



## Agenda Report

22-55

Agenda Date: 1/10/2022

### REPORT TO CIVIL SERVICE COMMISSION

#### **SUBJECT**

Action to Adjust the Examination Weighting Plan for Senior Customer Service Representative (Job Code 724) to 100% Oral and a Qualifying Supplemental on a One-time Basis

#### **BACKGROUND**

The Human Resources Department requests Commission approval of a modification to the examination weighting plan for Senior Customer Service Representative (Job Code 724). This request is based on the authority of Civil Service Rule 3.1, "The Commission shall determine whether the examination shall consist of a written, oral, or performance, or psychological, investigative, physical test, or any combination thereof, and shall indicate the procedure in the announcement."

#### **DISCUSSION**

The Human Resources Department is recommending modifications to the examination weighting plan for Senior Customer Service Representative (Job Code 724) on a one-time basis. Currently, the examination weighting plan consists of 50% Oral Examination and 50% Written Examination. Due to the COVID-19 pandemic, the City has made the determination to limit (to the extent it can) in-person activities, which include recruitment in-person written exams, practical's, and interviews. This decision has been made for the safety of the candidates and City staff and will be evaluated as COVID case updates become available.

The proposed modification is to make the examination weighting a 100% Oral and a Qualifying Supplemental to expedite the recruitment and not to delay the recruitment until such time the City has made the determination to resume in person testing. In order to address the technical abilities normally assessed at the Written Examination, the department will ask technical questions on the job application. These will be rated against established criteria by the subject matter expert and Human Resources. The most competitive candidates will be evaluated and moved forward to the Oral Examination stage of the process. During the Oral Examination, the Department will have the ability to ask technical questions that would have otherwise been evaluated at the Written Examination stage. Additionally, the Department will also have the probationary period to assess the technical knowledge and abilities of the applicant. The probationary period will allow the Department the opportunity to assess technical components that would have also been assessed during the Written Examination stage.

There are no recommended changes to the class specification for Senior Customer Service Representative (Job Code 724).

#### **ENVIRONMENTAL REVIEW**

The action being considered does not constitute a "project" within the meaning of the California

Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

**FISCAL IMPACT**

There is no fiscal impact to revise the examination weighing plan other than staff time.

**PUBLIC CONTACT**

Public contact was made by posting the Civil Service Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email [clerk@santaclaraca.gov](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

**RECOMMENDATION**

Approve the modified weighting plan for Senior Customer Service Representative (Job Code 724) to 100% Oral and a Qualifying Supplemental on a one-time basis

Reviewed by: Ashley Lancaster, Division Manager Human Resources

Approved by: Aracely Azevedo, Director of Human Resources