

ITEM 60

Name: Bianca Ontiveros	Date of Disqualification: March 10, 2016	Current City Employee: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Position/Grade: Accounting/Payroll Clerk/ GS 46 Original Hire Date: March 16, 2011	Date Appeal Filed: March 15, 2016																		
Position Applying for: Toll Collections Supervisor	Disqualified by: <input type="checkbox"/> Phone <input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> In Person	Date of Examination: February 23, 2016 Conditional Exam: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Was the Appeal Filed in Timely Manner: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																		
Reason for Disqualification: Experience Requirement																					
<p>Rule or Ordinance Under Which Disqualified: <u>Rule 5, Section 1.(a).</u>: The Human Resources Director, subject to appeal to the Commission, will refuse to examine an applicant, or after examination to certify him or her as eligible and will remove his or her name from the eligible list for any of the following reasons, in each case to be fully documented.: (a) He is found to lack any of the minimum requirements established in the classification for the position and grade for which he applies</p> <p>HR Application Policy: A regular employee may file a written appeal to the Civil Service Commission. The appeal must be filed within three (3) working days on a form prescribed by the Human Resources Director. The three (3) working days period begins the date the notice was emailed to the applicant. Late appeals will not be accepted.</p>																					
Minimum Qualifications		Applicant Qualifications																			
<u>Education</u> High School diploma or GED		High School Diploma None																			
<u>Experience</u> Four (4) years of toll collection, cash handling or cashiering experience.		<u>Years</u> 2 <u>Months</u> 3.75 1 years 8.25 months																			
Comments Ms. Ontiveros is currently employed as a full time Accounting/Payroll Clerk for the City of El Paso and part time as a Sales Associate/Cashier for the GAP Outlet. The only qualifying experience for Ms. Ontiveros is at the GAP Outlet. Ms. Ontiveros lists her hours worked per week for her part time position to be approximately ten (10) to fifteen (15) hours per week. Although this qualifying experience was worked during a five (5) years period, it was calculated at a prorated rate of fifteen (15) hours per week which is the equivalent to 3.75 months of qualifying experience. Please note that two Supplementary Work Experience forms that were submitted on March 15, 2015 and March 16, 2016 were for Ms. Ontiveros' part time employment at the GAP Outlet. The form dated March 16, 2015 reflects the corrected dates of employment.		Non-Qualifying Education/Experience: <u>Education</u> Associates in Education <u>Experience:</u> <table style="width:100%; border:none;"> <tr> <td style="text-align:right"><u>Position</u></td> <td style="text-align:right"><u>Years</u></td> <td style="text-align:right"><u>Months</u></td> </tr> <tr> <td>Accounting/Payroll Clerk</td> <td style="text-align:right">4</td> <td style="text-align:right">9</td> </tr> <tr> <td>Secretary/Clerk</td> <td style="text-align:right">3</td> <td style="text-align:right">8</td> </tr> <tr> <td>Receptionist</td> <td style="text-align:right">0</td> <td style="text-align:right">4</td> </tr> <tr> <td>Tutor/Office Assistant</td> <td style="text-align:right">1</td> <td style="text-align:right">10</td> </tr> <tr> <td>Bilingual Instructional Assistant</td> <td style="text-align:right">0</td> <td style="text-align:right">7</td> </tr> </table>		<u>Position</u>	<u>Years</u>	<u>Months</u>	Accounting/Payroll Clerk	4	9	Secretary/Clerk	3	8	Receptionist	0	4	Tutor/Office Assistant	1	10	Bilingual Instructional Assistant	0	7
<u>Position</u>	<u>Years</u>	<u>Months</u>																			
Accounting/Payroll Clerk	4	9																			
Secretary/Clerk	3	8																			
Receptionist	0	4																			
Tutor/Office Assistant	1	10																			
Bilingual Instructional Assistant	0	7																			
Prepared by: Sara Gonzalez		Reviewed by: 																			

CSC Appeal Fact Sheet

Recruitment Title: Toll Collections Supervisor

Recruiting Department: International Bridges

Total Applications Received: 103

Total # of Applicants Failed Minimum Qualifications: 42

Failed for Lack of Education: 0

Failed for Lack of Experience: 36

Failed for Lack of Education and Experience: 0

Failed for other: 6

Total # Failed the Exam: 25

No-Show to Exam: 22

of Applicants who met the minimum qualifications for
the position and passed examination: 14

Please detail why your conviction will not affect your job performance. Please submit any supporting documentation regarding this issue.

