



THE CITY OF  
**COLUMBUS**

ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

# COMMISSION COMMENTS

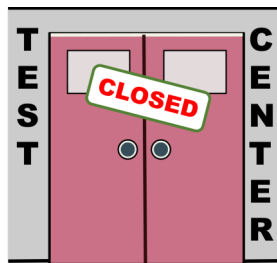
## Still Accepting Applications

*Open for phone calls and emails; Closed for walk-ins*

During this COVID-19 crisis, the Civil Service Commission continues to operate. Our employees are still working behind the scenes, but due to the nature of our interaction with the public, some operations are being postponed. While we cannot give you exact dates when things will be back to normal, here is some information on what we know now. (This article is posted as of 04/27/2020, but is intended to be updated as information is available.)

The Commission has suspended testing to protect the safety and health of both our employees and test-takers. Therefore, the Test Center is currently closed and all existing exam dates have been postponed. Test-takers have been notified via the communication method chosen in their online profile. When public-facing operations resume, all candidates will receive an update. They will be given at least a two-week notice of any new test date and time.

Although the City is primarily only hiring essential positions at the moment, there are some job postings on our website. Some jobs are health-related or jobs still needed in an emergency like those at Columbus Public



Health and the Division of Water. Some jobs, such as, Recreation and Parks vacancies are posted on our website in advance due to the number of seasonal employees that will be needed once recreation centers and playgrounds are open again.

As of the posting date of this article, Police and Fire Academy classes are expected to continue as scheduled. However, if you are on the eligible list for Police Officer or Firefighter, be sure to check your email regularly for information and updates since the COVID-19 situation has been changing rapidly.

All interested applicants can still sign up for Job Alerts on our website. Those people registered for Job Alerts will be notified by email once we begin taking applications for those job classes. Our website has information about City job classifications, how to set up a profile, videos for Police and Fire exam preparation, and a testing clinic video. Now is a great time to start reviewing this information.

In the meantime, if you have questions, please call 614-645-8300. We will do our best to help you. We hope to see you soon.

Volume 19, Issue 1  
First/Second Quarters, 2020

### Inside this issue:

Supplemental Questions	2
NEOGOV Corner	2
Whose Job is That?	3
Can I Reschedule My Exam?	3
Test Center Speech	4
Meet the Staff	4
Where Is It?	4

## Uniformed Services Vision Standards

In order to become a Police Officer or Firefighter, applicants must meet vision standards identified for the position. Due to the nature of these public safety positions, it is important that recruits in our safety forces have good vision for fighting fires, identifying vehicles, or determining if a suspect is holding a weapon. Vision is checked during the medical process after a conditional offer of employment. One standard is uncorrected vision: required at 20/120 for Firefighter and 20/125 for Police Officer. You must meet this standard without glasses or contacts, and your vision also must be corrected to 20/20. Many applicants for these jobs choose to have Lasik surgery in order to meet the uncorrected standards. As for color vision, Police Officer applicants need to possess moderate color discrimination ability. There is no color vision requirement for Firefighter applicants. For more information about the hiring process for these jobs, go to [columbus.gov/civilservice](http://columbus.gov/civilservice) and click on the *Police Exams* or *Fire Exams* links at the bottom of our homepage.

**Be strong  
now because  
things will get  
better.  
It may be  
stormy now,  
but it can't  
rain forever.**

~Anonymous

## Tips from an Anonymous Application Reviewer



### *Don't Ignore the Supplemental Questions!*

At the risk of giving away my age, who else remembers the Looney Tunes "Hunting Trilogy"? It was a series of three cartoons where Bugs Bunny and Daffy Duck tried to convince Elmer Fudd, the hunter, which one of them was in season.

Daffy did everything he could to make sure Elmer had an easy time finding Bugs. He made signs throughout the forest indicating it was rabbit season. He stamped the ground with artificial rabbit tracks leading to Bugs' den. He even made a large "Here it is!" arrow pointing at the rabbit hole. Hilarity ensued as Bugs distracted Elmer and modified the signs.

*So what does this have to do with applications?* There is a section on every application titled "Supplemental Questions." These questions are the rabbit tracks and signs leading you to a successful application. Don't be distracted and miss these important questions!

Every job we post on our website has minimum qualifications (MQs). You must include information on your application that shows you meet those MQs to move forward in the hiring process. The "Supplemental Questions" section of the application can help you understand exactly what those MQs mean. This section requires you to answer very specifically worded questions about the education and experience you possess. Do not breeze past these questions or just click "Yes" to everything. These questions have been carefully written to find out if you meet the MQs. Answer them honestly, and be sure that you have included corresponding proof in the other sections of your application, because we will check for it.

