill anything in under the "work experience" section. These speedsters assume that since the information is in their résumé, that they've found a faster way to apply. However, Commission rules are very specific: [we cannot accept résumés in place of a completed application.](#)

The first thing we look for when we review applications is if you demonstrated that you possess the minimum qualifications for the position. Each application submitted must include the specific information required to be approved. This may be education, experience, or a combination of both. If the work experience section is blank, the application is rejected. This is true even if your prior experience is with

Other Application Tips:

- ◆Provide the proper documentation including a diploma or transcript where appropriate.
- ◆Be sure you are clear in the wording of your job duties.
- ◆Avoid using jargon specific to your agency or profession.
- ◆Provide accurate dates to demonstrate the length of time your experience includes.
- ◆Keep your contact information up to date so you can be contacted.

One of the responsibilities of the Civil Service Commission is to ensure that all candidates have an equal opportunity of employment. Be sure to provide all requested information (not just a resume) so you do not miss YOUR opportunity!

Inside this issue:

Ask Eyestein	2
Veteran's Preference Points	2
Training & Experience Evaluations	3
Meet the Staff	4
Then & Now	4

**There is no
elevator to
success.
You have to
take the
stairs.**

- Unknown

???Ask Eyestein???

Dear Eyestein:

I'm so confused. What kind of transcript do I need to bring with me to the test? Does it have to be the one with the raised seal in a sealed envelope?

Signed, Student Copy

Dear Copy:

We need an "official copy" from your school. Official copies always have the signature of the registrar. We cannot accept a transcript marked "unofficial," "advising copy," or "student copy." However, it does not need to have the raised seal or be in a sealed envelope. If you do bring us one of those, we will break the seal, scan it in, attach it to your NEOGOV profile while you are taking your exam, and return it to you as you leave the test center. Most schools provide you with at least one official copy upon graduation. If you have misplaced yours, contact your school to get a new one; you will likely need it again in the future. Many colleges are happy to email official versions that you can print out, attach to your profile, or forward on to us.

Dear Eyestein:

I was told to bring a copy of my diploma to the test; I gave it to the lady at the check in. But, later I got a voicemail that said they needed a transcript. Why didn't they just tell me to bring that to begin with?

Signed, First Degree Burn

Dear Degree:

We apologize for the inconvenience of providing additional information. The diploma you turned in on test day did not show your major. The minimum qualifications for that job required a degree in a specific field of study; we needed verification of your field of study in order to move you forward in the hiring process.

A transcript is the next most common document that would show this information.

Unfortunately, this is happening more often lately; we have noticed that some recent diplomas no longer show the major. When you apply in the future, be sure to check what the minimum qualifications

require. Some jobs only require that you have a degree and the field of study does not matter; however, if a specific degree is listed and your diploma does not include that information, you will need to turn in an official copy of your transcript.

Dear Eyestein:

A co-worker and I carpooled to the same test last week. I had to bring a copy of my diploma --but she didn't. She said she turned it in with her online application. How can I do that?

Signed, Diplo-Me-Too

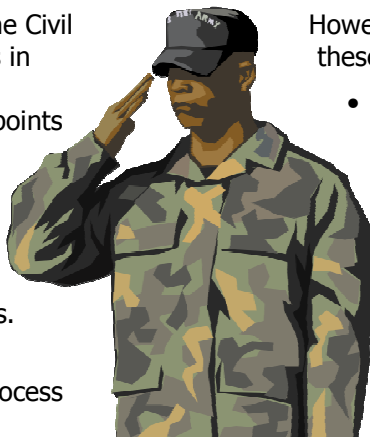
Dear Too:

It is very easy to add your diploma or other attachments (such as certifications or military documents) when you apply online. The next time you apply for an exam or vacancy, take note of the sections on the application listed on the left side of your screen. Click on the box that says *Attachments* and then choose *Supplemental Attachments*. You will need to indicate what type of attachment you are adding (resume, license, transcript, DD214, other, etc.), click *Upload*, and then browse to select the item from your computer. Add any additional attachments and then click *Next*. When you submit your application, your attachments are added to your application. It is quick and easy and you won't need to worry about looking for documents as you head out the door to take your test. These documents are also saved in your profile and accessible the next time you decide to apply with us.