HR Policy: Dismissed from Public Service

HR Policy: Dismissed from City Employment

YES

NO

Are the circumstances of your dismissal related to the duties of the position being sought?

Please detail the circumstances involving your dismissal from public service. Please provide any supporting documentation regarding this issue.

Other _____ (cite specific Rule or HR Policy you are appealing).

Please explain what you are appealing

Name: Bianca Ontiveros

Address: _____

City/State/Zip _____

Telephone: _____

Person ID #: _____ # _____ (Neogov)

Applicant Signature: Bianca Ontiveros

Date: 3/14/14

Please note: In accordance with the Texas Public Information Act, information from your application and/or resume is subject to release to the public.

The electronic transmission of this appeal form via e-mail will constitute a signature:

RECEIVED

APR 04 2013 *me*

CIVIL SERVICE
COMMISSION

Updated 09/15/15

SUPPLEMENTARY WORK EXPERIENCE

City of El Paso

2 Civic Center Plaza - 3rd Floor, El Paso, TX 79901-1153
915.541.4504 or 915.541.4578
http://www.elpasotexas.gov

NAME:(Last, First, Middle) **Person ID#** **SS #:** (last 4 digits)
Bianca Ontiveros

Additional experience for the position of :
Toll Collections Supervisor

WORK EXPERIENCE

DATES: From: 10/2015 To: Present **EMPLOYER:** GAP Outlet **PHONE NUMBER:**

ADDRESS:(Street, City, State, Zip Code)

POSITION TITLE: Sales Associate/ Cashier **SUPERVISOR:**

HOURS PER WEEK: Varies 10-15 **SALARY:** \$10/h **MAY WE CONTACT THIS EMPLOYER?**
 Yes No

DUTIES:
Cashiering. Handle cash, credit, check transactions at the register. Assist customers with returns and exchanges. Help customers find the items they are looking for and needing. Organize store, re-stocking merchandise. Cleaning.

REASON FOR LEAVING:
Currently listed as employed

Note: I understand that this information will not be added to my original online application and will only be used to further evaluate the position indicated on this form. _____ Initials or check for electronic initials

Signature Bianca Ontiveros Date 3/14/14

Please note: The electronic transmission of this supplement via e-mail will constitute a signature.
Expanding on current application - 0809

MAR 16 2016

SUPPLEMENTARY WORK EXPERIENCE

City of El Paso

2 Civic Center Plaza - 3rd Floor, El Paso, TX 79901-1153
915.541.4504 or 915.541.4578
http://www.elpasotexas.gov

NAME:(Last, First, Middle)
Bianca Ontiveros

Person ID#

SS #: (last 4 digits)

Additional experience for the position of :
Toll Collections Supervisor

WORK EXPERIENCE

DATES:

From: 10/2010 To: Present

EMPLOYER:

GAP Outlet

PHONE NUMBER:

ADDRESS:(Street, City, State, Zip Code)

POSITION TITLE:

Sales Associate/ Cashier

SUPERVISOR:

HOURS PER WEEK:

Varies (10-15 hrs)

SALARY:

\$10/h

MAY WE CONTACT THIS EMPLOYER?

Yes No

DUTIES:

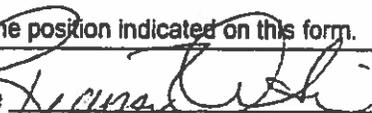
Cashiering. Handle cash, credit, check transactions at the register. Assist customers with returns and exchanges. Help customers find the items they are looking for and needing. Organize store, re-stocking merchandise. Cleaning.

REASON FOR LEAVING:

Currently listed as employed

Note: I understand that this information will not be added to my original online application and will only be used to further evaluate the position indicated on this form. _____ Initials or check for electronic Initials

Signature



Date

3/16/16

Please note: The electronic transmission of this supplement via e-mail will constitute a signature.
Expanding on current application - 0809

