COMMISSION COMMENTS

You Earned It!
Make Sure We Know About It

Proof of Education or Training Must be Attached to Applications

Beginning Monday, January 1, 2018, if the exam you are applying for requires post-high school coursework or a degree as part of the minimum qualifications,
you will need to submit an <u>official</u> copy of documentation proving you have the required coursework/degree
AT THE TIME YOU FILE YOUR APPLICATION for the exam.
Questions regarding this procedure change can be directed to the Commission's Non-uniformed Testing Unit at (614) 645-7439.

Why are you making this change?
Making this procedure change will ensure candidates meet the minimum qualifications before they make arrangements to appear for an exam. It will also reduce the amount of time it takes to grade an exam, which gets results to test-takers faster, and ultimately shortens the hiring process.

What is an "official" copy?
That depends on what the coursework/degree is. If we are asking for a diploma or certificate, you can submit a scan, photocopy, or photograph of the actual document. If you need to prove certain college coursework, an official copy of a transcript usually has a watermarked background and the registrar's signature on it. A "student" copy without a registrar signature is typically not accepted. We will accept photocopies and scans of an official copy that are legible.

How do I attach something?
While completing an application, 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*. Complete the remaining portions of the application and submit the application when complete.

What file types are supported for attachments?
Supported file types are .doc, .docx, .xls, .xlsx, .pdf, .gif, .tiff, .tif, .jpe, .jpeg, .jpg, .png, .htm, .html, .rtf, .txt, .bmp

What if I submit my application without it?
Documentation cannot be attached online after you submit an application. If you realize you forgot it before the last day we are accepting applications, contact the Test Center; we can attach it for you. If you fail to attach it before the last day of the recruitment, your application will be rejected. When you receive the rejection notice, you may file a Request for Review and include the documentation. Request for Reviews are considered on a case-by-case basis.

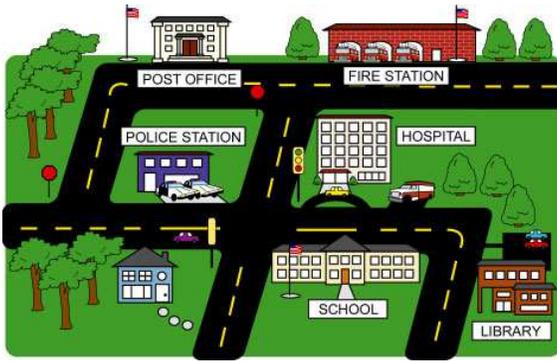**Accomplishment will prove to be a journey, not a destination.**

- Dwight D. Eisenhower

Connecting with our Neighbors
Community Evaluators Add Input to Police & Fire Personnel Selection

A program Mayor Andrew J. Ginther announced during the State of the City Address in February was implemented through Civil Service this year. In an effort to further connect with Columbus neighborhoods, nine individuals were hired as Community Evaluators for the police officer and firefighter exams. As part of the 2017 testing process for firefighter and police officer, candidates take a video-based exam in which their responses to situations are video-recorded. The Community Evaluators served with current firefighters and police officers to score these responses.

The Community Evaluators were required to have a bachelor's degree or four (4) years of professional experience which included hiring, evaluating, coaching, teaching, and/or counseling individuals. Training for the Community Evaluators began with learning more about the jobs of Columbus Firefighters and Columbus Police Officers. Civil Service then provided training about testing and scoring.

The police and fire personnel serving on these boards commented on the positive impact the Community Evaluators made in the selection process, but more importantly appreciated them for touching their hearts and minds. The experience gained by working together provided a forum that built a connection between front-line police and fire personnel and the community. Now that scoring is complete, Mayor Ginther hopes the Community Evaluators will help recruit for more diverse classes for each safety force. The committed men and women involved in this process are now armed with information and continue to work to make future candidates aware of the incredible opportunities with the City of Columbus.

??? Ask Eyestein ???

Dear Eyestein:

I recently took a test and was told I failed. I scored 67 and needed a 70 to pass. However, I am a veteran and turned in all the required documentation on time in order to receive veteran preference points. I called you guys to let you know you forgot to add my points on. The lady I talked to said the points are only given to those who pass. But shouldn't I get 5 veteran points, making my score a 72? I still don't understand why I didn't pass.
        Signed, A Vet with a Preference to Pass

Dear Veteran:
First and foremost, thank you for your service.

Secondly, you did the right thing by calling. If there is ever any question regarding your score, you should call to get more information and make sure you received all of the points you earned. However, for the situation you described, the person you spoke to was correct: veteran's preference points would *not* be added to your score.

The primary purpose of testing is to ensure the people who are put on the eligible list have objectively demonstrated a certain level of competence in the field. In that way, we ensure that the list given to the department for hiring consideration have a predetermined set of knowledge, skills, and abilities.

When determining final scores on an exam, we create a temporary list in score order of all candidates. Then, we determine the pass point. Up to this step, all candidates are only identified by a candidate ID number, so we do not know who the veterans are until after we draw this

line. Once identities are revealed, veteran's preference points are added to *passing* scores only. For anyone who does not score high enough to pass the test, veteran's preference points will <u>not</u> be added. It is not until after the addition of the veteran's preference points that each candidate is assigned a final score that places them in either the 70, 80, or 90 band.

We know not passing an exam can be frustrating but we encourage you to continue testing!