Most times the last part of the supplemental section reminds you:

*Did you include all of your relevant work experience and job duties that demonstrate you meet the minimum qualifications for the job?*

*If no, return to the "Work" section of this application and add relevant work experience and job duties.*

*Note: A resume' attachment does not substitute for including the relevant information in the "Work" section of this application.*

⇒ **Yes, I listed every job and job duty in the "Work" section of this application that demonstrates I meet the minimum experience qualifications for the job.**

⇒ **No, I do not meet all of the minimum experience qualifications for the job.**



**Remember**, we WANT to approve your application! However, **you** have to provide us with what we need to know about your prior work experience and education. Make the best use of the Supplemental Questions section by thinking about it as our giant "Here is what we want!" sign, and include that information on your application.



## CORNER

## Job Alerts

### **I subscribed to a Job Alert a while ago. How do I know when it's about to expire? And how can I renew it?**

If you visit our website at [Columbus.gov/civilservice](http://Columbus.gov/civilservice), you should see a link to "Job Alerts" listed under the main tab in the middle of our home page – it's just two links down from the "Current Job Openings" page. Clicking on that link will bring you to the general Job Alerts page for the City of Columbus. Here, you can click on "My Subscriptions" and enter your email address to get a link to all your current subscriptions sent to your email. Job Alerts are not maintained as part of your GovernmentJobs.com profile (if you have one) so be sure to use this link to see all your current subscriptions, the date you subscribed, and the date they expire.

If you want to unsubscribe to any particular job or category, you can do it from this screen by selecting the appropriate alert and clicking "unsubscribe." If you wish to renew a subscription or subscribe to a new Job Alert, simply go back to the main Job Alert page to find the alert you're interested in, and click "subscribe." You may need to fill out your basic contact information again, but after you hit submit you should be able to see your new Job Alert listed under your subscriptions, as well as your new expiration date. You should also receive a confirmation email of your new subscription, and a reminder email will be sent to you after 11 months to let you know your alert is about to expire, so you have a chance to renew that subscription before it expires.

## Whose Job is That? Income Tax Auditor I

Although they often work behind the scenes, Income Tax Auditors have an important role in City government. Income Tax Auditor I employees are responsible for auditing income tax returns for businesses and individuals to ensure compliance with City income tax provisions. They assist in bringing revenue in for City operations that fund services for residents, such as, Police, Fire, road repairs and snow removal and many other services.

Income Tax Auditors review tax returns and verify data, process refund requests and payments, review employer records, and work with individuals, tax preparers, accountants and business representatives. It is important that these employees have good writing, customer service and computer skills. They mainly work in an office but occasionally will conduct field audits of businesses to determine withholding compliance.

What are the minimum qualifications for Income Tax Auditor I? This job class requires a bachelor's degree and some positions may require a driver's license.

Income Tax Auditor I is a competitive position which means this is a tested position. Some subject areas covered by the test: tax reading comprehension, customer service, English usage and grammar, sentence clarity, logic and reasoning, tax mathematics and basic Microsoft Excel and Word.

Are you interested in becoming an Income Tax Auditor I? Please fill out a job alert for this job on our website at [www.columbus.gov/civilservice](http://www.columbus.gov/civilservice). This will put you on our email list so you can be notified when the Income Tax Auditor I exam will be open for applications.



## Is it Possible to Reschedule an Exam?

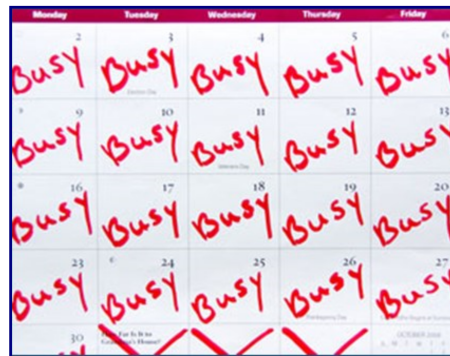
**A question we get often at the Test Center is: "I can't make it on the day my test is scheduled. How can I get a new test date?"**

The first thing to do is to look at your notice email/letter. It will either say "There are other dates and time for this exam, contact the test center for additional information" or "There are no other dates/times for this exam."

If your letter says there are multiple sessions, then call the Test Center for the other dates and times. They will not formally reschedule you for a new test date. However, you may come to any of the sessions and be added to a first-come-first-seated wait list. Folks originally scheduled for that session are seated first, then any empty seats are given to the wait-listers. Ninety-nine percent of the time the entire wait list is seated.

If your letter indicates there is no other testing date/time, or you cannot attend any of the alternate test dates, then you may submit a "Testing Accommodation-Not ADA" form prior to the test date. These accommodations are granted on a case by case basis, so provide as much detail about your situation as you can and attach documentation to prove what you are saying.