12440-0216 - Toll Collections Supervisor	
Contact Information -- Person ID:	
Name: Bianca Ontiveros	Address:
Home Phone:	Alternate Phone:
Email:	Former Last Name:
Month and Day of Birth:	
Personal Information	
Driver's License:	Yes, New Mexico , , Class D
Can you, after employment, submit proof of your legal right to work in the United States?	Yes
What is your highest level of education?	Associate's Degree
Preferences	
Preferred Salary:	\$15.00 per hour;
Are you willing to relocate?	Maybe
Types of positions you will accept:	Regular
Types of work you will accept:	Full Time
Types of shifts you will accept:	Day
Objective	
Education	
College New Mexico State University www.nmsu.edu 1/2009 - 12/2011 Las Cruces, New Mexico	Did you graduate: No College Major/Minor: Bachelors in Applied Studies Degree Received: Bachelor's
College Dona Ana Community College 1/2004 - 5/2006 Las Cruces, New Mexico	Did you graduate: Yes College Major/Minor: Education Degree Received: Associate's
High School Gadsden High School www.gisd.k12.nm.us 1/1999 - 5/2002 Anthony, New Mexico	Did you graduate: Yes Degree Received: High School Diploma
Work Experience	
Accounting/Payroll Clerk 5/2011 - Present City of El Paso www.elpasotexas.gov 218 N. Campbell El Paso, Texas 79901 (915) 212-1800	Hours worked per week: 40 Monthly Salary: \$1,700.00 # of Employees Supervised: 0 Name of Supervisor: May we contact this employer? Yes
Duties	

Customer service at front desk. Greet and direct customers. Answer questions by phone and to walk-in customers. Direct phone calls and take messages. File and maintain updated insurance and bond information for contractors, both hard copy and in Accela. Sign out CDs containing plans and specs to bidders. Prepare logs for plans and specs. Answer questions about projects and send out plan holder lists and amendments as needed to plan holders. Provide guidance for Traffic Control and Paving Cut permits. Generate Paving Cut Permits using Accela. Review that all paper work need is on file, prepare permit and issue charge for permit, new permit or extension. Verify that proper charge is set and verify that payment has posted before issuing permit. Enter inspections into Accela (Backfill, 2 sack, Asphalt & Concrete). Call inspector for inspection cancellations. Sign for, log in and distribute incoming mail. Schedule conference rooms. Assist in translation of memos for public distribution on upcoming construction projects. As of January 2013, helped in Accounts Payable section. Verify availability of funds in purchase orders. Review invoices for accuracy in amounts, correct dates, correct PO numbers and check for proper approvals and signatures. Create PO receipts and enter vouchers into People Soft (Oracle). Check for payments posting, pick up checks and ensure that they are sent out as payment. Help with preparing Journal entries for the timesheets of inspection, contract compliance, project engineering, design, and environmental sections. Verify correct number of hours and accounts for back up purposes

Reason for Leaving
Currently employed

Secretary/Clerk
9/2007 - 5/2011

Hours worked per week: 40
Monthly Salary: \$1,200.00
Name of Supervisor:
Assistant Principal
May we contact this employer? Yes

Gadsden Independent School District (Gadsden High School)

Duties

Clerical Duties, direct and assist parents with discipline concerns, Inventory of fixed Assets, Inventory of Instructional Materials, Managed pick-ups and deliveries on campus, kept record of Purchase orders and packing slips, managed teacher material requests, managed student discipline files

Reason for Leaving
Salary recudtion due to change in title

Receptionist
8/2009 - 12/2009

Hours worked per week: 40
Monthly Salary: \$1,200.00
Name of Supervisor:
May we contact this employer? Yes

Gadsden Independent School District (Chaparral High School)

Duties

Clerical duties, screening of visitors, issued visitor passes, signed for deliveries, managed in-coming and out-going mail, managed substitute teachers(classroom assignments and time sheets), set appointments for student teacher observation, set up community service hours for community members

Reason for Leaving
Temporary position, transferred out by GISD due to personnel changes, transferred back to GHS

Tutor/Office Assistant
1/2004 - 9/2007

Hours worked per week: 20
Monthly Salary: \$0.00
Name of Supervisor:
Learning Center Supervisor
May we contact this employer? Yes

Dona Ana Community College (Adult Basic Education)

Duties

Clerical duties. Front desk management. Tutored GED Math and English as a second language. Developed IEP's and maintained confidential test information.

