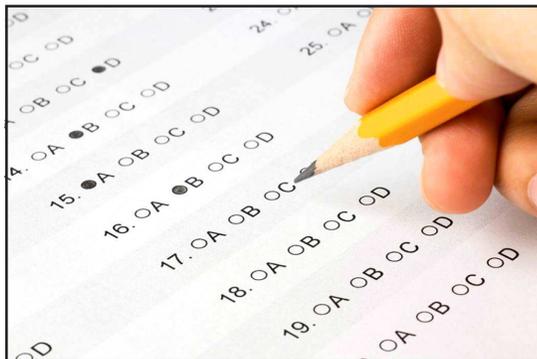


COMMISSION COMMENTS

Volume 10, Issue 2
Second Quarter, 2012

Coming Soon: Testing Clinic *Let Us Help You Do Your Best on Test Day*

The word "test" means different things to different people. For some, it brings memories of chalkboards and addition tables. For others, it means late night cramming sessions and panic. For us here at the Civil Service Commission, we think of a test as a way to find out who has the skills to do the job. We want you to be at your best so that we ultimately hire the best candidate for a job and create an outstanding workforce for the City.



employment. At the clinic, you will be able to receive help from our staff setting up an online profile and entering employment and education information into your profile. This will be an opportunity for you to learn about the Commission's job analysis and test development processes. The Testing Clinic will also be a chance to learn about subtests and even take a sample exam.

To help individuals be better prepared on test day, one of our personnel analysts (Jennifer Hutchinson) created the Testing Clinic. The Testing Clinic is designed for applicants who want to learn about the application and testing processes for City

This program is designed to provide more information about the testing process but is also intended to help alleviate test anxiety that can prevent you from doing your best. Please check our website (www.csc.columbus.gov) for upcoming dates for the Testing Clinic.

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**The City of Columbus Civil Service Commission is pleased to announce extended hours of operation for our walk-in Application Counter:
Monday – Friday, 9:00 a.m. – 4:00 p.m.**

We continue to be available
by phone Monday - Friday, 9:00 a.m. - 5:00 p.m. at **(614)645-8300**
and at our online Employment Center 24/7 at www.csc.columbus.gov

"I didn't fail the test, I just found 100 ways to do it wrong."

-Benjamin Franklin

Police Officer Testing

MyColumbus App



Between August 27 and September 14, 2012, the Civil Service Commission will be accepting applications for candidates interested in becoming a City of Columbus

Police Officer. Prior police experience is NOT required. To meet the minimum qualifications, you need to:

- have a high school diploma or G.E.D.
- have a valid and current driver's license
- be a current United States citizen and
- be at least 20 years of age

You can submit your application online at www.csc.columbus.gov, or make use of the kiosks available at our offices. The website contains a great deal of information regarding the testing process including a study guide to help you prepare for the examination. For more information about the selection process, call 645-0800 or email policefiretesting@columbus.gov. For information about the position, visit www.columbuspolice.org.

The City of Columbus has released a free Mobile App for the iPhone, iPad and Droid, called MyColumbus, allowing area residents enhanced access to city and community resources. MyColumbus puts City Services at the fingertips of residents and visitors. Download it free on iTunes or Google Play. The MyColumbus App encompasses four initiatives to help city residents:

My Neighborhood: Allows residents to easily select and map government buildings, local entertainment and retail venues, as well as other useful Columbus sites.

Get Active: Enables residents to access an events calendar, park and trail guides, and tips from prominent community members on healthy eating and exercise.