Dear Eyestein:

I just failed one of your exams. Someone told me I can take it again in six months. Is that true?
        Signed, Ready for my Re-do

Dear Ready:
Whoever told you that was about half-correct. They must have been looking at the Commission's Rule VII (B) (7) regarding retests. In part, it states, "Examinees who have been admitted to a competitive examination or a qualifying noncompetitive examination for any job class shall not be permitted to retest for that job class for a period of six (6) months following the notice of test results…"

This rule is <u>not</u> to be interpreted that if you fail a test that you can call to schedule a new one in six months. It means that <u>if</u> we offer the same exam after six months has elapsed, you can take it.   However, if we offer the same exam in less than six months, you may not re-take it, and typically your same score will roll over into the new administration. The reason for this rule is because people remember what is on the test, and it is unfair to compare a new candidate who never saw the exam before to a candidate who took the test very recently.

What is Going on with My Application?

A common question we get here at Civil Service is, "Why have I not heard back on my application? I applied days (or even weeks) ago!"

We know that job hunting is stressful, and oftentimes the wait between submitting an application and hearing back from the employer can make even the most unflappable person anxious! To put yourself at ease, keep a few things in mind:

If you have applied for a competitive recruitment, meaning you've applied to take an exam, you will hear back from the Civil Service Commission once the recruitment has closed and an analyst has had time to evaluate all the applications to see if they meet the minimum qualifications. The timing for this can vary depending on how many applicants there are. For small recruitments, notices can be sent out within a few days of the recruitment closing. For larger recruitments, the process can take a week or more. No matter what, you will be notified whether or not you've been approved to take the exam. Keep an eye on your email inbox for any notices sent from info@governmentjobs.com – that's us! Sometimes email accounts will filter these messages into your spam or junk folder, so be sure to check there too. If you haven't heard from us within two weeks from the closing date of an exam recruitment, go ahead and call the Testing Center at (614) 645-7439 – we can let you know if they're still working on the applications, or if there was a problem with the email sending. We don't want you to miss your exam!

If you've applied for a noncompetitive, unclassified, or temporary recruitment, you've applied for a direct vacancy with a department within the city. These recruitments are coordinated by the HR staff of the department that's hiring, and therefore all applications go directly to them for consideration. We always include the HR staff's contact information on our job announcements – you can find it at the bottom, in bold. The contact information includes their name, physical address, telephone number, and email, so if you would like to forward a resume or ask any questions about the position, you have multiple ways of contacting them.

Once you apply for a recruitment, that job announcement is saved to your GovernmentJobs.com profile – simply log in, and click on the title under your "Submitted" applications tab in order to access all the job details.

Again, the volume of applications can vary for recruitments. We always encourage candidates to wait until after the recruitment is closed to contact the HR staff about the status of their application. Some recruitments are small, and the department may be able to read over applications fairly quickly, but some recruitments generate hundreds of applications. Because of the sheer volume of applications generated, some HR staff members may not be able to individually respond to each and every candidate. It's always best to be proactive, but please be patient if the HR contact does not respond right away. Again, it's best to wait a few days after the recruitment closes before following up with the HR contact on the status of your application.

As always, if you have any questions at all about the hiring process or the application process in general, you can email us at A&ESUnit@columbus.gov or give us a call at (614) 645-8369. Happy job hunting!

Minimum Qualifications

When you apply for an exam or vacancy with the City of Columbus, be sure to check the minimum qualifications on the job posting before applying. Minimum qualifications are carefully determined based on a job analysis for the classification. In addition, Commission personnel analysts consult with City Departments to determine the necessary experience and education in order to do the job. If you apply for a job without having experience or education required for the job, your application will be rejected.

If you believe you meet the minimum qualifications, make sure that you include information that demonstrates that you meet the minimum qualifications. High school and college degrees and all work experience relevant to the positon must be listed on your application. Include the hours worked and dates of employment for each position to show how many years of experience you have. All of your education and work experience must be listed on the application and not just included on an attached resume. Before you submit your application, review all of your information again to make sure you have listed all relevant experience. Following these guidelines will help the analyst or human resources staff reviewing your application determine if you will be approved to move on in the hiring process.

Meet the Staff:
Wendy Brinnon

Civil Service employees who want to save money on anything have quickly learned to check with Wendy Brinnon for advice. Outside of work, our newest Executive Secretary II is an expert on saving money and couponing. Wendy began work at the Commission in May 2017 and is now the assistant to the Civil Service Executive Director. She provides administrative support to the Director and the Civil Service Commission and her work includes coordination of all of the details of monthly Commission meetings and trial board hearings. Before coming to the City of Columbus, Wendy worked at Diversified Systems in Finance.

Wendy grew up in Gahanna and obtained her bachelor's degree in Business Administration from The Ohio State University. While in college, she worked at a Bank One location near campus that had the unfortunate distinction of being robbed thirteen times while she worked there! Wendy is a busy band mom as the parent of Ryan (RJ) a freshman member of the drumline at Waktins Memorial High School. When she has free time, Wendy enjoys baking, decorating cakes such as wedding cakes in addition to "couponing adventures" mentioned above. Wendy is looking forward to vacation of a lifetime later this year in Orlando at Universal Studios and Disney World.

WHERE IS IT?

Take a second look at the banner photo on the front page— do you know the location?
If you do, email your guess to LAHausman@columbus.gov We will print the names of the first 5 correct answers in our the next issue.

DID YOU KNOW?

As of November 11, 2017, the City of Columbus employs over

900

Veterans, Reservists, and National Guardsmen

That's more than **9%** of the City's entire workforce!

Police/Fire Employment Contacts

Firefighter Application or Testing Questions	**614-645-0879**
Fire and Police Background Questions	**614-645-8017**
Fire and Police Medical or Vision Standards	**614-645-8017**
Fire Recruiting Questions about the job	**614-645-6387**
Police Officer Application or Testing Questions	**614-645-0800**
Police Recruiting Questions about the job, pay, or benefits	**614-645-4642**