



THE CITY OF
COLUMBUS

MICHAEL B. COLEMAN, MAYOR

CIVIL SERVICE COMMISSION

COMMISSION COMMENTS

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Know These Test-Taking Tips

Figure Out Which Strategies Work Best for You

If you are someone who gets the “test day jitters,” walking into an exam with a plan of attack can allow you to feel more confident and calm your nerves. Whether you’ve taken a test recently or if it has been years, one or more of these strategies can help you do your best.

Pace yourself so that you give yourself the opportunity to see every question in the test. If you spend too much time on a question you are not sure of, you might not even see other items you could get right. Keep an eye on the clock so you are aware if you need to move on to a different section.

Answer all the questions you are sure of first. Do you know the answer right away? If so, fill in the answer sheet and move on. If you aren’t sure of the answer, can you eliminate 1 or 2 of the responses immediately? If you still don’t know the answer, skip the question and move on. Then, go back to the ones you skipped and use the process of elimination. For any that you just have no idea of the answer, read the question again and go with your first

instinct. There are no penalties for guessing and getting a wrong answer, but leaving it blank will ensure it will be marked wrong.

If you skip a question, make sure that you skip it on your answer sheet.

Otherwise your answers for the questions that follow will be on the wrong lines.

You also might want to circle the skipped question in your test booklet or make a mark next to that

number on your answer sheet so you can come back to it if you have time.

Listen to and read ALL instructions. (Enough said.)

Read each question carefully. Make sure you know what the question is asking.

Write in your test booklet. Circle important sentences or key words when reading passages. Cross out answers you are sure are wrong. Put tick marks next to questions you’d like to look at again if you have time.

Review your answers. If you have time, go back and review your answers. You don’t get any points for finishing the test before time is up.



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“We need a plan of attack.”

-Captain America

“We have a plan: Attack!”

-Ironman



2015 COLUMBUS POLICE EXPO

If you or someone you know is considering a career in law enforcement, don't miss this event!

Find out what the Columbus Division of Police has to offer you at the **Police Expo**.

- Learn about a rewarding career with outstanding benefits
- Speak with officers and receive hands on training

Saturday, July 11, 2015 ★ 10:00 a.m. to 2:00p.m.

@James G. Jackson Training Academy

1000 N. Hague Ave, Columbus, OH 43204

Event registration open May 20th - June 19th

For more information on how to register to attend the FREE Columbus Police Expo, visit <http://www.columbuspolice.org/RecruitingandEmployment/Recruitingevents.html>

Then & Now: Refuse Collector Testing

Right: Two stations from the 1962 Refuse Collector Test.



Below Right: The current classification is called Refuse Collection Vehicle Operator. The name change was necessary since most of the trucks now have automated collection arms the driver operates from inside the truck. The recently administered 2015 exam included a written work sample, map reading, and a performance exam focusing on vehicle safety and driving skills.





CORNER

Where To Go For NEOGOV Help

If you have questions about your application or about the hiring process with the City of Columbus, please continue to contact the Commission's Applicant & Employee Services Line at 614-645-8369. However, some issues require contacting NEOGOV directly. You may also click "Reset Password" or "Forgot Username" if you do not remember your sign-on information. If you have technical issues with your NEOGOV account, you may need to contact NEOGOV for assistance. You can reach NEOGOV by calling their toll-free customer service number, 1-855-524-5627, between the hours of 11 a.m. and 8:00 p.m. Eastern Standard Time. You will be asked to leave your name, phone number, and email address. A customer service representative will return your call within twenty-four hours.

??? Ask Eyestein ???

Dear Eyestein:

I recently took a test for [a Supervisor position] that included a set of questions called "Logic and Reasoning." Why are these questions on the test? I've been a manager for years and don't have to figure out anything like this. I think you should remove this type of question from the test.

Signed,

Common Sense Should Be Enough

Dear Enough:

The exams we administer are based on thorough job analyses—investigations into what knowledge, skills, and abilities are needed for a person to perform the tasks required of them in a given job. We have found there are three vital characteristics of successful supervisors:

- 1) knowledge of supervision techniques,
- 2) the ability to read and understand complicated documents (i.e. union contracts or regulations), and
- 3) the ability to rationally look at a problem and think through how to solve it.

Depending on the specific type of job, each of these qualities can be tested in different ways.

