

<b>Name:</b> Rios, Gloria	<b>ITEM 80</b>		
<b>Position Applying for:</b> Administrative Analyst	<b>Current City Employee:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Date of Disqualification:</b> February 22, 2016	<b>Date Appeal Filed:</b> February 24, 2016
<b>Reason for Disqualification:</b> Lacks Minimum Requirements	<b>Position/Grade:</b> Admin. Assistant / GS 52	<b>Disqualified by:</b> <input type="checkbox"/> Phone <input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> In Person	<b>Was the Appeal Filed in Timely Manner:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Rule or Ordinance Under Which Disqualified:</b>			
<p><b>Rule 5, Section 1.(a):</b> 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:</p> <p>(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><b>Application Policy:</b> The Human Resources Director will refuse to examine an applicant, or after examination to certify him or her as eligible and will remove the name from the eligible list, for any of the following reasons, in each case to be fully documented:</p> <p>(a) <b>Lacks Minimum Qualifications:</b> The applicant lacks the minimum qualifications established in the classification for the position;</p> <p>1) 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 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.</p>			
<b>Minimum Qualifications</b>		<b>Applicant Qualifications</b>	
<b>Education</b>		<b>Deficits</b>	
Candidate must have a Bachelor's degree in Business or Public Administration, Social/Behavioral Sciences or related field.		None	
<b>Experience</b>			
Four (4) years of professional administrative experience.		<u>Years</u> 2	<u>Months</u> 0
		<u>Position</u> Administrative Assistant	<u>Months</u> 1
<b>Comments:</b> The position of Administrative Analyst requires four (4) years of professional administrative experience. Under City's equivalency guidelines, candidates are credited with half (1/2) of the required experience (no greater than two (2) years) when he/she has additional education than what is mandated under the position's minimum qualifications. Under the same guidelines, pre-degree experience will be accepted when the applicant has performed relevant experience at the <i>professional level</i> . If an applicant's previous employment required a degree or higher we would consider the pre-degree position at a professional level. Ms. Rios earned her Bachelor's degree in September of 2012.			
<b>Non-Qualifying Education/Experience:</b>			
		<u>Education:</u> None	<u>Years</u> <u>Months</u>
		<u>Experience:</u>	
		<u>Position</u>	<u>Years</u> <u>Months</u>
		Senior Secretary	6 1
		Payroll/Accounting Clerk	2 8
		Senior Cashier	9 3
		Cashier I	4 2
		Customer Relations Clerk	3 3
<p>Ms. Rios was credited with two (2) years of the required experience for her Master of Business Administration. She was also given with one (1) year and 1 month experience for her current exempt position of Administrative Assistant.</p> <p>Ms. Rios was not given professional administrative experience credit in her positions of Senior Secretary, Payroll/Accounting Clerk, Senior Cashier, Cashier I and Customer Relations Clerk. These non-degree positions were prior to her obtaining her degree, and are not at a professional level. Professional level experience includes the ability to use independent judgment and discretion in performing work duties; some authority for decision-making; in depth work requirements, such as data gathering, analysis and interpretation; interaction with people at multiple levels including decision-makers; and individual accountability for results.</p> <p>Ms. Rios is lacking eleven (11) months of the required experience. Therefore, Ms. Rios does not meet the minimum experience requirement for the Administrative Analyst position.</p>			
Prepared by: Nuria Valdez		Reviewed by:	
Appeal Form 5.1.a			

# CSC Appeal Fact Sheet

Recruitment Title: Administrative Analyst

Recruiting Department: Human Resources

Total Applications Received: 79

Total # of Applicants Failed Minimum Qualifications: 42

# Failed for Lack of Education: 1

# Failed for Lack of Experience: 37

# Failed for Lack of Education and Experience: 3

# Failed for other: 1

Total # Failed the Exam: 16

# No-Show to Exam: 17

# of Applicants who met the minimum qualifications for the position and passed examination: 3

# Appeal Form

**HUMAN RESOURCES DEPARTMENT**

FEB 24 2016

Recruitment & Certification  
 Received by: *[Signature]*

**To Whom It May Concern:**

I GLORIA L. RIOS hereby appeal my Disqualified to take the examination, for: **Examination Title:** ADMINISTRATIVE ANALYST

**Date notified of disqualification:** 2-22-2016

**Disqualified Under CIVIL SERVICE RULE (C.S.C.) and/or HUMAN RESOURCES (HR) POLICY:**  
 Check all boxes that are applicable.