Reason for Leaving

Work study position

Bilingual Instructional Assistant
9/2006 - 5/2007

Hours worked per week: 35

Monthly Salary: \$1,000.00

Name of Supervisor:

Las Cruces Public Schools (Las Cruces High School)

may we contact this employer? Yes

Duties

Assisted in translation of course material for non English speaking students in sheltered content areas, assisted bilingual lead teacher in assessing of students with state mandated tests. Worked with sheltered content area teacher's classroom management

Reason for Leaving

Position cut due to lack of funds in Bilingual Program

Certificates and Licenses

Skills

Office Skills

Typing: 50

Data Entry: 0

Languages

Spanish - Speak, Read, Write

Additional Information

Additional Information

Typing Certificate

References

Professional

Duran, Eliseo

Personal

Garcia, Claudia

Professional

Ortiz, Araceli

Resume			
Text Resume			
Attachments			
Attachment	File Name	File Type	Created By
Typing Certificate - Confirmed	Typing Test	Other	Job Seeker
Typing Certificate - Confirmed	Typing Certificate, Ontiveros, Bianca	Other	Leticia Bethea
Typing Certificate - Confirmed	Typing Certificate	Other	Job Seeker
Toll Collections Supervisor CSC Appeal	Ontiveros, Bianca -CSC Appeal	Other	Sara Gonzalez
Toll Collections Supervisor Supp Work Exp	Ontiveros, Bianca -Supp Work Exp	Other	Sara Gonzalez
Toll Collections Supervisor Supp Work Exp 2	Ontiveros, Bianca -Supp Work Exp 2	Other	Sara Gonzalez



Toll Collections Supervisor

Class Code:
12440 GS 54

CITY OF EL PASO
Established Date: Aug 21, 2006
Revision Date: Sep 16, 2015

SALARY RANGE

\$16.60 - \$26.53 Hourly
\$1,328.38 - \$2,122.51 Biweekly
\$2,878.15 - \$4,598.78 Monthly
\$34,537.77 - \$55,185.32 Annually

FLSA:

Non-Exempt

MINIMUM QUALIFICATIONS:

Education and Experience: A High School diploma or GED, and four (4) years of toll collection, cash handling or cashiering experience. Must pass a rigid background investigation.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.

GENERAL PURPOSE:

Under general supervision, supervise and coordinate toll collection operations at international bridges as assigned.

TYPICAL DUTIES:

Plan, organize, direct and control toll collection operations. Involves: Establish work priorities, workflow, equipment utilization, monitor work progress, review and evaluate service delivery methods and systems including administrative and control systems, and ensure administrative, accounting and audit requirements are satisfied. Verify, assign and distribute starting cash drawer to toll collectors on each shift. Oversee the correct posting of collections, adjust or cancel transactions made in error, and reconcile daily receipts, shortages or overages. Prepare daily report of tolls collected, verify collections, report discrepancies and produce other periodic reports. Schedule maintenance and repair of bridge approaches, lane marking, toll booths, computer, video security and lighting systems and order supplies, materials and equipment to ensure efficient toll operations. Review incident reports, shift logs, videos, receipts and monitor area cleanliness.

Respond to inquiries and complaints from public officials, other departments or the general public. Involves: Provide accurate information to inquiries either in person or by phone, research and personally respond to complaints and assist employees in responding to complaints, including complaints from individuals who may be irate. Correspond with customers on various issues and maintain files.

Supervise and coordinate the daily work of supervisory toll collectors, maintenance and contractual personnel including security and custodial services. Involves: Assign, schedule, guide and monitor work. Appraise employee performance and review subordinate

supervisors' appraisals. Provide for training and development. Counsel, motivate and maintain harmony. Identify and resolve staff differences, conflicts and deficiencies. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Approve leave requests and document absences.

Perform related duties as required. Involves: Perform duties of immediate supervisor, coworkers, maintenance or customer service personnel as necessary to ensure continuity of operations during absences. Advise supervisor in a timely manner of situations or issues that have or could lead to deviation from expected results and recommend appropriate solutions or options. Maintain accurate records and prepare periodic internal or external reports including summaries of revenue collected and deposited.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Application of considerable knowledge of cash handling practices and procedures.
- Application of good knowledge of modern office practices, currency exchange rates, bank deposit preparation and reconciliation procedures.
- Application of good knowledge of customer service/public relations practices and procedures.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of computer hardware and software pertinent to toll collection and reporting including coin sorters and counters.
- Proof, record, extract, organize and summarize data from manual or automated sources; attention to detail and established deadlines; prepare and maintain detailed records in an automated environment.
- Make mathematical calculations such as proportions, percentages and currency exchange rates with speed and accuracy.
- Establish and maintain effective working relationships with officials, contractors, coworkers, employees and the general public, including individuals whom may be irate.
- Express oneself clearly and concisely.
- Safely operate common office equipment, personal computer and related applications such as word processing, spreadsheet and database programs.
- Safely operate and perform routine maintenance or emergency repair of toll collection equipment.

