

COMMISSION COMMENTS

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What to Expect When You're Expecting to Test

"Be Prepared!" ~Boy Scout Motto

"I'm here and I'm ready. They're not.
Bring it." ~Charlie Sheen

While we can't give you the answers to the test, we *can* help you become better prepared for your upcoming Civil Service exam by ensuring that you know what kind of test you will be taking. Tests are comprised of different components, called subtests, each carrying a specific weight. Knowing what your exam consists of ahead of time can make a big difference on test day. This information can be found on the original Job Announcement and also in your exam admission letter. It will be a section similar to this:

Testing Information: The examination process will consist of a multiple-choice exam weighted 80% covering Reading Comprehension, Logic & Reasoning, and Mathematics; and a computer skills/job simulation exam weighted 20% covering Word and Outlook.

Use the following alphabetized "Guide to the Most Common Subtests" to find out more information about the type of subtest you will be taking. If you have further questions, or your subtest is not listed, call the phone number listed in the job announcement or your admission letter for additional information.

Computer Skills require a candidate to operate a computer, performing tasks on

various software such as Outlook, Access and Word.

Information Ordering is the ability to correctly follow a rule or set of rules in order to arrange things in a certain order. Multiple-choice questions must be answered by following a set of rules or steps provided.



Knowledge is used to test areas specific to a classification. Some examples of knowledge areas are tool identification and usage, plumbing, automotive repair, or painting.

Logic and Reasoning is the ability to use logic and analysis to solve problems. These items require a candidate to use the information provided to figure out the best answer.

Mathematics is the ability to use mathematics to solve problems, including the ability to add, subtract, multiply or divide whole numbers, fractions, or decimals. Word problems are often used.

Memorization is the ability to remember information such as words, numbers, pictures or procedures. After studying a sheet of paper containing a chart or scenario for a set amount of time (usually five minutes), a candidate must answer multiple-choice questions based on the information.

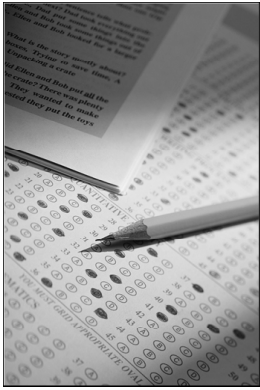
Name/Number Comparison is the ability to compare names, numbers, objects,

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"Before everything else, getting ready is the secret of success."

-Henry Ford



Most Common Subtests (*continued*)

pictures or patterns quickly and accurately. For this ability, two columns of information are provided side by side. A candidate must indicate whether the sets match or do not match. This subtest is generally timed separately from other portions of an examination.

Oral Communication is the ability to use words and sentences in speaking so others will understand. This ability is tested using an oral board examination. This type of examination requires a candidate to speak in front of a group (or board) through a presentation, role play, or question and answer format.

Oral Comprehension is the ability to listen and understand spoken words and sentences. This ability is tested using oral instructions played on an audio tape. You must listen carefully and answer a multiple-choice question based on the information given.

Performance examinations require candidates to physically perform a task. This may include diagnosing an automobile, driving a dump truck, or climbing a utility pole.

Problem Sensitivity is the ability to tell when something

is wrong or likely to go wrong. This ability is tested using multiple-choice questions that ask about best solutions in a given scenario.

Reading Maps or Plans is the ability to read a map, plan, atlas or blueprint. Multiple-choice questions are asked about a provided map or plan.

Training and Experience Evaluations award credit for work experience and/or classes taken within a specified area. For some examinations, this test is completed at our testing center, but for others, they must be completed and returned with documentation. In all cases, a Work History Questionnaire is included. This is a listing of previous job experience and employer details.

Written Communication is the ability to communicate in writing so that others understand. This ability is tested through a written work sample.

Written Comprehension also referred to as **Reading Comprehension** is the ability to read and understand written materials. This ability is tested using multiple-choice questions based on a provided reading passage.