Lacks Minimum Qualification – Rule 5.1.(a) <input checked="" type="checkbox"/>	Convicted of a felony, or a misdemeanor – Rule 5.1.(b) <input type="checkbox"/>
Human Resources Policy: Dismissed from Public Service <input type="checkbox"/>	Dismissed from City Employment <input type="checkbox"/>
OTHER <input type="checkbox"/> _____ (write specific C.S.C. Rule or HR Policy you are appealing)	

C.S.C. Rule 5.1.(a) Applicant does not meet minimum qualification	YES	NO	N/A
Do you meet the educational requirements as stated in the job specification for this position?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you provide official proof of Education or other requirements, official transcripts, original or certified copies of diplomas?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you meet the minimum required experience as stated in the job specification for this position?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you list your education and/or experience on your application?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Detail your qualifying experience (use additional paper if necessary)

As of November 2009, I was assigned to manage the Insurance requirements for over 250 Airport Land Leases; to manage the General Aviation Commercial Ground Leases, and the Mail Meter Lease and Maintenance Agreement. I supervise and train personnel as assigned. Prepare requisitions, and monitor the budget and expenditures for Airport's Public Relations. The administration of 240 T-Hangar Leases is an additional duty assigned when I promoted to Administrative Assistant in January 2015. These duties account for professional administrative experience as of September 2012 when I received the Bachelor's degree, I understand that I can't be credited for the time prior to September 2012. In addition, I received a Masters of Business Administration and Management on November 2014.

C.S.C. Rule 5.1.(b) Conviction of Felony or Misdemeanor	YES	NO	N/A
Is your conviction job related to the position sought?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will the conviction hinder your ability to perform the duties of this position?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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**HR Policy: Dismissed from Public Service**  
**HR Policy: Dismissed from City Employment**

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.

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**Other** Prior qualification for same position \_\_\_\_\_ (write specific Rule or HR Policy you are appealing).

Please explain what you are appealing

In October 2014 I was invited to take the examination for Administrative Analyst. I have attached the notice as proof.

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Name: GLORIA L. RIOS Address: City/State/Zip

Telephone: Person ID #:( eogov)

Applicant Signature: Date:

Stamp  
Received by CSC

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

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

HUMAN RESOURCES DEPARTMENT  
FEB 24 2016  
Recruitment & Certification  
Received by: \_\_\_\_\_

RECEIVED  
MAY 04 2016  
CIVIL SERVICE COMMISSION

**Carrasco, Maria G.**

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**From:** Carrasco, Maria G.  
**Sent:** Tuesday, February 23, 2016 6:18 PM  
**To:** Rios, Gloria L.  
**Subject:** Administrative Analysts application

Good afternoon,

You received your Bachelor's Degree on 9/2012. Your professional administrative experience is experience that you have gained after receiving your Degree. We gave you credit at your current position (1 yr. 1 mo.), we are not able to give you credit for any other experience because that was prior to your Degree. You have until tomorrow 2/24/16 by 6:00 p.m. to submit an appeal. Later appeals will not be accepted.

*Maria Carrasco*  
*Senior HR Specialist*  
*(915)212-1259*  
*(915)212-0047(Fax)*

**Carrasco, Maria G.**

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**From:** Valdez, Nuria  
**Sent:** Tuesday, February 23, 2016 5:15 PM  
**To:** Carrasco, Maria G.  
**Subject:** FW: Administrative Analyst

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**From:** Rios, Gloria L.  
**Sent:** Tuesday, February 23, 2016 5:10 PM  
**To:** Valdez, Nuria  
**Subject:** RE: Administrative Analyst

Ms. Valdez,

I would like to appeal being disqualified for the Administrative Analyst exam. Please advise on the reason that determined my disqualification so that I may submit the appeal form.

Thank you,



**Gloria L. Rios**  
Administrative Assistant  
El Paso International Airport  
6701 Convair Road El Paso, TX 79925  
P 915.780.4730 | F 915.772.1184  
Gloria.Rios@elpasotexas.gov | [FlyElPaso.com](http://FlyElPaso.com)



**From:** [valdeznx@elpasotexas.gov](mailto:valdeznx@elpasotexas.gov) [<mailto:valdeznx@elpasotexas.gov>]  
**Sent:** Monday, February 22, 2016 11:13 AM  
**To:** Rios, Gloria L. <[RiosGL2@elpasotexas.gov](mailto:RiosGL2@elpasotexas.gov)>  
**Subject:** Administrative Analyst

Dear gloria rios:  
Personal ID: 6956317

Thank you for your interest in a position with the City of El Paso. After a comprehensive review of your application, you have been disqualified from taking the examination for Administrative Analyst under HR Policies - "Does not meet the minimum qualifications."

