



THE CITY OF
COLUMBUS

MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

COMMISSION COMMENTS

Volume 12, Issue 2 Second Quarter, 2013

Movin' On Up... to 77 North Front

As of April 8, 2013, the Civil Service Commission has a new home! You can now find us on the third floor of 77 North Front Street, across the street from our previous location.

Known as Police Headquarters for much of the 20th century, the five-story building has been sitting empty since its former tenants vacated in 1991. Newly renovated, it is now a unique mix of the

historic and the modern. The building is considered "green," having been designed at the LEED (Leadership in Energy and Environmental Design) Silver Level. The most noticeable of the LEED features is the glass curtain wall that wraps around one side of the building, reducing energy costs by allowing natural light to flow into offices. Other features include high efficiency heating and air conditioning, reduced flow water components, and low VOC (Volatile Organic Compound) paints and sealants.

The building is also the residence of several other City departments, including Public Safety, Income Tax, Human Resources, Purchasing, and the City Attorney's office. Each floor is restricted to keycard access, and all visitors are required to check in with the security guard in the main lobby.

Coming Soon: New Online Applications

Keep an eye out for coming changes to the Commission's online application feature! As a result of the discontinuation of technical support for our current applicant software, SIGMA AMS, the Commission is working on plans to replace it with a system called NEOGOV. The

implementation of the new software should be complete by the end of the year and will necessitate current users to create a new profile on the system to get started. Watch our website and your email for detailed information regarding the change and next steps for users!



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"Life is like a bicycle. To keep your balance you must keep moving."

--Albert Einstein

Learn More About 77 North Front



What to Do & Where to Go on Test Day

- Enter at the main door on the **east** side of the building (under the "77")
- Check-in with security to receive a visitor sticker, which needs to be worn in a visible spot
- You will be asked to either wait on the 1st floor to be escorted in a group or instructed to proceed to the 3rd floor
- About 20 minutes before test time, a Civil Service employee will escort test takers as a group to the 3rd floor testing area
- If you arrive after the group has been escorted up, **or** if you are testing as an accommodation (as indicated in your letter), follow the guard's directions to proceed as an individual to the 3rd floor.

To get from the Security Desk to the Test Center:

- Go through **2 sets** of glass doors to the elevators
- Take the elevators to the 3rd Floor
- Exit the elevator and go through **1 set** of glass doors
- Turn right and follow the sign to the test center

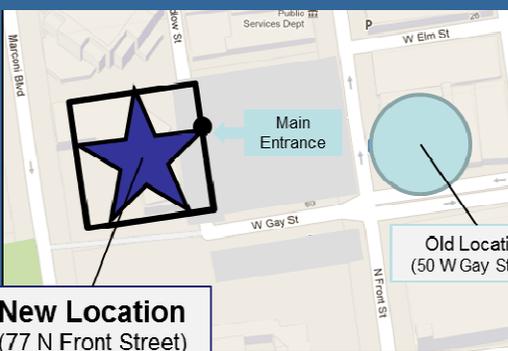
Sit Down and Apply!

The Self-Serve Job Center is Open to the Public

Our brand new Self-Serve Job Center is located on the first floor, just inside the main entrance to 77 N. Front Street. Inside you'll find paper applications and job announcements, as well as other forms for testing and applications. The Job Center also includes two computer kiosks for online applications. If you need help with your online profile, just pick up the phone and be connected directly to a Civil Service employee. Stop by and let us know what you think!

77 North Front Street Directory

- 1st Floor: Human Resources
- 2nd Floor: Income Tax (*late June*)
- 3rd Floor: Civil Service Commission
- 4th & 5th Floors: City Attorney's Office
- 5th Floor: Public Safety & Purchasing



New Location
(77 N Front Street)



Employee Input Shapes the Future

The Three Most Common Types of Civil Service Reviews

The Civil Service Commission modifies job descriptions, creates tests, and is tasked with taking an objective view of what our city employees do day in and day out. To accomplish these goals, we ask current employees to tell us about the intricacies of their work and the challenges they face on a daily basis. We may also observe and interview employees or meet with department representatives to better understand the depth and breadth of the work that is being done. We use this input to assist in making decisions that affect the future. Below are the three most common types of reviews that provide a formal framework to collect data. The *Job Analysis & Test Development Review* and the *Classification Specification Review* both aim to look at the entire class of employees, while the *Position Compliance Review* targets individual position numbers, selected at random.

representatives. For each classification review, whether it is a "revision" or a "review with no changes," an analysis and recommendation report is prepared and presented to the Commission in their monthly meetings.

Future benefits: An accurate class specification provides the foundation for many important human resources decisions such as compensation. Additionally, the specification is used as a recruiting tool – it communicates to job seekers information about the classification, including the qualifications a candidate needs to do the work and specific examples of work an employee would do after being hired. The knowledge, skills and abilities described are necessary for successful performance of the job and may be used to assist in test development. The specification is an easily accessible reference for information about the bargaining unit, the salary, the length of the probationary period, if a job is eligible for overtime pay (FLSA), and whether or not a test will be administered during the selection process.

Job Analyses & Test Development Reviews:

Purpose: To edit/create employment examinations that accurately assess the specific abilities and knowledge required to perform a type of job (classification).

How initiated: Each classification is reviewed at least every five years to ensure the test is appropriate.