OTHER JOB CHARACTERISTICS:

- Occasional lifting of up to 75 pounds.
- Occasional exposure to irate individuals.

- Subject to recall for emergencies.
- Exposure to extreme weather conditions, potential physical harm and hazardous chemicals including unregulated vehicle fumes.
- Must be bondable.

CLASSIFICATION STATUS:

*(Ord. 016439 08/22/06), (CC 01/27/09), (CC 08/23/11), (CC 07/29/12),(HR 09/16/15)
As provided under Classification and Compensation Ordinance 8064, Section 2.2, General purpose and typical duties summarized are only illustrative of work customarily assigned and performed. Typical requirements shown may be more specifically defined by additional job analysis. Equivalencies for education or experience shown may be more specifically defined by CSC approved guidelines.*

RULE 5

Application and Promotional Process and Lateral Transfer Process

Section 1. Filing of Applications.

Except as otherwise provided for herein, applicants for all positions, must file an application with the Human Resource Department not later than the date specified in the job posting and in the manner prescribed in the job posting.

The Human Resources Director, subject to appeal to the Commission, will refuse to examine an applicant, or after examination to certify him as eligible and will remove his name from the eligible list for any of the following reasons, in each case to be fully documented:

- (a) He is found to lack any of the minimum requirements established in the classification for the position and grade for which he applies; or
- (b) He has been convicted of a felony, or a misdemeanor within seven (7) years from date of conviction, end of parole, or release from prison, which is determined to be job related to the position sought; or (Amended 8/25/09,11/2/10)
- (c)He is found by the Commission to have committed any act, either while in the service of the City or otherwise, or to have any deficiency or disqualification which, in the judgment of the Commission, would be sufficient to constitute a just cause for discharge from the Civil Service as defined in Article VI, Section 6.13-3 of the Charter.

Section 2. Appeals from Disqualification from Examination.

a. Applicants who are disqualified from taking an examination may appeal to the Civil Service Commission provided they appeal within three (3) working days from the date of the notice. The three (3) working day period begins the date the notice was emailed. Individuals who appeal must file a written rebuttal in a format prescribed by the Human Resources Director. If the applicant fails to update their contact information or respond within the timelines set, no further action will be taken. (Amended 8/21/07, 8/25/09, 9/17/13)

b. Untimely appeals will not be accepted.

c. If the examination is held before the appeal is heard and determined by the Commission, the Human Resources Director may allow the applicant to take the examination conditionally pending the Commission's determination. If a conditional applicant fails to achieve a passing grade on an examination, the appeal shall be administratively dismissed and the appeal will not be forwarded to the Commission and no further action will be taken. (Amended 8/25/09)

Section 3. Frequency and Examination.

Examinations will be given whenever needed to fill a vacancy for which an adequate list does not exist. (Amended 12/11/84, 1/24/89, 8/21/07)

Section 4. Eligibility.

A person is eligible to take promotional examinations after actual service in a regular position for six months and when he fully meets the qualifications for the class as specified in the job description. The six months of actual service will be deemed to have been met if the employee successfully completes the six months of service by the date the first component of the examination is administered, and the employee is recommended for regular status. (Amended 10/21/97, 8/21/07, 8/25/09, 9/17/13)

Section 5. Seniority and Efficiency Points

Seniority points will be awarded to the score of City Employees provided that the minimum passing grade is achieved on the examination or evaluation. Efficiency points will be added to or subtracted from, the examination score of applicants passing promotional examinations based on the employee's most recent regularly scheduled evaluations. City Employees may receive a maximum of seven additional points that can be added to their score for a combination of seniority and efficiency points. (Amended 3/6/12)

Section 6. Special Credit

Ratings for Veterans

A veteran, who has obtained a passing score, shall have his rating on an original entrance examination advanced five points. A veteran is defined as any person who has served on active duty in the Armed Forces of the United States, or any division thereof, including the Coast Guard, for a period of 180 days and presents a DD 214 indicating an honorable discharge from said service. (Amended 8/21/07, 8/25/09)

- a. To qualify for an additional five-point increment based on disability, such disability must be at least 30 percent, certified by the most recent letter from the Veteran's Administration. (Amended 8/21/07)
- b. Nothing in this provision will be construed to authorize or direct the placing of the name of any person on any eligible list who does not meet the physical standards set by the Human Resources Director for the position for which the eligible list has been created.