You may file a written appeal Monday thru Thursday with the Human Resources Department. Appeals may only be submitted up to 6:00 p.m. within three (3) working days from the date of this notice. The three (3) day period begins the date this notice was emailed. Late appeals will not be accepted.

Please call us for assistance prior to your deadline at 915-212-1244.

Sincerely,  
Human Resources Department  
City of El Paso

*300 N. Campbell, El Paso, TX, 79901*



# Administrative Analyst

Class Code:  
11150 PM 128

CITY OF EL PASO  
Established Date: Apr 24, 2006  
Revision Date: Jul 29, 2012

## SALARY RANGE

\$22.45 - \$33.21 Hourly  
\$1,796.31 - \$2,656.74 Biweekly  
\$3,892.00 - \$5,756.27 Monthly  
\$46,704.00 - \$69,075.23 Annually

### FLSA:

Exempt

### MINIMUM QUALIFICATIONS:

Education and Experience: A Bachelor's degree in business or public administration, social/behavioral sciences or related field, and four (4) years of professional administrative experience.

Licenses and Certificates: None.

### GENERAL PURPOSE:

Under direction, provide and manage administrative budget, accounting, information systems and technical support services.

### TYPICAL DUTIES:

Manage administrative functions and provide administrative support to department director. Involves: Supervise payroll budget, finance, purchasing, data processing functions and training of assigned personnel. Represent department at public meetings and events. Coordinate court appearances for assigned personnel. Coordinate building maintenance and janitorial services, phone updates. Manage vehicle fleet operations, data entry, acquisition, rental maintenance and equipment.

Assist in the preparation and management of the annual budget. Involves: Assist in planning and implementation of department annual budget by analyzing current expenditures and future requirements. Review and approve purchase requisitions and budget transfers. Prepare expenditure spreadsheets.

Monitor bid and grant processes, proposals and contracts. Involves: Prepare bid justifications. Recommend modifications or amendments to bid processes. Evaluate bids and proposals. Justify sole source contracts. Research, write and submit federal and state grant applications. Define problem or need, gather information and draw conclusions regarding grant administration. Research federal and state guidelines. Identify funding sources and monitor expenditures. Serve as department representative in enterprise fund contract sales.

Review automated data processing capabilities and needs, make recommendations for system changes, enhancements, and training users. Involves: Research technical management needs such as hardware, software. Install and test new application

releases. Instruct users in various standard business applications as well as network applications. Consult with systems personnel to resolve system problems and modify existing programs. Participate in systems administration such as initial setup, define users, configure systems environment. Set up accounts for users, verify access, monitor workstations and provide assistance, resolution expertise and training to end users, creating new or modifying existing management reports. Provide technical support to users.

Research, prepare, conduct and analyze complex studies and surveys. Involves: Develop and coordinate research studies and surveys. Finalize data analysis; prepare final reports such as financial, operating and statistical charts, graphs, spreadsheets. Analyze organizational structures, strategic plans and long and short term master plans and make recommendations for change. Identify employee-training needs, develop and implement training programs. Discuss performance and development issues with division heads. Research pertinent information, develop, write/revise policies and procedures, reports and other technical documents. Research and review pertinent local regulations, laws, manuals and procedures. Recommend changes to update procedures manuals. Incorporate new laws and technology into policies and procedures. Prepare reports including analysis of existing conditions and make recommendations for improvement. Use and maintain history and research files. Assemble reports. Write announcements, awards nominations and assist in the development of the department Annual Report. Perform or review complex cost and price analyses.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development' enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Application of considerable knowledge of research design, statistical analysis and methods (qualitative and quantitative), and principles of organizational management.
- Application of considerable knowledge of personal computers and word processing software, Internet, phones, faxes and copiers, and calculators.
- Application of good knowledge of grant administration, math, budgeting, office management and accounting principles.
- Application of good knowledge of pertinent rules and regulations, policies and procedures and laws.
- Application of good knowledge of technical writing.
- Application of good knowledge of records data management.
- Application of good knowledge of supervisory techniques, and personnel policies and procedures.
- Establish and maintain effective working relationships with, city officials, coworkers, subordinates, the public and other government agencies.
- Clear concise tactful oral and written communications.
- Interpretation of oral and written instructions.

- Keep records and prepare reports.

**OTHER JOB CHARACTERISTICS:**

- Position assigned to Airport must pass a criminal background check and obtain and maintain federally mandated security clearance for working at an airport.