Commission policy currently allows alternate test dates to be scheduled in a very limited number of cases. Typically, these cases involve previously planned commitments that are not changeable or unavoidable/emergency situations that make attendance at the exam



impossible. In general, accommodations are **NOT** granted because of work schedule conflicts, traffic, stay-cations, nor routine medical appointments.

**There are some exams we cannot reschedule.** Some exams have limitations that only allow us to test for a certain window of time (e.g. a performance exam that requires the use of specialized City equipment). So, it is possible that even with a valid situation and documentation, your accommodation will be rejected because of the nature of the test.

**A word of caution:** The eligible list will be established as soon as possible after the original test session(s). If you are granted a new test date, due to the constraints of the busy Test Center calendar, we cannot make any guarantees about exactly when we can fit you in. While a passing score would add your name to the eligible list, the department with the first opening(s) may have begun interviewing prior to your new test date. You would still be considered for future openings, but could potentially miss out on the first round of hiring.

**Remember that we WANT to test you!** Our Test Center exists to find the best candidates possible, and we'd hate for the City to miss out on *your* knowledge, skills and abilities. However, we must show that we grant accommodations fairly, so help us help you by attaching documentation and being as specific as possible in any request you make.



**CIVIL SERVICE COMMISSION**

**Main Office and Test Center**

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

**Uniformed Test Center**

1111 East Broad Street  
Columbus, Ohio 43205  
614-645-0848  
PoliceFireTesting@columbus.gov

[columbus.gov/civilservice](http://columbus.gov/civilservice)  
[cscfeedback@columbus.gov](mailto: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  
Beth Bailey  
Sheri Goodwin  
Karla Pierce  
Chelsea Whims

## Meet the Staff: Kim Chafin



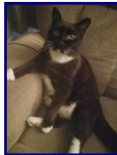
Give Kim Chafin a three-day weekend, and she is living her dream. She would ride her motorcycle to Lake Erie, watch her daughter play a game of softball, and camp out with her friends and extended family the rest of the time. Imagine her doing this while literally laughing, smiling, and taking care of everyone, all 72 hours. Got that scene in your head? Now you understand how great it is to work with Kim; she brings that same kind of energy to work each day. We are extremely lucky to have her as a vital part of the Commission.



If you recognize her, you have probably visited our downtown test center recently. Kim is an Office Assistant II assigned to our testing team who began at the Commission in July 2018. She answers the non-uniformed test center phone line, sends exam notices, prepares test materials, checks candidates in on test days, and conducts test administration at our downtown test center as well as performance tests outside the office.



Kim is a "people person" who provides a detailed level of care and attention to candidates and her testing teammates. Thousands of people come through the test center each year, and it is always amazing to watch her recall helpful details and share laughter with candidates she hasn't seen for months. So, it is no surprise that when asked what she likes best about her job, Kim says "The people! CSC non-uniformed testing team rocks!" She says she loves her job because it is busy and there is something different to do every day.



Prior to joining the commission, Kim worked as a Records Technician on 3<sup>rd</sup> shift for the Division of Police as well as on the Accounting team for Northwood Consulting Partners. Originally from Columbus, Kim graduated from Linden McKinley High School where she played clarinet in the band. She also attended Franklin University, majoring in accounting and business management.



Away from work, Kim is very active in the state motorcycle rights organization, A.B.A.T.E. She has two children, Paige (23), who recently got married in September, and Abby (12), the softball player. Kim calls her husband, Bruce, a combination of her "rock" and "partner in crime." (On occasion, when he's kind enough to drop off lunch, she also calls him "Bruber.") They have one cat named Pretty Whiskers.

Fun fact: Kim took her driving test in a 1977 Corvette that she still owns to this day.

## WHERE IS IT?

See if you recognize the location in our title banner on the first page and email your guess to [KJPierce@columbus.gov](mailto:KJPierce@columbus.gov)

We will print the answer and the names of the first five correct responses in our next issue

### LAST QUARTER'S ANSWER:

Hoover Reservoir Dam

### Last Quarter's First Five:

Patrick Wilkens, *Code Enforcement*  
Christopher Iacoboni, *Police*  
Brittney Hoffman, *Income Tax*  
Lela VanHorn, *Public Service*  
Becky Henrie, *Public Utilities*

## The Test Center Speech

When you first arrive in the Test Center for a test, you are greeted, signed in, and seated. While we are seating you, one of our employees will give you instructions. Since some people are nervous when they arrive, they might miss what we say. Here is what we lovingly call our "test center speech":

*Hello! Did you get a chance to turn off your cell phone? Please make sure to place it in the orange envelope and set it at the back of the desk. All coats and belongings should be hung on our hooks or placed under your table. Nothing can be on the back of the chair or on the desk surface. Please read and sign both sides of the paper we gave you and don't do anything on the computer. We will start the test all at the same time.*