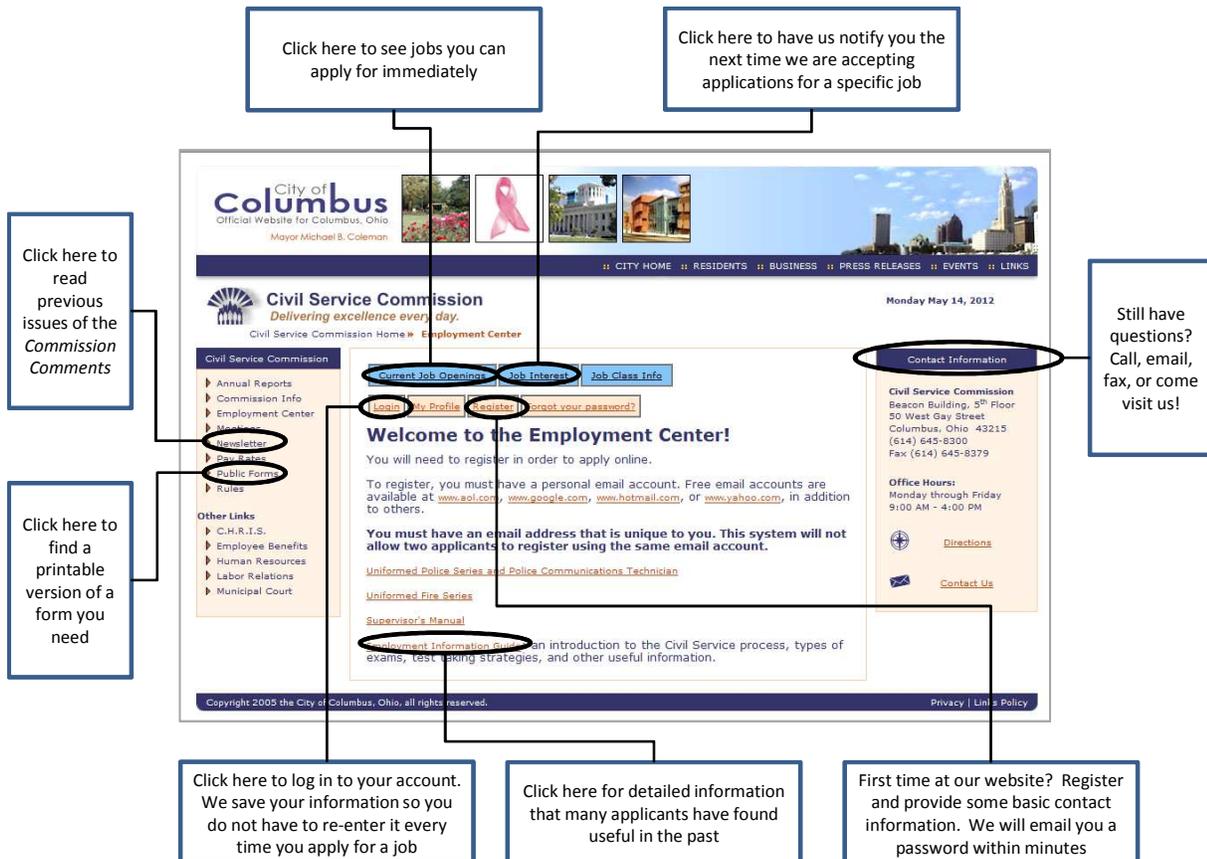
Green Spot: Encourages sustainable behavior with environmental facts and pointers.

311: Submission section where residents can submit service requests from their mobile devices.



What Can I Do at the Civil Service Commission Website?

Our website has a wealth of information for job seekers and current employees. Here are some of the most popular features on www.csc.columbus.gov



??? Ask Eyestein ???

Dear Eyestein,

I recently applied for a job and was rejected due to lack of experience. I don't understand because I am a current City employee working in a position that qualifies as the type of experience needed. I listed my job title; shouldn't you know what I do?

Signed,

Just Check My Personnel File

Dear File,

Because of the high volume of applications we receive, we can only review the information that you have provided for us in your application. It is impossible for us to tell if someone meets the minimum qualifications simply by looking at his or her job title, regardless if it is a position with the City or a private company. Even two people working in the same City job classification do not necessarily have the same position description and duties.

For example, there might be an Office Assistant I who works as a front desk receptionist, while a second Office Assistant I is responsible for strictly behind the scenes work, such as filing or data entry. If the job you were applying for required experience with customer service, one Office Assistant I would be approved for the exam, while the other would not. For this reason, it is imperative that you specify duties for each job worked, including positions with the City. If you do not show us that you meet the minimum qualifications, we cannot approve your application.

We also do not check your personnel file for several reasons. 1) We simply do not have the staff to pull

these records. 2) Your department's Human Resources section keeps your detailed employment records. We only have basic employment and payroll information at the Civil Service offices. 3) We rely on each applicant to demonstrate how their specific experience makes them a candidate for a position. To keep the process as fair as possible, we cannot, as a policy, give special treatment to current employees by doing this for them.

Dear Eyestein,

I applied for a position with the City and just received a letter requesting "clarification" of my work experience. What does this mean?