**CLASSIFICATION STATUS:**

*(Ord. 016352 04/25/06), (CC 07/29/12)*

*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.*

**11150-0216 - Administrative Analyst****Contact Information -- Person ID: 6956317**

Name: gloria I rios Address: US  
 Home Phone: Alternate Phone:  
 Email: Former Last Name:  
 Month and Day of Birth:

**Personal Information**

Driver's License: Yes, Texas , Class C  
 Can you, after employment, submit proof of your legal right to work in the United States? Yes  
 What is your highest level of education? Master's Degree

**Preferences**

Preferred Salary: \$52,000.00 per year  
 Are you willing to relocate? Yes  
 Types of positions you will accept: Regular  
 Types of work you will accept: Full Time  
 Types of shifts you will accept: Day

**Objective****Education**

**Graduate School**  
 University of Phoenix  
 6/2013 - 11/2014  
 El Paso, Texas

Did you graduate: Yes  
 College Major/Minor: Master of Business Administration  
 Units Completed: 36 Semester  
 Degree Received: Master's

**College**  
 University of Phoenix  
 3/2010 - 9/2012  
 Santa Teresa, New Mexico

Did you graduate: Yes  
 College Major/Minor: Business Administration/Management  
 Units Completed: 120 Semester  
 Degree Received: Bachelor's

**College**  
 El Paso Community College  
 9/1982 - 5/2008  
 El Paso, Texas

Did you graduate: No  
 College Major/Minor: Business Administration  
 Units Completed: 85 Semester  
 Degree Received: No Degree

**Work Experience**

**Administrative Assistant**  
 1/2015 - Present

El Paso Airport  
 6701 Convair Road  
 El Paso, Texas 79925

Hours worked per week: 40  
 Monthly Salary: \$0.00  
 # of Employees Supervised: 1  
 Name of Supervisor: [redacted] - Deputy  
 Director of Aviation and Administration  
 May we contact this employer? Yes

**Duties**

Assist Administrator of General Aviation Leases (audit, monitor, and enforce compliance of lease requirements and security measures, calculate and apply rental adjustments); Manage T-Hangar Leases (prepare new or terminate leases, monitor compliance of FAA regulations, monitor compliance of timely payments, request inspections and lock outs); Manage Mail Meter lease and maintenance agreements;

Create, audit, maintain records for Public Relations expenditures, requisitions, ad placements, press releases; Prepare Revenue Reports for Airline Landing Fees, Fixed Base Operations, Heavy Aircraft Parking, Fuel Flowage, and Terminal Concessions (coordinate with accounting for billing purposes); Accumulate, verify, and analyze statistical data utilized in the preparation of Airport Air Traffic Activity Report and Annual Cargo Data Reporting required by the FAA; Manage, monitor, and enforce lease Insurance requirements for 250 Airport Land Leaseholds; Monitor Airport Operations Log and Incident Reports to identify damages to Airport Property (coordinate with legal and accounting for billing and collection of cost associated with damage repair and fuel spill cleanup); Prepare Aging Reports; Maintain records of Parking Validation; Prepare, place, and monitor items on City Council Agenda.

**Senior Secretary**  
11/2008 - 12/2014

El Paso International Airport  
6701 Convair  
El Paso, Texas 79925

Hours worked per week: 40  
Monthly Salary: \$0.00  
# of Employees Supervised: 2  
Name of Supervisor: - Airport Project  
Coordinator  
May we contact this employer? Yes

**Duties**

Responsible for the administration of the general aviation leases by enforcing compliance of lease agreement, prepare rent adjustments, revenue and fuel flowage reports; assist in preparation of lease amendments, renewals, and assignments for council approval; monitor and ensure insurance requirement compliance of 250 airport leaseholds; maintain database and legal files; assist Marketing and Customer Relations Coordinator in the preparation and participation of events, press releases, airport's website, on-line articles, blogs, and newspapers; prepare and monitor records of public relations expenditures, requisitions, and ad placements; provide support to FTZ office with operation and statistical reports; prepare billing for fuel spills and property damage, coordinate with legal for collection of debt; prepare monthly revenue reports for airlines and terminal concessions; prepare monthly aging reports; meeting logistics, order supplies, and generate work requests for properties staff and airport tenants; supervise and coordinate duties and special assignments for department's messenger; administrate mail meter lease and maintenance agreements; maintain records for parking validations; approve leave and overtime; Provide administrative support to Airport Properties Deputy Director and staff; answer multi-line phone system; provide support to other sections as needed.

**Reason for Leaving**  
current position

**Payroll and Accounting Clerk**  
2/2007 - 10/2009

El Paso International Airport  
6701 Convair  
El Paso, Texas 79925

Hours worked per week: 40  
Monthly Salary: \$0.00  
Name of Supervisor: I - Administrative  
Analyst  
May we contact this employer? Yes

**Duties**

audit/maintain/correct time-cards, check par report, prepare comp, merits, pay-offs, terminations, promotions, new hires, retros, maintain personnel files, requisitions, staff table changes, verified schedule C & D, prepare overtime and leave balance reports, direct communication with HR, prepare other reports as needed.

