



THE CITY OF  
**COLUMBUS**

MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

# COMMISSION COMMENTS

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Third Quarter, 2014

## Slow Your scRoll

### *Hasty Applications May Not Be Successful Ones*

When applying for a job or an exam, the most important piece of advice is to **Take Your Time**. Carefully following all application instructions will increase your chances of moving on to the next step in the process and ultimately securing employment.

While our online application system allows you to save and reuse a profile, some applications ask for additional information or certifications you may not have provided the last time you logged in. Be sure to review each step carefully before moving on. This is so important that the system even gives you a change to review the entire application prior to submission. Be sure you are satisfied with everything you have included as you can only apply once for each job posting.

#### Additional advice on applications:

⚙ **Be specific in describing your work history.** Include dates and hours worked. no credit can be given if this information is missing.

⚙ **A resume will not replace the information required for an application.** All information on the application must be completed in order to determine whether you meet the necessary minimum qualifications. A resume may be submitted in addition to the application, but we do not review the resume as part of the application review process. If a job is listed in the resume but is not in the work experience, it will not be counted.



⚙ **The title of a job is not sufficient to describe the duties you performed.** You must provide accurate, specific information about what you did at each job. If details are not given, we cannot determine if your experience includes what is required by the minimum qualifications. If you are describing a position within the City, you must still list your duties; the same classification title may cover a variety of different work.

⚙ **Describe each title separately.** Do not combine experience for more than one title held at one employer. Use a separate work history block on the application form for each title you have held at each employer. Also make sure the dates accurately reflect the actual time period each separate title was held.

⚙ **Make sure the description of your work experience is clear.** If you describe your experience by saying "performed administrative functions," we cannot tell the nature of the work. A better description might be, "answered a multi-line telephone system; made arrangements and prepared materials for meetings and conferences."

⚙ **Avoid using acronyms or overly technical terms.** Describe your work experience using common terminology. The first person reviewing your application is generally looking to see if you meet the minimum qualifications for the classification; your resume is a better place to be technically specific.

#### ***Inside this issue:***

Background Screening Questionnaires	2
NEOGOV Corner	2
Ask Eyestein	3
Then & Now	3
Police & Fire Testing Updates	4
Meet the Staff	4

**"If you don't have time to do it right, when will you have time to do it over?"**

*John Wooden,*  
basketball player  
& coach

## Background Questionnaire for Public Safety Jobs



The Civil Service Commission uses a background screening questionnaire for three job classes which have Background Removal Standards: Police Officer, Firefighter, and Police Communications Technician. The Abbreviated Background Questionnaire or ABQ is filled out with the application

for these jobs. The purpose of the ABQ is to screen out applicants who violate one of the automatic disqualifiers for those job classes. This is an initial screening at the application stage, and is not the actual background investigation conducted by the Divisions of Police and Fire.

Collecting ABQ information at the time of application saves time and money for both the City and the applicants; about 5% to 15% of applicants are typically screened out by the ABQ. The City saves money by reducing testing and staffing costs. The ABQ also is beneficial for applicants since it allows them to know up front that they do not qualify for the job for which they are applying. This helps applicants to avoid taking time off from their current job or paying for travel expenses to

take the civil service exam or to complete background interviews.

Examples of disqualifiers for police officer, firefighter and police communication technician are:

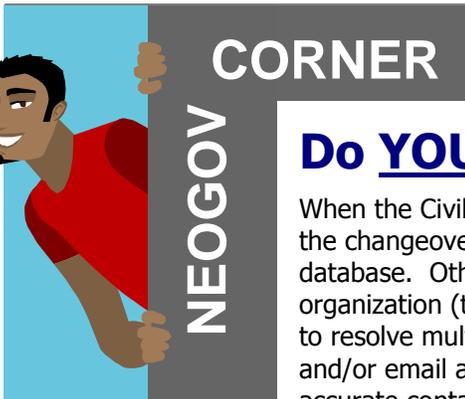
- use of marijuana within one year of applying
- use of illegal drugs other than marijuana within 3 years of applying
- any felony conviction as an adult

Other disqualifiers apply only to police officer and firefighter applicants, such as an OVI conviction in the past 5 years.

A more intensive background investigation is conducted later for those who score high enough to be considered. The background investigation includes records checks, a polygraph examination, a home interview, and an oral-board interview.

There is a review process for rejected applicants called the Background Administrative Review. This review allows you to submit a letter of explanation and documentation to be decided by the Civil Service Commissioners.

Be sure to carefully answer the background questions if you apply for one of these exams online. Clicking on the wrong answer can cause your application to be rejected and will delay scheduling for the exam.