Section 7. Penalty for Deceit in Examination.

Where deceit in an examination is alleged, and the examinee denies the fact of deceit, or if the examiner in charge of the examination believes extenuating circumstances to exist, the examinee will be permitted to finish the examination, and a full report shall be submitted immediately to the Human Resources Director, who will conduct an appropriate investigation. Should the Director find that the applicant engaged in deceitful conduct in connection with the examination, the applicant will be disqualified. (Amended 8/21/07, 9/17/13)

Section 8. Duration of Eligible Lists.

The Human Resources Director will compile lists of eligible promotional candidates for job classifications and maintain them as necessary and appropriate. Eligible lists other than reinstatement and transfer lists will normally expire 6 months from the date they are certified unless extended by the Human Resources Director.. (Amended 1/24/89, 8/21/07, 9/17/13)

Section 9. Removal from the Promotional List of Persons Permanently Separated from Service.

The names of persons permanently separated from the service on account of resignation, discharge or other cause, will be removed from all promotional applicant lists by the Human Resources Director.

Section 10. Removal from Lower List if Appointed from Higher List.

Regular employees whose names are on promotional eligible lists of different grades or lists with different salary schedules will be removed from the lower grade promotional eligible lists or promotional lists with a lower salary schedule upon promotion to a higher grade position or one with a higher salary schedule. (Passed 3/28/91 and Amended 8/21/07)

Section 11. Required Licenses or Certificates

All employees who are required to have a license or certificate as a condition of employment shall maintain such licenses or certificates in a current status as long as their job specification requires it.

Failure to maintain or obtain such license or certificate as required by the employee's job specification shall constitute just cause for disciplinary action as described in Rule 8. (Passed 8/25/09)

Section 12. Transfer to Same Class and Grade.

Whenever an employee in any department of the City wishes to transfer to a position in another department, the employee must be recommended by the transferring department and must have not been disciplined or placed on a performance improvement plan in the last 12 months. Employee shall retain his grade and pay rate, provided: (Amended 7/31/07, 8/25/09, 9/17/13)

- a. The position is in the same class and grade as the one from which transfer is made; or
- b. The employee has been performing services substantially similar in nature and having similar requirements as to education and experience to those of the new position, as determined by the Human Resources Director. Seniority credit where applicable will be given to the employee for the number of years he has been performing similar work in the former department. (Amended 2/1/94 and 7/31/07)

Section 13. Transfer During Probationary Period.

a. In order to have a request for a transfer approved, a person must have completed a probationary period in the class to which transfer is being requested, except as provided in paragraph b.

b. In cases where a position is abolished, a transfer request may be made by either the employee or the City. In such cases, a transfer may be approved while the employee is still serving in a probationary period for the class to which transfer is requested, provided that the balance of the employee's probationary period not yet served be retained by the employee in the new department, and that the rules regarding transfer and the order of certification and all provisions regarding transfers are met. (Passed 1/2/85) (Amended 9/13/05)



ADMINISTRATIVE POLICIES AND PROCEDURES

Policy: Applications and Appeals Policy
Creation Date: October 18, 2011
Revision Date: August 5, 2013; May 30, 2015
Prepared By: HR Department
Approved By: City Manager
Legal Review: Elizabeth Ruhmann

DESCRIPTION: APPLICATIONS AND APPEALS POLICY

I. POLICY

It is the City's policy to allow all interested job seekers to apply for available positions and to provide a method for appealing a disqualification determination, pursuant to the procedures set forth in this policy.

II. PROCEDURES

A. Acceptance of Applications

1. The Human Resources Director or Designee will establish a filing period to accept applications for a particular position
 - a. All job seekers must complete an application for a particular position through the City's online application system.
 - b. A filing period with a specific closing date may be established for a job posting.
 - c. When the need exists for a limited number of applicants, the filing period will only remain open until an adequate number of applications have been received.
 - d. When necessary to fill positions for which there is a constant need for qualified applicants, or for hard to fill positions, the Human Resources Director may establish an open filing period and accept applications for employment on a continuous basis until all anticipated vacancies are filled, or the need for accepting and processing of applications no longer exists.