**Reason for Leaving**  
Promoted

**Senior Cashier**  
11/1997 - 2/2007

El Paso Water Utilities  
1154 Hawkins  
El Paso, Texas 79925

Hours worked per week: 40  
Monthly Salary: \$0.00  
# of Employees Supervised: 8  
Name of Supervisor: - Accountant  
May we contact this employer? Yes

**Duties**

Prepare bank deposits averaging \$20 million per month; prepare and administrate financial reports; reconcile bank statements; create, administrate, and implement procedures for cashiering section; supervise and coordinate work stations/schedules for cashier/cashier clerks to ensure proper coverage

of all stations including remote offices at Homestead and Westway; maintain and prepare time-sheets into PeopleSoft, approve leave; prepared FMLA and Accident report paperwork, cashier as needed; investigate, research, and correct customer complaints on billing and posting errors; coordinate with customer service staff to create new billings; assist customers and fellow employees; communicate directly with banking institution, accounting department, delinquent accounts, customer service, vendors, payment agencies, equipment service/maintenance providers, and technical support; assist in the preparation of annual budget by research and analysis of operating expenses for cashiering section, assessment of anticipated requirements; maintained a \$5,000 change fund and ten \$200 working funds to be assigned to cashiers.

**Reason for Leaving**  
competitive re-assignment

**Cashier I**  
9/1993 - 11/1997

Hours worked per week: 40  
Monthly Salary: \$0.00  
# of Employees Supervised: 0  
Name of Supervisor: 1 (Retired) -  
Collections Supervisor  
May we contact this employer? Yes

El Paso Water Utilities  
1154 Hawkins Blvd  
El Paso, Texas 79925

**Duties**

Take water bill payments, processed returned checks and create new billings, prepared bank deposit, posted payments to customers accounts collected by field personnel, processed electronic and Automated Clearing House (ACH) payments, assisted customers in person with inquiries or complaints, communicated with delinquent accounts, accounting, banking institution, customers, and fellow employees.

**Reason for Leaving**  
Promoted

**Customer Relations Clerk**  
6/1993 - 9/1993

Hours worked per week: 40  
Monthly Salary: \$0.00  
# of Employees Supervised: 0  
Name of Supervisor: : - Customer  
Relations Supervisor  
May we contact this employer? Yes

El Paso Water Utilities  
1154 Hawkins Blvd  
El Paso, Texas 79925

**Duties**

take turn on/cut off orders for water service, make payment arrangements, research and prepare account analysis, research posting errors, create new billings, assist customers by phone with inquiries and complaints, scheduled leak inspections and notify customers of inspection results, schedule hi/low meter reading verification, request meter changes, communicate directly with customers, management, field personnel, dispatchers, environmental services, pay stations, and fellow employees.

**Reason for Leaving**  
promoted

**Certificates and Licenses**

Type: Certified Public Notary  
Number:  
Issued by: Texas Notary Public Association  
Date Issued: 12 /2008 Date Expires: 12 /2016

Type: PLACEMAKER AT WORK WEBINAR  
TRAINING SERIES

Number:  
Issued by: CNU CERTIFICATION CREDIT  
Date Issued: 12 /2012 Date Expires:

Type: Supervisory Academy

Number:

Issued by:

Date Issued: 2 /2014 Date Expires: 2 /2020

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Type: El Paso International Airport Safety  
Committee Member

Number:

Issued by:

Date Issued: 11 /2014 Date Expires:

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Type: El Paso International Airport Employee  
Advisory Council Member

Number:

Issued by:

Date Issued: 1 /2013 Date Expires:

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Type: Airport Open Records POC

Number:

Issued by:

Date Issued: 6 /2015 Date Expires:

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#### Skills

Office Skills

Typing: 50

Data Entry: 0

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Other Skills

Microsoft Office Skilled - 20 years and 0 months

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Languages

Spanish - Speak, Read, Write

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#### Additional Information

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#### References

Professional

**Schultes, Jeff**

Deputy Director of Aviation

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Personal

**Mendoza, Irma**

Executive Secretary

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Professional

**Vera, Monica**

Administrative Services Manager

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<b>Resume</b>			
<b>Text Resume</b>			
<b>Attachments</b>			
<b>Attachment</b>	<b>File Name</b>	<b>File Type</b>	<b>Created By</b>
RESUME UPDATED GLORIA RIOS.doc	RESUME UPDATED GLORIA RIOS.doc	Resume	Job Seeker

## 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

## Equivalency Guidelines

### Chapter 1 - General

#### **1-1. Purpose**

The following guidelines shall be used to evaluate an applicant's education and experience qualifications. The intent of the equivalency guidelines is to promote an efficient recruitment process that allows applicants to fairly compete for Civil Service Positions for the City of El Paso, and to allow for promotional opportunities for City employees as provided herein.

