

COMMISSION COMMENTS

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CSC Welcomes New Director



It is with great pleasure we announce that C. Amy DeLong has been appointed as the Executive Director of the the Civil Service Commission, beginning January 10, 2011. Ms. DeLong most recently served as the director of human resources and EEO officer for the State of Ohio Department of Development. She also has served as human resources administrator for the Ohio Department of Transportation, director of career services for Capital University Law School, and manager at ManTech International. Ms. DeLong has a bachelor's degree from Capital University and a law degree from Capital University Law School.

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Calling All Firefighter Candidates

The time has come! Have you been waiting for the entry-level Firefighter Examination? Good news: the wait is over! For the first time since 2006, applications for **Columbus Firefighter** are being accepted. If you are at least 17 ½ years of age, have a valid and current driver's license, and are a current United States citizen, you meet the minimum qualifications for the examination! Note: you must possess a high school diploma or G.E.D. at time of appointment.

Applications are being accepted by the Civil Service Commission between March 10 and April 1, 2011, on-line only at www.csc.columbus.gov, or you can visit our office at 750 Piedmont Road, Columbus, Ohio 43224, Monday - Friday, 9:00 a.m. - 4:00 p.m. for assistance if you do not have internet access. The examination has multiple phases, consisting of a multiple choice exam, an oral board, and a physical capabilities test.



The website contains a great deal of information regarding the testing process, including the study guide to help you prepare for the examination. Prior experience is NOT required, so if you are ready for a rewarding career that will provide life-long skills and continue to be a challenge, don't miss out on this opportunity!

The Division of Fire has an extensive three-year
(Continued on Page 4)

“Firefighting--
one of the
few
professions
left that still
makes house
calls.”

~Author
Unknown

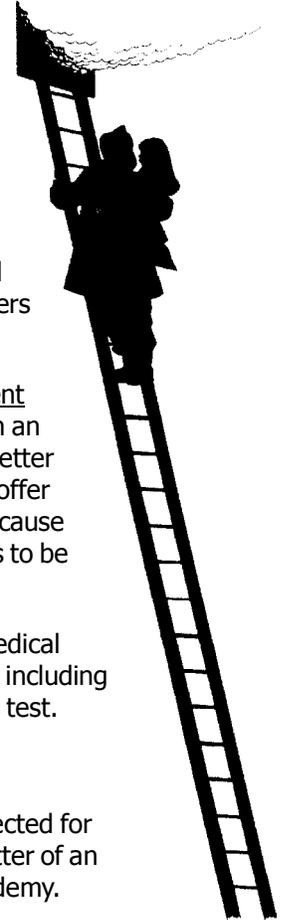
Rung By Rung: How to Become a Columbus Firefighter

March 10, 2011 - April 1, 2011, the Civil Service Commission will be accepting applications for Entry Level Firefighter. This application is the first of many steps a person must complete to become a Firefighter with the City of Columbus. To help candidates better understand the path they are about to embark on, below is a summary of the ten major milestones in the journey.

1. Applications and Abbreviated Background Questionnaire (ABQ): You must apply online at www.csc.columbus.gov and provide all requested information. We are ONLY accepting applications March 10, 2011 - April 1, 2011; if you miss this filing period, you will have to wait for the next filing period. The ABQ is a background screening questionnaire that must be completed and approved before the exam.
2. Civil Service Exam: If your application and ABQ are approved, the Civil Service Commission will notify you of your exam date & time. The examination will include a multiple-choice test, a physical capabilities test, and an oral exam (FOAM). Candidates who pass all three phases of the exam will be placed on an eligible list based on their final score.
3. Background Investigation: If you score well enough on the Civil Service examinations, you will begin the background process, which includes:
 - A. Personal History Questionnaire (PHQ)
 - B. Pre-interview with a background investigator
 - C. Pictures, fingerprints, and waivers to assist in an extensive background investigation
 - D. Review of the PHQ to ensure compliance with the background removal standards
 - E. Pre-polygraph questionnaire
 - F. Polygraph examination

G. Civil Service review of the polygraph summary and PHQ

4. Oral Review Board: Personnel from the Columbus Division of Fire interview the candidates.
 5. Safety Director Review: The Safety Director will make the final decision regarding conditional offers of employment.
 6. Conditional Offer of Employment Letter: Candidates who are given an offer of employment will get this letter in the mail as confirmation. The offer of employment is "conditional" because you must pass the next four steps to be hired.
 7. Medical Exams: A rigorous medical examination will be administered, including vision and a cardiovascular stress test.
 8. Psychological screening
 9. Appointment: Candidates selected for employment will be notified by letter of an appointment date to the Fire Academy.
 10. Attend and Graduate from the Fire Academy
- For detailed information on each step, please refer to our website at www.csc.columbus.gov, email us at PoliceFireTesting@columbus.gov or call the Civil Service Commission staff at (614) 645-0879. If you reach our voicemail, please leave a message—we **will** call you back!



Firefighter Examination Important Dates



- Study Guide Available Online:** November 2010
Accepting Applications for Firefighter: March 10, 2011 – April 1, 2011
Information Sessions (optional): April 19, 21, 25, & 27 @ 6:00p.m. and April 23 @ 10:00a.m. & 2:00p.m.
Phase I, The Multiple Choice Exam: May 2011
Physical Practice Dates: July 2011
Phase II, Physical Exam: August 2011
Phase III, FOAM Exam: August 2011
Veteran's Preference Documentation Due: August 31, 2011
Eligible List Established: November 2011

*ONLY candidates who pass ALL THREE phases of the examination will be eligible to become a Columbus Firefighter.