B. Review of Applications

1. **Human Resources Director:** As required, the Human Resources Director or designee will review applications and identify candidates based solely on qualifications.

The Human Resources Director will permit education to substitute for experience as stated in the Equivalency Guidelines. Experience will be counted from the first day of entry into a qualifying job, to the day of the first component of the examination for which they have applied.

2. **Hiring Official:** When requested and as appropriate, applications may be referred to the hiring official to pre-screen.

C. Disqualification:

1. The Human Resources Director will refuse to examine an applicant, or after examination refuse to certify the applicant as eligible and will remove the name from the eligible list, for any of the following reasons, in each case to be fully documented:

- a) **Lacks Minimum Qualifications:** The applicant lacks the minimum qualifications established in the classification for the position:

- Applicants lacking three (3) months or less of the required job related work experience at the time of list promulgation may be placed on the eligible list. However, applicants lacking the required experience will not be certified for the appointment until after it is determined by the Human Resources Director that they have met the minimum experience required. Applicants may be asked to provide additional details concerning current or past work experience.

- b) **Criminal History:** The applicant has a criminal history within the seven (7) years preceding the date the application was submitted, which is determined to be job related to the position sought. For purposes of this subsection, criminal history includes conviction of a felony or misdemeanor. Additionally, the dates of release from prison, probation and/or parole for the relevant convictions will be evaluated and factored into the determination. *All applicants for Public Safety positions may be subject to more stringent criminal history standards deemed to be job related by the respective department or as required by regulatory agencies, or;*

- c) Dismissed from Public Service: The applicant has been dismissed from public service (to include City employment) for delinquency or misconduct, which is determined to be job-related to the position sought.

D. False Statement on Application

1. Any false statement knowingly made by an applicant in an application for admission to an examination or any other fraudulent conduct related to the application process will cause the Human Resources Director to:
 - a) Exclude the applicant from such examination;
 - b) Remove the applicant's name from any eligible list;
 - c) Remove the applicant permanently from the position if the applicant has secured appointment from such examination; and/or
 - d) Exclude the applicant from consideration for any City position for a period of two (2) years from the date the falsified application was submitted or discovered, whichever is later.

E. Appeals from Disqualification:

1. Appeals for disqualification from taking an examination, or from not being certified after examination, or from being removed from an eligible list, may be submitted as follows:
 - a) Regular Employee: A regular employee may file a written appeal to the Civil Service Commission. The appeal must be filed within three (3) working days on a form prescribed by the Human Resources Director. The three (3) working days period begins the date the notice was emailed to the applicant. Late appeals will not be accepted.
 - b) Original Applicant: With the exception of C.1.(b) above, Criminal History, which applicants may file a written appeal to the Civil Service Commission in the form and manner described, original applicants who are not regular employees may file a written appeal to the Human Resources Director. The appeal must be filed within three (3) working days on a form prescribed by the Human Resources Director. The three (3) working days period begins the date the notice was emailed. Late appeals will not be accepted.
 - c) Appeal Form: Applicants may obtain an appeal form by visiting the Human Resources Department website or office.

- d) **Timeline:** Untimely appeals will not be accepted. If the employee or applicant fails to update their contact information or respond within the timelines set, no further action will be taken.
- e) **Administrative Dismissal:** If the examination is held before the appeal is reviewed, the Human Resources Director may allow the applicant to take the examination pending the disposition of the appeal. If the applicant fails to achieve a passing grade on the examination, the appeal shall be administratively dismissed.
- F. **Application Retention and Reuse:** Applications and/or supporting documentation filed with the City will become the property of the City. Applications for one examination will not be used for any other or later examinations.
- G. **Contact Information:** An applicant may update contact information by logging onto their Personal Account Profile. All applicants have the responsibility to update their Personal Account Profile through the City's online application system with any changes in their contact information.
- H. **Non-Disclosure of Examinations:** Examination questions, and answers to test questions that do or may reveal examination questions, are exempt from public disclosure under the Texas Public Information Act (the "Act"). Accordingly, requests for a copy of the examinations and/or such examination answers will be denied pursuant to the relevant provisions of the Act.

APPROVED BY:

FOR

TOMAS GONZALEZ, City Manager

DATE:

July 14, 2015