#### **1-2. Evaluating Applicants**

Human Resources (HR) when evaluating applications will utilize the qualifications of each applicant in the most beneficial method possible. Applicants must provide official documentation in order to be awarded credit towards the minimum qualifications.

### Chapter 2 - Equivalencies

#### Section I – Education

#### **2-1. Educational Requirements**

The requirements for education listed on the official job specification is determined by the Human Resources Department in consultation with Subject Matter Experts and/or appointing authority.

#### **2-2. Educational Equivalencies**

The required education on the official job specification is the minimum educational requirement for the position, except as provided otherwise herein. Applicants seeking a position that requires an associates degree, bachelor's degree or higher must have a relevant degree from an accredited college or university to qualify for the position. Work experience will not substitute for advanced education (post high school) except as noted in Section 2-14 for the Current City Employee.

#### **2-3. Denial of Educational Equivalencies**

Non-relevant education will not be accepted in lieu of the required accredited academic degree in the following cases listed below.

- a) For classes requiring a degree under applicable federal, state, or local law, statutes and ordinances; or when a degree is required to qualify for a major funding source.
- b) For classes with generally accepted professional status (for example, Accountant or Librarian).
- c) For classes that require a degree in the hard or applied sciences (for example, Engineering, Architecture, Geology or Chemistry).

#### **2-4. Master's Degree**

An applicant with a relevant Master's Degree would be considered to have met the standards for a Bachelor's Degree in that discipline.

## **Section II - Experience**

### **2-5. Experience Requirements**

The requirements for experience listed on the official job specification is determined by the Human Resources Department and in consultation with the Subject Matter Experts (SME) and/or appointing authority.

### **2-6. Experience Equivalencies**

Applicants may substitute relevant education in lieu of the required experience when degrees or college credit hours have been determined to be job related. See Table I for more details.

- Master's Degree or additional job related schooling may substitute for up to half (1/2) of the required experience, but, no greater than two (2) years.
- Non-specialized schooling may substitute at the rate of one additional year of education for one year of the required experience, up to half (1/2), but, no greater than two (2) years.

In the case of classes requiring general clerical or general work experience, any additional education will be considered job related.

## **Section III - Other Equivalencies**

### **2-7. Continuing Education Units**

Job related continuing education units (CEUs) from training courses, technical schools, vocational or trades school will be awarded applicable credit provided transcripts or certificates clearly designate one of the following:

- Number of CEUs earned.
- Number of contact hours, or classroom hours of each course.

A maximum of six months credit for education will be awarded to applicants with relevant CEU equivalencies. A maximum of six months credit for experience will be awarded to applicants with relevant CEU equivalencies. See the glossary of terms for more information about CEU credit.

### **2-8. Comparing CEU and College Credit hours**

CEUs are not equivalent to college credit hours. One (1.0) college credit has sixteen (16) classroom hours and one (1.0) CEU has ten (10) classroom hours. Therefore, only a percentage of credit will be awarded when an applicant wants to use CEU credits to substitute for college credits or experience. See Table II for more details.

### **2-9. Military Training**

Military training will be credited if official documentation of course title, course content and contact hours are presented. Where military titles, terminology or contact hours are unclear, the applicant may be required to provide an official source declaring content or class description. Examples of some official sources are: Military installations, colleges, universities, or Credit Evaluation Services.

#### **2-10. Evaluating Foreign Degrees**

Applicants with foreign degrees must have all documents translated and evaluated by a college, university or Credentials Evaluation Services Department prior to submitting them to the Human Resources Department. It shall be the responsibility of the applicant to submit to the Human Resources Department all certificates, courses, diplomas or transcripts that the applicant wishes to have considered.

#### **2-11. Evaluating Experience**

Experience will be accepted when it is similar or relevant experience to that list on the job specification of the position sought.

#### **2-12. Pre-degree Experience**

Pre-degree experience will be accepted when the applicant has performed relevant experience at the professional level. HR will examine the pre-degree experience performed by the applicant and compare the duties to the position being sought. If an applicant's previous employment required a degree or higher we would consider the pre-degree position at a professional level.