The "Fine Print" on Veteran's Preference Points

Veteran's preference points are provided by the Civil Service Commission to assist service members in returning to the workforce. With proper documentation, service members can have 5 points added to their passing score on the examination. With additional documentation, an additional 5 points (10 points total) can be added for disabled veterans. This could be helpful in being considered for a position sooner in the process.

Once the points are used and the candidate becomes a City of Columbus employee, the process is complete.



However, there are limitations to applying these points:

- Points can only be used one time (unless employment was terminated as a result of a layoff)
- Points cannot be used for promotional examinations

For more information on Veteran's Preference Points visit our website at www.columbus.gov/civilservice/public-forms

Training & Experience Evaluations Explained

To determine what should be on a test, Civil Service analysts conduct a job analysis for the classification. The job analysis tells them what a good candidate needs to know or be able to do on the first day of employment. Sometimes the results of a job analysis indicate that the most important thing a candidate needs on day one is to have a certain level of training or experience performing certain tasks. Specific tasks can be difficult or inefficient to test in large groups (imagine a test on how well over 100 candidates can "rake and mulch leaves"!), so the analyst may utilize a type of test called a "Training & Experience Evaluation" (T&E).

The T&E is typically only one part of the exam. It is usually sent to the candidate as an attachment to the letter that invites them to our test center to take the rest of the exam. The candidate is expected to complete the T&E at home and bring it with them on test day.

The "Training" part of the test is a list of types of training, certifications, and schooling that were found appropriate for the classification. If you have any of the training listed, you are expected to check the block **and provide documentation of the training**. To receive credit for the training, the supporting documents must be attached.



The "Experience" part of the test asks you to list how many times you have performed certain tasks at each job you've had. In order to ensure that you receive credit for the experience that you claim on the evaluation, you must provide complete and accurate information regarding your employment history. Fill in **ALL** blanks with the information requested. If any employment information is missing, the job and all associated points for that job may count for zero credit. An example of a completed form is shown below.

Some candidates misunderstand how to determine the number of times they have performed a task. Here are some pointers to help you:

- Read and understand the task. For example, "raked and mulched leaves"

- Look at the time period you worked at the specific job, and think about how often you performed that task. Did you do it year round, or just one season? Did you do it every day? Every week? Twice a week?

- In our example of "raked and mulched leaves," let's say you have done it every day for 2 months of the year at a job you worked at for 3 years. The calculation would look like this: *5 days (every day of a regular work week) x 4 weeks (4 weeks in a month) x 2 months x 3 years = 5 x 4 x 2 x 3 = 120 times*

- Do NOT write in a number with a "+" sign after it, i.e. "10+" or "100+". If you do, you will only receive credit for "10" or "100." It is to your benefit to take the time to figure out an accurate number.

- A work year generally equals 250 work days or 50 weeks (52 weeks in a year, minus 2 weeks of vacation)

If you ever have a question about one of our testing forms, we encourage you to call the test center at (614) 645-7439 and ask! It is always better to have us walk you through it rather than filling it out wrong and missing points that you deserve.

EXAMPLE

Candidate ID:

0	1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---	---

Name of Employer: Big Works, Inc
 Employer Address: 3665 Garden Street City/State: Alcove, Ohio 43000
 Job Title: Senior Gardener Full Time: ☒ Part Time: ☐
 Dates of Employment (mo & yr): From: Apr 1992 To: Aug 1992 Hrs worked per week 40
 Supervisor/Owner: George Parks II Employer Phone: (611) 800-7888
 Briefly describe your job duties: Performed gardening duties such as mowing, raking, mulching, and edging, pruning shrubbery and trees. Sodded and seeded fields and grounds

Indicate in the space provided the total number of times you performed each task while employed in this job. Do NOT mark tasks you did not perform on this job.