What happens: An analyst will observe and/or interview current employees in the class and consult with the employees' supervisors. Then, the majority of current employees in the class are asked to complete the job analysis questionnaire (JAQ). The analyst will use their responses and subject matter experts to determine the essential abilities and knowledge areas to include in the exam.

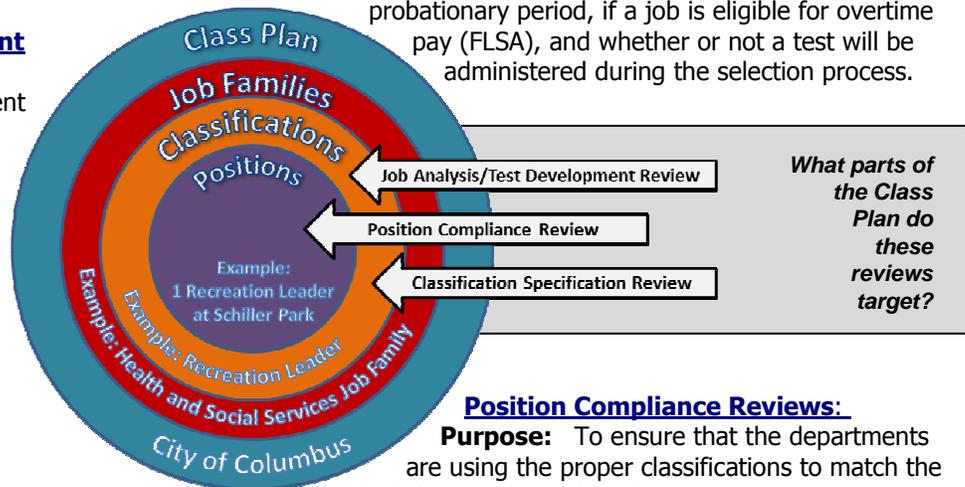
Future benefits: A competitive exam ranks applicants for key characteristics that current employees of the city have indicated are important for the job. The people who score the best on the test will have the opportunity to interview for the position first.

Classification Specification Reviews:

Purpose: To ensure the classification specifications accurately reflect the responsibilities, minimum qualifications, knowledge, skills, and abilities associated with the various City jobs.

How initiated: Each classification is reviewed at least every five years to ensure the specification is accurate and up to date.

What happens: Detailed information is gathered from incumbents and supervisors via questionnaires, meetings and job observations, and/or discussions with department



Position Compliance Reviews:

Purpose: To ensure that the departments are using the proper classifications to match the work that is assigned to the positions.

How initiated: At the beginning of each year the Civil Service Commission randomly selects approximately 100 positions for Position Compliance Reviews. This represents 2% of the full-time non-sworn workforce and involves positions from all City departments.

What happens: An analyst will contact the employees serving in the selected positions and schedule a brief meeting with each employee. Each meeting usually takes approximately 20-30 minutes and typically takes place at the employee's office or work site. If further review is indicated, the employee may be asked to participate in a more thorough assessment of their position's responsibilities, and a determination is made regarding how well their duties match their classification.

Future benefits: A classification consists of all those positions having sufficiently similar duties, responsibilities and qualification requirements such that they can be given the same position title, salary grade, and for all administrative and compensation purposes, be treated alike. By doing these reviews, assurances are provided that positions across the City are being used accordingly.

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Meet Commission Employee Laura Hausman

This graduate of The Ohio State University grew up on her family's dairy farm near Carey, Ohio, but don't assume she spends all her time in Ohio. Laura Hausman's love of travel has taken her from her wedding in Hawaii to both sightseeing and performing in Europe as a member of the national award winning Central Ohio Brass Band (COBB). The band plays at many community events and schools and is dedicated to fostering the brass band tradition in the United States. Laura has been a Personnel Analyst with Civil Service for 14 years and is

dedicated to ensuring a fair and equal opportunity process, from the entry-level examinations through all the uniformed promotional ranks. Laura sets an environmentally friendly example at work as the Piedmont Recycling Steward, at home and even in between by driving a Smart Car. She is a member of the City of Columbus Toastmasters and encourages anyone interested in improving their public speaking and leadership skills to attend a meeting. She enjoys her job, especially the interactions with people and the opportunity to learn new things; she even is a contributor to this newsletter. Keep up the great work Laura!

??? Ask Eyestein ???

Dear Eyestein:

I receive the Commission Comments via email. Still, every month, I also find a paper copy in my department mailbox. Is this practice in accordance with the City's Green Policies?

Signed, Earth Day is Every Day

Dear Earth Day:

The Civil Service Commission has greatly reduced the number of paper copies of the *Commission Comments* distributed since we began sending out the newsletter electronically. Although we have over 9,000 City employees, we only print around 1,000 hard copies. These paper copies are intended for City employees without regular computer access and the general public. We survey the Departments occasionally to be sure we are not printing copies we do not need. The Commission also prints our newsletters on recycled paper as well as recycles paper copies. However, you can contact your Division's HR representative if you think your Division should request fewer newsletter copies.



Did You Know?

In 2012, Civil Service processed nearly 1,200 appointments (full and part time)

Note-able CSC Staff Notes



Please join us in welcoming our two newest staff members to the Civil Service team: **Beth Bailey**, *Office Assistant II* and **Matt Wonderly**, *Personnel Analyst I*

Congratulations to: **Richard Cherry**, *Personnel Analyst II*, who was recognized for 20 years of service with the City