**2-13. City employees working out of job classification will be awarded up to max allowed in accordance with C.S.C. Rule 30, Working Out of Class.**

**2.14. Current City employees may qualify for promotional opportunities if they have a minimum of 50 percent of the course curriculum required for a related degree for the position sought, e.g., if the job specification requires a Bachelor's degree (120 college credits), an employee may qualify if they have at least sixty (60) related college credits. Additionally, competing employees must have acquired twice the minimum experience required for the position, e.g., if the position requires four (4) years of professional experience, the competing employee must have a minimum of at least eight (8) years of the required experience.**

- a) If selected for the position, the employee must agree to complete a minimum of twelve hours per year in a qualified degree program until requirements are fulfilled. The Employee shall agree that failure to comply with the requirements set forth herein shall constitute just cause for demotion. Employees who fail to achieve the educational requirements per the appointment agreement will be removed from the position or demoted. Employees will be evaluated annually as part of their performance review and deemed not in compliance with the appointment agreement if not actively enrolled and making progress towards degree requirements and removed from the position or demoted. If the former position is not vacant, the Human Resources Director will attempt to place the employee at an equal or lower graded position for which qualified. The refusal of an employee to accept an offer to fill a vacancy will result in the employee being laid off and placed on a reinstatement list. Employees may request an extension of time to complete the required hours for good cause from the Director or his designee. If the Director denies such extension, the employee may appeal to the Commission.
- b) Provisions outlined in Section III – 2-14 Current City Employees Equivalencies for current City employees will be deemed temporary and transitional and only be effective for the

next 24 months from the date these Equivalences Guidelines are approved. This section will sunset at the end of the 24-month period. (Revised 12/10/09)

### **Chapter 3 - Supervisory Factors**

#### **3-1. Receiving Supervisory Credit**

HR would like each applicant to receive proper credit for the supervisory work they have done. In this way applicants who have engaged in the core tasks of supervising can receive credit.

- a) Applicants who have fulfilled the role of writing evaluations (employee appraisals) or performance evaluation reports (PERs) for subordinate employees will be considered to have supervisory experience.
- b) The following is a list of other factors of "supervision" for those who have not completed written evaluations or performance evaluation reports. Applicants need to demonstrate that they have performed four (4) out of the six (6) core supervisory factors listed below:
  - (1) Discipline or recommend discipline
  - (2) Schedule or assigning work
  - (3) Accountability for another's work product (checking work, enforcing rules)
  - (4) Authority to supervise specifically delegated by department management
  - (5) Addressing/resolving employees needs/complaints/grievances reference work assigned or work environment
  - (6) Making recommendations to another person's career (recommending/hiring, promotion, pay increases, termination)

### Table G - Glossary of Terms

- G1. **Accredited College or University** is one that is an approved institution of higher education in which a student will earn an accredited Associates, Bachelor's degree, Master's Degree or Ph.D.
- G2. **Equivalencies** for each class will be determined by the Human Resources Department in consultation with the Subject Matter Experts and/or Appointing Authority prior to the recruitment.
- G3. **Continuing Education Units (CEUs)** or credits for training courses from technical, vocational or trades school will be credited for a maximum of 12 months provided the applicant submits transcripts or certificates of completion that clearly designate: (1) the number of continuing education units (CEUs); or (2) the number of contact hours (classroom hours) of the course. In addition, Lifelong learning, Texas State Technical College, and UMS online all agreed that ten classroom hours of instruction equals one CEU. It is also important to note that clock hours, classroom hours, and contact hours are synonymous (equal).
- G4. **College Level:** Courses which are considered to be college level are those which fall within the domain usually considered appropriate for college credit, and are commonly taught in colleges and universities. The courses would include a balance of both theoretical concepts and applied learning. The learning also must be applicable outside the context in which it was acquired. Standard college credit is awarded when applicable.
- G5. **Non Specialized Experience** is experience that is described as general work experience not specific to the required position.
- G6. **Relevant Job Related education** is education in the position or field being sought. As a result, the applicant would have acquired some of the knowledge needed to perform duties of the position being sought.
- G7. **Specialized Experience** is experience that is associated with the overall competences of the position that gives the applicant specific experience toward the required position.
- G8. **Substituting college credit hours for experience** can be accomplished when they have been determined to be Job related education.
- G9. **Vocational/Occupational:** Specialized training in a special skill, or group of skills, to be used in a trade. Special abilities used to qualify for a particular type of work or livelihood including occupational, career, or trades. Skill-based learning is limited in credit opportunity.
- G10. **Volunteer experience** will be awarded at a maximum rate of three months experience per year.