Written Expression is the ability to use words and sentences in writing so others will understand. This ability is typically tested through topics such as grammar, punctuation, spelling, and report writing.



Want Your Old Job Back?

Learn About Reinstatement to an Eligible List

Did you know that the Civil Service Commission Rules allow former and current

employees to apply for reinstatement to an eligible list? A request for reinstatement may be made based on your date of separation from City service; however, you must be reappointed before the allotted reinstatement time expires. If you:

- **resigned from a position**, you may request reinstatement to the eligible list from which you were appointed within three years of separation.
- **are a current employee**, you can request reinstatement to any job class you served in during your City service or any lower classification in a same class series. For example, if you were an Office Manager, you could request to reinstate to the list for Office Assistant III, II, I or Office Support Clerk
- **received a probationary termination**, you must apply for reinstatement within one year of termination. An employee could resign or be terminated by one department and still want to be considered for positions with other departments. The Commission will determine if the employee receiving a probationary termination is

suitable for appointment to another position in the job class.

- **are a current employee appointed to a part-time or limited position and have expired from the eligible list**, you can request to be reinstated to the list in order to be considered for full-time or regular positions.

In order to be approved for reinstatement, you must have left in good standing. The Department or Division would have noted whether or not you were in good standing on your termination paperwork. One factor which determines the "good standing" is giving enough notice before you resigned.

To be considered for reinstatement, you must make a written request to the Civil Service Commission. To ensure we have all of the information we need to process your request, please complete a *Request for Reinstatement* form available at www.csc.columbus.gov under "Public Forms" or at the Applicant and Employee Services counter at the Commission's downtown offices at 50 West Gay Street. Alternatively, we will accept a letter, fax or email with the pertinent information.

??? Ask Eyestein ???

Dear Eyestein,

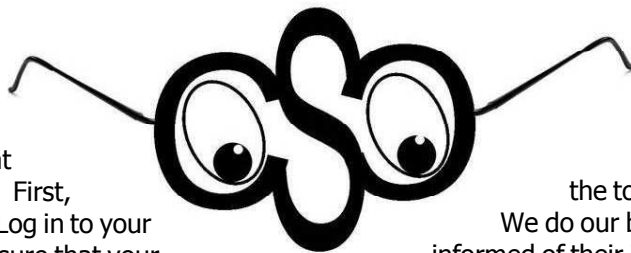
I just received an email that says my name has been "certified." I'm confused. What does that mean? Do I need to do anything?

Signed, Certified but Confused

Dear Certified:

Being certified just means that your name has been provided to a Department/Division that has a vacant position. The department will review the applications of the candidates on this certification list and determine who will be interviewed for the position. You do not need to do anything until you are contacted by the Human Resources representative from that agency.

However, there are some things you can do to ensure you are putting your best foot forward and the HR representative has access to what you want them to see about you. First, check your contact information. Log in to your profile on our website and make sure that your address and phone number are correct in our database. While you are logged in, be sure that your profile contains your most current experience and education information. Lastly, you may wish to send your resume and cover letter to the HR contact listed in the certification email.



exam, a candidate still has to complete an oral exam and a physical capabilities test. The candidates who pass all of these phases are sorted into score bands based on how well they did. Those who scored best are the first to begin the next steps in the process: an extensive background investigation, an interview by an Oral Board, and rigorous medical & psychological exams.

Perhaps one of the following is applicable to your son's situation:

- 1) The CFD Background Unit has not started processing his score band group yet (they start with the highest scoring individuals),
- 2) He did not pass one of the subsequent steps after the exam, or
- 3) He received his current job offer before completing all of the steps.

With over 6,600 applicants for the last exam, sometimes the total process takes a long time.

We do our best to keep each candidate informed of their individual status, but if someone moves and does not notify us of their address change, we cannot keep them updated.

We also invite him to fill out a Job Interest Card for Firefighter on our website, so that he will be automatically notified the next time we are accepting applications.