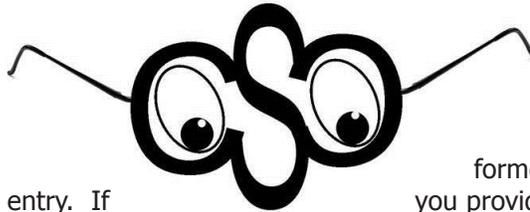
Signed,

I Know I Can Do This Job

Dear Know,

When applicants apply for a position or examination, they must show that they meet the minimum qualifications. In order for us to know whether or not you meet these minimum qualifications, we need a detailed description of your current and former job duties. If the job descriptions you provide do not contain enough information for us to accurately assess your experience, we may request further clarification from you.

This is your only opportunity to provide this additional information, so be as clear as possible and be sure to return the information to our office by the date indicated on the letter you received. Unfortunately, if we do not hear back from you by the due date, we can no longer consider your application.



Phone Number, Please!

In today's age of technology, many applicants do not enter their phone numbers into their online profile when applying for jobs with the City. This is a crucial mistake; your phone number IS needed in your profile! Although much contact is handled through email, critical communications are still made via telephone. When City departments first contact applicants for job interviews, this is normally done by telephone. As such, it is very important to include your phone number in the *Personal Info* section of your online account. Phone numbers may also be used in other circumstances when Commission staff need to quickly contact applicants, such as if an applicant leaves an ID at the test site or for last minute schedule changes.



Including your phone number is a simple process whether you are registering on the Commission's website for the first time or already have an account. For first time applicants, simply include your phone number in the *Personal Info* section of your profile when registering. For those who have already registered, log in and choose *Personal Info*. From the *Personal Info* screen you can add or update your phone number. When finished, save your changes by selecting *Save My Info* at the bottom of the page.

CIVIL SERVICE COMMISSION

Main Office and Test Center

50 West Gay Street
 Columbus, Ohio 43215-9038
 614-645-8300
 CivilService@columbus.gov
 Fax: 614-645-8379/8334

Piedmont Test Center

750 Piedmont Road
 Columbus, Ohio 43224-3266
 614-645-0800
 PoliceFireTesting@columbus.gov
 Fax: 614-645-0866

www.csc.columbus.gov

Commission Comments brought to you courtesy of:

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Articles and information contributed by:

Brenda Sobieck, Editor
 Cat Emhuff, Assistant Editor
 Deb Frame
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 Kristi Hagans
 Laura Hausman
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Meet Commission Employee Kristi Hagans



"Good morning, Civil Service. This is Kristi—how may I help you?"

That cheerful human voice you hear when you call our main line is none other than Kristi Hagans, Executive Secretary I, who joined us at the Civil Service Commission in July 2011. A Columbus native, Kristi sounds happy for a simple reason—she loves it when the phone rings.

People reach our main line when they don't know where else to call; so, that makes every call an opportunity to solve someone's problem, and that's her favorite part of the job. "It feels good to connect customers with the answer or resource they haven't been able to find on their own," she says.

Besides answering the phone and greeting visitors to our Director's office, Kristi provides significant clerical support for hearings, Commission meetings, uniformed eligible lists, and the background removal and appeal processes.

In her spare time, Kristi enjoys photography, traveling, sewing, and doting on her cat, Miss Scarlett O'Hara. However, you are most likely to find Kristi with her nose buried in homework over lunch and after work; she is just a few credits shy of a Bachelor of Arts Degree in English from The Ohio State University. Once she has her diploma in hand, her next goal is even loftier-- she hopes to earn her pilot's license.

House Bill 66:

The Ohio Auditor of State's office maintains a system for the reporting of fraud, including misuse of public money by any official or office. The system allows all Ohio citizens, including public employees, the opportunity to make anonymous complaints.

Auditor of State's fraud contact information:

1-866-FRAUD OH (1-866-372-8364)
www.ohioauditor.gov
 88 East Broad Street, P.O. Box 1140
 Columbus, OH 43215

Note-able CSC Staff Notes

Congratulations to the Civil Service Employees who were recognized at the 2012 Employee Recognition and Awards Ceremony:

Mary Benson,
*Professional Development
 Frontline Supervision*

Brenda Sobieck, 20 Years of Service

Barb Crawford, Debra Frame, Jennifer Hutchinson, Linda Isaac, Tara Reeves, and Don White, *Nominated for the Mayor's Award of Excellence*