**Table M - Mathematical Reasoning**

**M1. Converting Relevant Schooling To Experience.** Every relevant college credit is awarded forty percent (40%) of one month for experience. In view of the fact that thirty college credits can be earned in twelve months. Then one college credit can be earned in forty percent of one month. Subsequently, twelve (12) months divided by thirty (30) college credits equals forty percent (40% or .40) of a month experience ( $12 / 30 = 40\%$  or .40). Likewise, thirty (30) graduate credits can be earned in twenty-four (24) months. Followed by twenty-four (24) months divided by thirty (30) graduate credits equals eighty percent (80% or .80) of a month experience ( $24 / 30 = 80\%$  or .80).

**M2. Comparing CEUs to College Credits.** Every relevant CEU is awarded sixty-two and a half percent (62.5%) credit towards the educational requirements for a position. One (1.0) CEU has ten (10) classroom hours and one (1.0) college credit has sixteen classroom hours. The mathematical reasoning is ten CEUs divided by sixteen college hours is sixty-two and a half (62.5% or .625) percent ( $10 / 16 = 62.5\%$  or .625). One (1.0) CEU is sixty-two and a half percent (62.5% or .625) of one (1.0) college credit.

Example: one (1.0) college credit has sixteen classroom hours

College Class	Class Hours	Time	Total Hours	Earned
Biology	3 hours	4 months or 16 weeks	48 hours	3 credits
Lab	1 hour	4 months or 16 weeks	16 hours	1 credit

Example: 200 classroom hours divided by 20 CEU equals 10 classroom hours. Ten (10) classroom hours is equal to One (1.0) CEU.

Technical Training	Time	Total Hours	Credit
Mechanical	6 months or 24 weeks	200 hours	20 CEU

**M3. Substitute CEU to College Credit hours.** Since CEUs are not equivalent to college credit hours only relevant CEUs will be multiplied by sixty-two and a half percent (62.5% or .625). This would equal the total number of college credit hours awarded. For example twenty-five (25) CEU multiplied by sixty-two and a half percent (62.5% or .625) would equal 16.75 or 17 college credit hours. The maximum of six months for education will be awarded to applicants with relevant CEU equivalencies.

**M4. Convert CEU to Experience.** One college credit is equal in close proximity to forty percent (40% or .40) of a month experience. One (1.0) CEU is sixty-two and a half percent (62.5% or .625) of one (1.0) college credit (see M2 and M3 above). Therefore, forty percent (40% or .40) of a month experience multiplied by sixty-two and a half percent (62.5% or .625) of a college credit equals to twenty-seven percent (27% or .27) for experience. Mathematical Reasoning is ( $.625 \times .40 = .27$ ). The maximum of six months for experience will be awarded to applicants with relevant CEU equivalencies.

**Table I - Relevant Education Converted To Experience**

Example: 60 relevant college credits may equal 24 months experience.

Accredited University or College	Multiplied by 40% or .40 =	Experience
<b>Undergraduate Credit hours</b>		
1.0 college credit hour	40% or .40 =	.40 of a month experience
3.0 college credit hours	40% or .40 =	1.2 months experience
15.0 college credit hours	40% or .40 =	6 months experience
30.0 college credit hours	40% or .40 =	12 months experience
<b>Graduate Credit hours</b>		
	Multiplied by 80% or .80 =	
1.0 college credit hour	80% or .80 =	0.8 of a month experience
3.0 college credit hours	80% or .80 =	2.4 months experience
15 college credit hours	80% or .80 =	12 months experience
30 college credit hours	80% or .80 =	24 months experience

**Table II - Convert CEU to College Credit hours**

Twenty (20) CEUs multiplied by .625 equals 12.5 a maximum of 13 college credit hours.

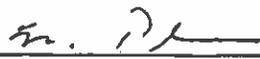
Continuing Education Credits	Multiplied by 62.5% or .625 =	College (Undergraduate) Credit
1.0 Continuing Education Unit (CEU)	62.5% or .625 =	.625 college credit hours
5.0 Continuing Education Units (CEU)	62.5% or .625 =	3.12 college credit hours
10.0 Continuing Education Units (CEU)	62.5% or .625 =	6.25 college credit hours
20.0 Continuing Education Units (CEU)	62.5% or .625 =	12.5 college credit hours

**Table III - Convert CEU to Experience**

Twenty (20) CEUs multiplied by .27 would equal 5.4 a maximum of 6 months experience.

Continuing Education Credit	Multiplied by 27% or .27 =	Experience
1.0 Continuing Education Credit (CEU)	27% or .27 =	.27 months experience
5.0 Continuing Education Credits (CEU)	27% or .27 =	1.3 months experience
10.0 Continuing Education Credits (CEU)	27% or .27 =	2.7 months experience
20.0 Continuing Education Credits (CEU)	27% or .27 =	5.4 months experience

12/10/09  
Date Approved by the Civil Service Commission

  
Michael Pleters, Chair

  
Linda Ball Thomas, Secretary