*Welcome to The Corner, where we feature tips and information about our new application system.*

### Do YOU have more than one NEOGOV login?

When the Civil Service Commission transitioned to the NEOGOV applicant tracking system, the changeover resulted in some individuals having multiple accounts in our applicant database. Other individuals who previously had a NEOGOV login with a different organization (that could have been reused with us) made a second account. It is important to resolve multiple accounts because we may attempt to contact you at phone numbers and/or email addresses associated with the wrong or outdated account. We need to have accurate contact information so that we can properly notify you of a variety of information, including: new recruitments, examinations, and job openings.

**A permanent fix** must be done by you, as a NEOGOV user. Log in to all of your accounts and ensure that the contact information (including the email address) is current and consistent. Be aware of which account you use to apply for each recruitment, as the profile information may contain different information.

**An immediate temporary fix** can be done manually by a commission employee. If you have a current application in with the commission, please contact us to verify which accounts should be temporarily merged under one user profile. Our student intern is spearheading this project; to date, she has resolved over 4,000 account issues. She can be reached at 614-645-2125 on Mondays/Wednesdays 8 a.m. –11 a.m. and Tuesdays/Thursdays 8 a.m-3 p.m. If you get her voicemail, be sure to leave a message with your name and phone number.

*We hope you find the new system useful as you consider employment with the City of Columbus! Questions about the new system can always be directed to our Applicant and Employee Services staff at (614)645-8369 or to the NEOGOV Customer Service Center at (855) 524-5627.*

# ??? Ask Eyestein ???



Dear Eyestein:

**In January, I submitted a Job Interest Card on your website for "Office and Administrative Support" category and created a profile in your new system. Then in March, I got a new email address and updated it in my profile. However, I keep getting the Job Interest Card notices at my old email address. I'm afraid I'm going to miss my chance at a job since I don't check that old email anymore! I provided you with my new email—why aren't you sending the notices there?**

**Signed, Job Interested**

Dear Interested:

Job Interest Cards are a great way to keep informed about upcoming job and exam postings—I'm glad you are using them! The Job Interest Cards are separate from your NEOGOV profile. You do not have to create a profile or log in to an existing account in order to submit a Job Interest Card. You are adding your email address/contact information to a list of people we will notify when a type of job or exam recruitment is opening in our Employment Center. If you submitted your interest card in January, it sounds like you added it under your old email address. Go to our website and resubmit the card to add your new email address to the list. Don't forget that interest cards expire after one year, so set a reminder on your calendar to resubmit it the same time next year!

From [csc.columbus.gov](http://csc.columbus.gov), you may submit a Job Interest Card by either of two ways. 1) Click the blue **Job Interest** button. From here, select all the general categories for which you would like to receive job opening notifications. All category descriptions and the specific Job Classes that occur under each of those categories can be found by clicking the blue Job Class Info button. 2) Select the actual job class you're interested in by clicking the blue **Job Class Info** button. Once your desired job is selected, follow the "Email me when jobs like this become available" link to sign up for job opening alerts.

Current Job Openings
Job Interest
Job Class Info
Login
Promotional Jobs

powered by  
**NEOGOV**

Place a check in the box next to each job category for which you would like to receive email notifications, and fill out the required information in the 'Job Interest Card' section below, then click the 'Submit Request' button. For the next 12 months after you submit this form, you will receive an email notification each time a position opens with City of Columbus whose category matches one of the categories you've chosen. We'll also send you a reminder email in 11 months to give you an opportunity at that time to extend your notifications for another year. To change the results, deselect and reselect the categories by using the Clear All Categories/Select All Categories links or by clicking on the check boxes.

Select Category	Select All Categories	Clear All Categories
<input type="checkbox"/> 911	<input type="checkbox"/> Accounting and Finance	<input type="checkbox"/> Architecture
<input type="checkbox"/> Telecommunications	<input type="checkbox"/> Community and Social Services	<input type="checkbox"/> Criminology
<input type="checkbox"/> Code Enforcement	<input type="checkbox"/> Drivers	<input type="checkbox"/> Electronics
<input type="checkbox"/> Customer Service	<input type="checkbox"/> Environmental Services	<input type="checkbox"/> Executive Management
<input type="checkbox"/> Engineering	<input type="checkbox"/> Fire & EMS	<input type="checkbox"/> Fleet Services
<input type="checkbox"/> Facility Management	<input type="checkbox"/> Grounds & Landscaping	<input type="checkbox"/> Health Services
<input type="checkbox"/> Graphic Arts	<input type="checkbox"/> Internship	<input type="checkbox"/> IT and Computers
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Law Enforcement	<input type="checkbox"/> Legal
<input type="checkbox"/> Laboratory	<input type="checkbox"/> Natural Resources	<input type="checkbox"/> Office and Administrative Support
<input type="checkbox"/> Maintenance	<input type="checkbox"/> Public Broadcasting	<input type="checkbox"/> Public Relations
<input type="checkbox"/> Planning and Development	<input type="checkbox"/> Real Estate	<input type="checkbox"/> Recreation
<input type="checkbox"/> Purchasing	<input type="checkbox"/> Safety	<input type="checkbox"/> Security
<input type="checkbox"/> Research	<input type="checkbox"/> Vehicle Maintenance	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Trades	<input type="checkbox"/> Wastewater	<input type="checkbox"/> Water Treatment
<input type="checkbox"/> Waste Management		