We look to the specific job analysis conducted on that classification to see the best way to test it; the analyst making the decision does so by observing and talking with people currently doing the job. In your case, the analyst chose to use logic and reasoning questions; for other job classes, we use problem sensitivity questions, short answers, and/or planning and organizing writing samples.

Take a moment to stop and think about some of your previous management experience. Most times, commonly encountered problems are easily handled by your employees; the problems that are brought up to the supervisor level are those that are out of the ordinary and do not fit into a regular set of operating guidelines.

As the manager, you have to be able to think through the issue and make a decision that still must adhere to a given set of rules, even though you have not encountered it before. Logic and Reasoning questions allow you to demonstrate this ability on a simplified and fair playing field in the testing environment.

Dear Eyestein:

The exam I applied for required possession of a bachelor's degree. What do I bring/send in?

Does it matter if it is a transcript or a diploma and how long do I have to submit it?

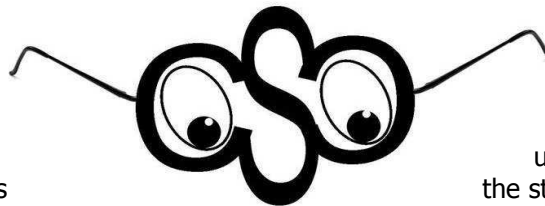
Signed,

An Educated Mind Wants to Know

Dear Educated:

In most cases, a post-high school education must be verified with an official transcript. A diploma can be accepted if there is no specific major required by the minimum qualifications or if the diploma indicates the specific degree required. An original or copy of a diploma or official transcript will be accepted. An unsealed official transcript issued to the student is also acceptable. Online "unofficial" transcripts are not acceptable.

Applicants will be given until the last day of testing or until the posted deadline to submit a required transcript or diploma (original or copy). The exams of those applicants who do not submit the required transcript by the deadline will not be scored and the applicants will be sent rejection notices.



Do YOU have a question for Eyestein?

Simply email CivilService@columbus.gov with the subject line "Eyestein." Even if we don't publish it here in the Comments, we will still find an answer for you!

CIVIL SERVICE COMMISSION

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Meet the Staff: Charday Litzy-Taylor

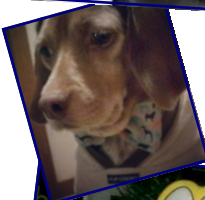


"Civil Service, this is Charday, how can I help you?"

Charday Litzy-Taylor is often the first person the public comes in contact with at the Civil Service Commission; her bright smile, friendliness, calming voice, and positive attitude, puts both visitors and callers immediately at ease.

Charday began her career at Civil Service as an Office Assistant II in January of 2014. Her main responsibilities are noncompetitive job postings, assisting with certification requests, scheduling and conducting backgrounds/fingerprinting and keeping information up to date in the Civil Service self-service job center. She is our go-to person who responds to inquiries from the public, HR representatives, and other city employees. Born and raised here in the "Buckeye City," Charday naturally enjoys working for the City of Columbus. Charday truly loves the people she works with and appreciates that she is always learning something new during her work day.

Charday earned her Bachelor's degree in Mass Communication from Wright State University and had her own radio show while attending college. Thankfully she came back to Columbus where she is raising her six and a half (can't forget the half!) year old daughter, Gina, and her seven year old Beagle, Murphy. Charday and Gina spend their time trying out new foods and plan to attend as many festivals as possible this year! Although you may see Charday walking around with a sweet to eat, she stays fit with kickboxing four times a week. In addition to trying new foods, Charday also enjoys watching the Boston Celtics and learning to play the bass guitar.



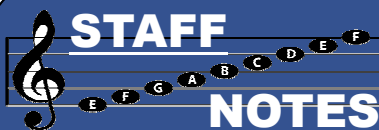
Snow Warrior Award

Congratulations to the Department of Public Service!

The City of Columbus has earned the American Public Works Association's national "Award for Excellence" for its snow and ice control plan and snow removal efforts. The snow and ice control plan is the City's guide for providing residents efficient and timely snow removal. The APWA award was created to promote excellence in public sector snow and ice operations management and administration, and best practices in snow and ice removal that minimize environmental effects.

The City's snow and ice removal plan's top priority is safety of the public. The APWA award lauds the plan's main goals:

- Reduce life threatening and injury-producing conditions
- Reduce damage to property
- Reduce interruption to commerce
- Minimize environmental effects associated with snow and ice removal



WELCOME

to

Belinda Anderson

Office Assistant III
Test Center

&

Chad Smith

Executive Secretary I
Director's Office