Dear Eyestein:

My son recently graduated from a state fire academy. He has also been a volunteer in a local township for three years. He passed the Civil Service firefighter exam. Why didn't the City hire him? He found a job in a different state, but we would much rather he stay here in Ohio.

Signed, Disappointed Mom of a Dedicated Firefighter

Dear Firefighter Mom:

Congratulations to your son on his new job and his dedication to saving lives; you must be so proud. We would be happy to talk to your son about his specific situation. Due to privacy issues, disclosure of some aspects of all candidate records to individuals other than the candidate is prohibited and cannot be shared with individuals other than the candidate. Please have him call us at (614) 645-8300 or -0879 so that we may give all pertinent information directly to him.

Here is some general information that may be helpful to you:

The City of Columbus has a multi-layered process for selecting its Firefighters, of which the written Civil Service exam is only the beginning. After passing the written

Dear Eyestein:

I'm a part-time employee and I noticed a posting on your website for a full-time position in the same job class. Will it be necessary for me to come in and take the test for it again?

Signed, I Need Insurance

Dear Insurance:

THE SHORT ANSWER: No, you don't have to take the test again.

THE LONG ANSWER: As a part-time employee, you took the test for the job class and were hired off of an eligible list. Your name has not been taken off of that list. We leave your name on the active list until you are either hired full time or the list expires. If you have expired from the list or the list has been replaced, you can fill out a Request for Reinstatement form to be added to the new list instead of retaking the exam. Please see the article on page 2 for more information.



Do **YOU** have a question for Eyestein? Email CivilService@columbus.gov with the subject line "Eyestein" to see your answer in an upcoming issue!

Civil Service Commission

CivilService@columbus.gov

www.csc.columbus.gov

50 West Gay Street, Columbus, Ohio 43215-9038

Phone: 614-645-8300

Test Center Phone: 614-645-7439

Fax: 614-645-8379/8334

Piedmont Testing Center

750 Piedmont Road, Columbus, Ohio 43224-3266

PoliceFireTesting@columbus.gov

Phone: 614-645-0800

Fax: 614-645-0866

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Meet Commission Employee Pamela Cole

Move Over Martha! Affectionately known as the "Martha Stewart of CSC" by her Civil Service Commission coworkers, staff member Pamela Cole enjoys all types of crafting in her spare time. Pam grew up in the small town of Marion, Alabama. She attended Alabama State University. During her junior year, Pamela became a proud member of Zeta Phi Beta Sorority Incorporated. She graduated from Alabama State University receiving both her bachelors and masters degrees in Mathematics Education. Prior to accepting her position at the Commission in February of 2007, Pam taught middle and high school mathematics for 13 years.



As a member of the Commission staff, Pam is a Personnel Analyst II. Her primary responsibility is the entry level police officer exam. Pam likes interacting with candidates and enjoys the excitement and energy they put into becoming police officers. One of her favorite pastimes around the office is ruffling the feathers of die-hard OSU fans. Outside of work, Pam is a dedicated wife and mother and attends Faith Ministries Church. Always looking for an opportunity to learn more, she enjoys documentaries and reading. She dreams of returning to Alabama one day, perhaps in retirement, to be closer to family.

Did You Know?

*In 2011, our test center
administered exams for 70 different
non-uniformed Job Classes.*

New recruitment requests will be tested
beginning in January 2012.

Don't miss YOUR test!

Check for upcoming exams at
www.csc.columbus.gov and be sure to fill
out an online job interest card for any job
classes you wish to be notified about.

Electronic Pay Stubs Coming In January!

Plans are in the works to make City paycheck pay stubs available to all employees electronically beginning in January 2012. The electronic pay stubs will be available via the Internet and therefore accessible at home, the library, or wherever you may choose to access your account. In addition to making this information more convenient for employees, it also represents a significant step forward in the City's effort to "go green" and conserve resources. Specific details regarding your login, web address, etc. will be coming in December.