**Job Interest Cards**

Fields marked with a "\*" are required.

\* Last Name:  \* First Name:

\* Address:

\* City:

\* State:   
 == Select State ==

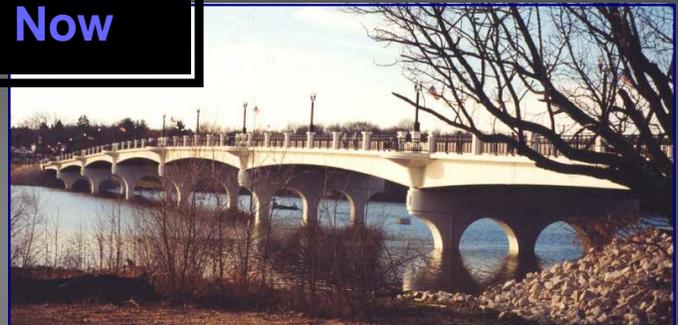
\* Zip Code:

\* Country:   
 US

Home Phone:  Work Phone:

\* Email Address:

## Then & Now



Left: The old Home Road Bridge under construction with the Rathbone Bridge in the background (1923)

Above: The new Home Road Bridge (current)

## Civil Service Commission of Columbus, Ohio

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77 North Front Street  
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614-645-8300  
CivilService@columbus.gov  
Fax: 614-645-8379

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

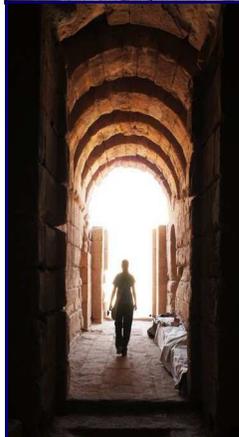
[www.csc.columbus.gov](http://www.csc.columbus.gov)

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## Meet the Staff: Beth Bailey

Beth Bailey, Office Assistant II, joined us in our Applicant and Employee Services unit in September 2012. Particularly savvy with the Commission's new applicant tracking/filing platform, NEOGOV, Beth is an asset to both our staff and anyone who needs assistance in using the system. Helping applicants navigate the application and testing process is but one of her job's many functions, but, fortunately, it happens to be her favorite!

A Cincinnati native, Beth lived with her parents and little sister, Ginny (currently a student at Loyola Chicago), before heading to Denison University to study English. There, she played Quidditch for the Denison Death Eaters as a chaser and beater. She also worked in the university's Off-Campus Study Office and tutored in Arabic. Before receiving her bachelor's degree in 2012, she studied abroad in Amman, Jordan, where she participated in a relay marathon called "Dead2Red." This memorable event took teams from the Dead Sea to the Red Sea (about 150 miles) – a lengthy trip, she says, "but getting to run through the empty desert at night was definitely worth it!"

In her role at the Commission, Beth processes removals, reinstatements, and competitive certification requests, and she also provides assistance to the City's Human Resources staff. She recently helped with the

Police Officer and Firefighter Expos, and she refers to the enthusiasm of the candidates as "contagious."

Outside of work, Beth enjoys reading, writing, crocheting, and "not following through with decorating ideas" for the home she shares with her mini golden doodle, Abe.

## FIREFIGHTER EXAM UPDATE

- 4,966 applications were submitted.
- 2,950 people showed up to take the first two phases: Multiple Choice and FOAM (Fire Oral Assessment Mechanism) tests.
- Over 1,900 were tested in the Firefighter Mile (the physical capabilities test).
- FOAM video tests are being graded and the eligible list is expected to be issued November 24th.

## Police Officer Expos

Earlier this year several Police Officer Expos were held. During these expos, attendees were led through multiple sessions regarding various aspects of the job. Session topics included the benefits package, background removal standards and investigation process, "Touch a Cruiser" involving police equipment, a firearms session, fitness standards and testing, and the Civil Service examination. The expos were aimed at giving potential applicants information about the job of police officer with the City of Columbus.

Applications for Police Officer were accepted August 4-22 and Testing will begin mid-September.