*Fire Training Academy Classes beginning in 2011 will be filled with candidates from the 2006 Firefighter Eligible List. This exam in 2011 will create a Firefighter Eligible List that will be used to fill Fire Academy classes in 2012 and 2013.

After the Exam: Police Communications Technician

In February, our Test Center administered 47 sessions of the Police Communications Technician Examination. The candidates who passed this exam have been placed on an eligible list based on their score. Those scoring in the 90 band will be certified to the Division of Police who will begin its portion of the hiring process. This involves the candidate completing an extensive personal history questionnaire, criminal background check, polygraph examination, interview(s), and a pre-employment drug test.



Once hired, Police Communications Technician Trainees will participate in a training program spanning 7 months. First, they attend 8 weeks of classroom instruction, then they begin on-the-job training, working one-on-one with experienced Technicians. The Trainees will learn all of the positions in the Communications Center, including non-emergency calls for service, 911 emergency calls, main channel dispatching, service channel dispatching, and L.E.A.D.S.

The Communications Center is a 24/7 operation. New employees who complete training will likely be assigned 2nd or 3rd shift, with potential for overtime. They also receive very competitive benefits packages.

??? Ask Eye-stein ???

Q: A couple of weeks ago, I applied for a job that did not require me to take a test. I haven't heard anything. What do I do now?
— Signed, I Need a Job

A: Dear Need a Job: Log on to your account and find that job title under *Applications on File*. If a status is readily available, you may click on *View Application Status*. If this does not provide you with the information you are seeking, you are welcome to call the Human Resources contact listed in the original Vacancy Announcement. If you do not know who the HR contact is, we are happy to tell you! Call us at 645-8300.

Q: I just registered on your website for the first time and I did not receive my password. How can I log in?
— Signed, Passwordless

A: Dear Passwordless: The email containing the password is automatically sent when you complete the registration form. Two typical reasons you may not have received the password email are:

- 1) There is a typo in the email address submitted, or
- 2) Your email filter/firewall does not recognize us as a safe sender.

Check your junk box and spam folder. The email will be from jobs@columbus.gov. If it is not in either of these folders, add us to your safe list and click on "Forgot your password?" to send the email again. If you continue to have difficulty, call us at 645-8300; we are here to help!

Q: I thought I had applied for a position on your website, but I did not receive a confirmation email and the application does not show up under My Profile. What did I do wrong?
— Signed, Trying to Apply

A: Dear Trying: Some common problems include:
1) If this was your first time visiting our site, you may have only completed the registration process. You still need to log in and choose a specific job under *Current Job Openings* and click *Apply*.

- 2) You may not have completed the entire application. When you are filling out the application, make sure that you scroll to the bottom of the screen and click

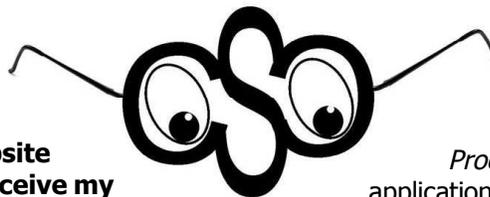
Proceed to Next Step on each page. Your application is not submitted until you click *Submit Application* at the bottom of the very last screen.

- 3) You might have filled out a *Job Interest* card and not an *Application*. You can only apply for jobs that are listed under the *Current Job Openings* tab. The *Job Interest* card you may have filled out will put you on the mailing list to be notified when we are accepting applications for that position.

Q: What happened to the Job Interest forms you used to have?
—Signed, I Really Am Interested

A: Dear Interested: Beginning January 3, 2011, the Civil Service Commission no longer accepts paper job interest forms. Now, you must submit job interest forms through our website at www.csc.columbus.gov.

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Civil Service Commission

Email: CivilService@columbus.gov

50 West Gay Street, Room 500
Columbus, Ohio 43215-9038
Phone: 614-645-8300
Fax: 614-645-8379

Piedmont Testing Center
750 Piedmont Road
Columbus, Ohio 43224-3266
Phone: 614-645-0800
Fax: 614-645-0866



Commission Comments brought to you
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Once you are logged into the Employment Center, click on *Job Interest*. Select *I'm Interested* for all the job classes for which you want to receive notification. Descriptions of City job classifications can be viewed by clicking on *Job Class Details*. You will remain active on the mailing list for a period of six months. If during the next six months the City is accepting applications for a job you listed, you will receive a notice by email or by mail with the application filing dates. If you would like to learn how to do this, feel free to call us for instructions while you are on your home computer, or to stop by our offices at 50 West Gay Street, 6th floor, Monday, Wednesday, Thursday, 9:00 a.m. - 4:00 p.m. We have computers available for your use and staff on hand to assist you.

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Calling All Firefighter Candidates...

Journeymen Firefighter program that prepares men and women for the challenges emergency situations involve. The Division of Fire has a strong focus on the initial training as well as continuing education, which gives the City of Columbus one of the best Fire Divisions in the country. The rewards for this profession are immeasurable!!!

For more information on this examination, call our Fire Employment Line at (614) 645-0879.

Did you know?

- The Civil Service Commission administered 69 examinations in 2010.
- Of those 69 exams, 62 were competitive, 2 were promotional, and 5 were qualifying noncompetitive.
- In 2010, over 15,000 applications were submitted to the Commission and more than 6,300 people were tested.

Noteable CSC Staff Notes

Congratulations to **Linda Isaac**, Personnel Analyst II, who received the 2010 City of Columbus Civil Service Commission "Commission Award for Peak Performance."



Please join us in welcoming four new staff members to our team: **Deb Frame**, Office Assistant III; **Barbara O'Donovan**, Payroll Specialist; **Tierra Palmer**, Office Assistant II; and **Eboni Perryman**, Office Assistant I.