# times performed	Task
<u>50</u>	1. operated a farm-type tractor with mower and/or other attachments controlled by power take-off
<u>50</u>	2. operated a van, pick-up or dump truck as needed to transport materials
<u>15</u>	3. raked and mulched leaves
<u>40</u>	4. operated various hand and power tools such as edgers, lawn sweepers and pruners
<u> </u>	5. performed custodial duties such as maintaining restrooms, trash dumps, or shelter houses
<u> </u>	6. served as a lead worker over other employees responsible for park maintenance, gardening, lawn care or golf course maintenance
<u>10</u>	7. prepared ground for seeding or sodding
<u> </u>	8. assisted in oiling parklands, roadways and/or parking lots

CIVIL SERVICE COMMISSION

Main Office and Test Center

77 North Front Street
Columbus, Ohio 43215-1895
614-645-8300
CivilService@columbus.gov
Fax: 614-645-8379

Piedmont Test Center

750 Piedmont Road
Columbus, Ohio 43224-3266
614-645-0848
PoliceFireTesting@columbus.gov
Fax: 614-645-0866

columbus.gov/civilservice
cscfeedback@columbus.gov

*Commission Comments brought to you
courtesy of:*

Andrew J. Ginther, Mayor
Grady L. Pettigrew, Jr., President
Delena Edwards, Member
Stefanie Coe, Member
C. Amy DeLong, Executive Director

Articles and information contributed by:

Brenda Sobieck, Editor
Cat Emhuff, Assistant Editor
Belinda Anderson
Beth Bailey
Sheri Goodwin
Laura Hausman
Nicole Miller

WHERE IS IT?

*Did you notice the photo at
the top of the first page?*

Our picturesque skyline gets a lot of attention; we normally feature it in our banner. However, we thought it was time to highlight some other beautiful parts of our city. See if you recognize the location and email us your guess. We will print the answer and the names of the first three correct entries in our next issue!

BSobieck1@columbus.gov

Meet the Staff: Tessia Smith

Does "JSRPBAAM" mean anything to you?

To our Executive Secretary I, Tessia Haymaker Smith, a self-proclaimed "Disney addict," it is the appropriate ranked order of the Disney Princesses: Jasmine, Snow White, Rapunzel, Pocahontas, Belle, Anna (because Elsa is actually a queen, not a princess), Ariel, then Merida. Tessia (pronounced "Te-sha") has visited Disney World four times in the last two years. Just this past June, she married fellow civil servant Chad Smith at a Disney venue with family and friends there to party in the park immediately afterwards.

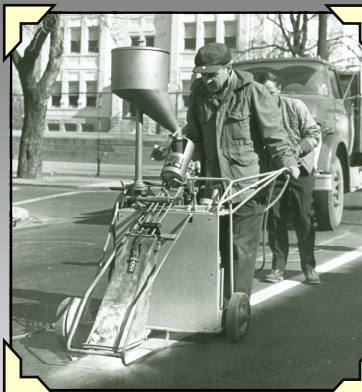


A Beavercreek, Ohio native and Wright State University graduate, Tessia began working in our director's office in December 2015. Her favorite part of the job is meeting personnel from all over the city, and with her sweet smile combined with a dry and sarcastic sense of humor, she immediately endeared herself to everyone who met her. It is a good thing that she is a quick learner, because a mere six

months later, the Executive Secretary II had unexpected surgery, leaving Tessia to cover both positions' responsibilities. On any given work day, you will find her fulfilling a different aspect of the jobs—documenting hearings/meetings, managing the Director and Deputy Director's schedules, answering phone lines, preparing agendas, tracking benchmarks, compiling the office status report, or one of hundreds of other little tasks that make Civil Service run smoothly.

An accomplished runner, Tessia has completed three half marathons. If she's not training for a race, her evenings and weekends are spent planning her next Disney adventure and taking care of her beloved dog, Henry Truman Smith, and her goldfish, Nemo. Her hobbies include drinking wine, knitting, painting canvases, and watching Real Housewives (NY, OC, or BH).

Then & Now



THEN: Traffic Paint Workers use a paint striping cart to draw pavement markings. (date unknown)

NOW: Traffic Paint and Sign Workers use a thermoplastic road marking machine to reapply school zone markings. (photo taken in 2014)



BOTH: The person following behind each worker is adding a layer of fine glass beads to the wet surface. When it dries, it adds a reflective quality to the painted line.