



THE CITY OF
COLUMBUS

MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

COMMISSION COMMENTS

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Survey Says...!



Earlier this year, we asked our applicants and current employees to complete the Civil Service Commission Survey. Consistent with the Mayor's Covenant with the citizens of Columbus to become a peak performing organization, the Columbus Civil Service Commission wants to ensure we are meeting the needs of our customers. Over 300 of you responded! We've pulled some of the information we collected so that you, too, could see what everyone had to say. Here are your results!

- Over 85% of our respondents applied for a job online, and more than half submitted a Job Interest online.
- More than half of our respondents access the Civil Service Commission website at least once a month, and 60% think the website is user-friendly.
- 79% of respondents prefer email as their primary mode of contact.
- As well, a whopping 73% of our respondents rated their ability to file an application with the City of Columbus as "easy" or "very easy."

(More Survey Results On Page 3!)

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Did you notice the black and white photo at the top of this page?

It's the view down Marconi Boulevard from West Broad Street, taken some time prior to 1933. The photo to the right shows what the same street looks like today. The building on the right was **then** police headquarters and is **now** the rear of the building that houses our new downtown Commission offices.



The Civil Service Commission has always been invested in how city workers do their jobs. Recently, we have taken on a small photography project to document how much has changed over the years. Various departments have been kind enough to share some of their old photos, and Commission staff sought out their modern day equivalents. The results were so interesting that we had to share with our readers (see photos on page two). Look for more photos in upcoming issues!

"The first step in exceeding your customer's expectations is to know those expectations."

--Roy H. Williams

City Workers: Then & Now



Power: Aerial Platform Truck at Broad & 6th Street, 1928; Bucket Truck at Wilson Avenue & East Gates Street, 2013



City workers and their vehicles; August 2013 and date unknown



Sewerage & Drainage: Drag Machine, date unknown; Vector Truck, July 2013



More Survey Results

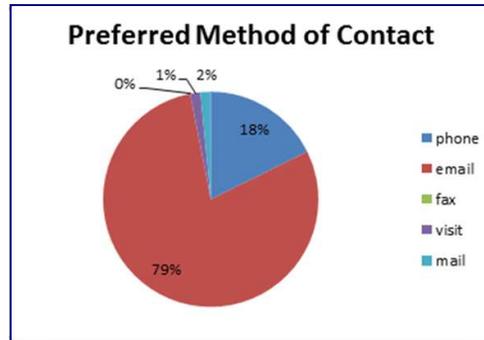
How can we improve?

Among other things, many of our respondents expressed a desire to be able to upload resumes directly to our website and attach them to their online applications. While our current website is unable to do this, we are working on a new format that may allow resumes to be uploaded directly! Until that becomes a reality, please note that resumes for Noncompetitive or Unclassified positions can always be emailed, mailed, or faxed to the HR contact associated with the posting. The contact information is always listed in the Job Announcement, which can be found under the tab "Current Job Openings" on our website at csc.columbus.gov, or on the paper announcements posted in our offices and the self-serve Job Center at 77 North Front Street, on the first floor. Please note that Competitive recruitments do not accept resumes.

How's our service?

- 82% of our respondents rated the courteousness and helpfulness of our staff as "good" or "excellent."
- 83% of our respondents rated our overall quality of service as "good" or "excellent."

Here's what one respondent said about the Civil Service staff: "The entire Civil Service Staff that was present at the time of my Civil Service exam was extremely courteous, helpful. They were extremely professional and in my personal opinion went above and beyond their duties to ensure that any and all questions were answered before - during and even after the exam."



Don't Forget!

Look out for an email from us later this fall for 2013's Civil Service Survey. If you have feedback or comments you'd like to pass on before then, please visit our webpage at csc.columbus.gov and click

"Contact Us" – we love to hear from you! We rely on your feedback to help Civil Service exceed our customers' expectations.



Columbus Hosts IPAC Conference

Civil Service Commission (CSC) staff recently played an integral role in hosting the 2013 International Personnel Assessment Council (IPAC) here in Columbus, July 21-24 at the Sheraton Columbus Hotel at Capitol Square. IPAC is the premier organization of assessment professionals who develop and deliver state-of-the-science testing and measurement services within the HR community. IPAC's mission is to provide its members and others in the field with easily accessed and varied opportunities to learn, share, experience, and teach state-of-

the-art recruitment and merit-based assessment practices. Several CSC staff members gave presentations at this year's conference:

Training and Experience Evaluations: Predicting Performance and Practical Application, Don White (*not pictured*)

The Art and Science of Behaviorally Anchored Rating Scales (BARS), Elizabeth Reed, Michael Maloney and Laura Hausman

The Good, The Bad, The Ugly—Blazing Trails With Z-Scoring, Michael Maloney

How to Validate an Exam Using a Content Validation Strategy, Elizabeth Reed

The conference drew attendees from all over the country; for many, it was their first time visiting Columbus. Not only did conference-goers express how well the conference was organized, but they were impressed with the City's cleanliness and vibrant offerings such as German Village, the Short North, the Ohio Statehouse and the Scioto Mile.



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Meet Commission Employee Deb Frame



You may recognize Deb Frame from where she's worked for 11 years—Citywide Training. However, if you've taken a Civil Service exam in the past two years, you'll know we somehow managed to convince her to become the face of our Test Center. As an Office Assistant III, Deb prepares test materials, administers exams, finalizes grading, sends out results letters, maintains confidential files, and fields calls from candidates. Her sweet smile, giving nature, and ability to turn anything silly have made her an integral part of our team from day one. Still, she'd like to

give a shout out to Regina and Abbie, her friends from Training!

Outside of work, Deb's pet project (no pun intended) is the volunteer animal shelter, Citizens for Humane Action. She loves all living creatures, and is often the first person called when someone finds a stray or injured animal. In the past, she has raised ducks, rabbits, raccoons, and even a squirrel for release back into the wild. Deb would like to encourage folks to adopt their future furry family members from shelters, since so many animals like Howie, the dog pictured to the left, are just waiting for a new home. You can find him and many others at www.chaanimalshelter.org.



Deb shares her home in Westerville with her husband, Shaun, who also works for the City, as well as three dachshunds and a cat. She also enjoys spending time with her four grandchildren.



??? Ask Eyestein ???

Dear Eyestein: I saw in the 2nd Quarter 2013 Commission newsletter that the City has 9000 employees, but in the 2012 Commission Annual report it says there were 7400 employees. How many are there now? Signed, Curious

Dear Curious: The City employs approximately 7400 full-time and 1600 part-time employees. The newsletter response was regarding how many people receive copies of the newsletter, so we included both; the annual report figure was specific to only full-time employees.

DID YOU KNOW?

In 2012, the Commission took action on

156 job classifications

including making 99 revisions, 9 creations, 5 abolishments, 1 moratorium, and 42 reviews with no changes.

Using the Commission's 5-year standard,

100% of job classes

were up-to-date at the end of 2012.

Police Promotional Exam

Over 130 current Columbus Police Officers applied for the 2013 Police Sergeant Examination. A Police Sergeant is responsible for supervising an assigned detail of Police Officers and support personnel involved in crime prevention and law enforcement work. Police Officers are eligible for this, the first promotional examination, after three years of continuous service as an officer. The examination consists of four phases. Phase I is an open book examination with questions regarding police policies and procedures. Phase II is a closed book examination covering information that must be recalled by police personnel without being able to reference any material. Phase III is a written work sample that simulates situations a sergeant handles on the job. Finally, Phase IV is an oral board exam. The eligible list will be valid for two years so all promotions to Police Sergeant will be appointed from this list.

