

ITEM 2A

Name: Mark A Carrasco

Position Applying for:
 Volunteer Program Specialist

Current City Employee:
 Yes No

Position/Grade: Animal Services Shift Supervisor - GS 55

Date of Examination: EEE - 06/18/2015

Reason for Disqualification:
 Lacks Minimum Qualifications

Conditional Exam:
 Yes No N/A

Date of Disqualification:
 March 18, 2015

Date Appeal Filed:
 March 19, 2015

Was the Appeal Filed in Timely Manner:
 Yes No

Disqualified by:
 Phone E-Mail
 In Person

Rule or Ordinance Under Which Disqualified:
Rule 5, Section 1.(a): 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.

Application Policy: 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:
 (a) **Lacks Minimum Qualifications:** The applicant lacks the minimum qualifications established in the classification for the position;
 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.

Minimum Qualifications	Applicant Qualifications	Deficits												
<u>Education</u> An Associate's degree in social science, human services or related field.	High School Diploma	Associate's None												
<u>Experience</u> Two (2) years volunteer or social service program operations experience.	<table border="1"> <thead> <tr> <th>Position</th> <th>Years</th> <th>Months</th> </tr> </thead> <tbody> <tr> <td>Adoption Counselor/Volunteer Coordinator</td> <td>0</td> <td>11</td> </tr> <tr> <td>Development Coordinator</td> <td>1</td> <td>0</td> </tr> <tr> <td>Animal Svcs Shift Sup</td> <td>2</td> <td>5</td> </tr> </tbody> </table>	Position	Years	Months	Adoption Counselor/Volunteer Coordinator	0	11	Development Coordinator	1	0	Animal Svcs Shift Sup	2	5	
Position	Years	Months												
Adoption Counselor/Volunteer Coordinator	0	11												
Development Coordinator	1	0												
Animal Svcs Shift Sup	2	5												

Comments
 Mr. Carrasco does not meet the minimum educational requirements for the position of Volunteer Program Specialist. He lacks an Associate's degree in social science, human services or related field. Mr. Carrasco states in his appeal that he feels his experience exceeds the minimum qualifications.

Non-Qualifying Education/Experience:
Education: None
Experience:

Position	Years	Months
Vet Tech	1	5
Surgical Tech	6	3
Kennel Manager	9	8
Kennel Worker	6	5

Prepared by: Carmen Jimenez

Reviewed by: *[Signature]*

Appeal Form

To Whom It May Concern:

I MARK A. CARRASCO hereby appeal my Disqualified to take the examination,

for: Examination Title: Volunteer Program Specialist

Date notified of disqualification: 5/28/2015

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can you provide official proof of Education or other requirements, official transcripts, original or certified copies of diplomas?	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Detail your qualifying experience (use additional paper if necessary).

Attached

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 checked="" type="checkbox"/>
Will the conviction hinder your ability to perform the duties of this position?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

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.

N/A

Other N/A (write specific Rule or HR Policy you are appealing).

Please explain what you are appealing

I feel that my experience exceeds the minimal qualifications

Name: MARK A. CARRASCO

Address:

City/State/Zip

Telephone:

Person ID #: (Neogov)

Applicant Signature: Mark A. Carrasco

Date: 6/1/15

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

RECEIVED

JUN 22 2015

CIVIL SERVICE
COMMISSION

Position: Volunteer Coordinator & Adoption Counselor

Dates: December 2002 – November 2003

Humane Society of El Paso – El Paso, Texas

- Coordinated the volunteer program
- Recruited and selected qualified volunteers
- Supervised and managed volunteers
- Scheduled and conducted all volunteer orientations
- Provided appropriate training programs and explained program policies, procedures and activities to new volunteers
- Hosted and attended community events
- Delivered public presentations
- Provided administrative support to the Executive Director
- Provided excellent customer service
- Assisted potential adopters in placing the best possible pet into their home.
- Presented proper pet care and pet responsibility to potential adopters
- Assisted with all fundraising events
- Worked with several organizations across Texas in placing dogs and cats into new homes
- Attended Humane Society of the United States seminars
- Animal handler

Position: Development Coordinator

December 2001 – December 2002

Humane Society of El Paso – El Paso, Texas

- Provided membership stewardship and customers service for donors, members, volunteers and supporters
- Coordinated daily membership functions to include data entry
- Selected and screened volunteers appropriate for program events
- Assisted the Marketing Director with all fundraising events, soliciting for donations, newspaper and television interviews
- Presented programs which targeted small children and adults on the importance of proper animal care and pet responsibility

Position: Shift Supervisor

November 2013- Current

City of El Paso Animal Services, El Paso, Texas

- Assist VIP Program Coordinator with the VIP Program
- Coordinate off-site adoption events
- Assist Volunteer Program Coordinator with volunteer activities
- Train and present to VIP Volunteers on how to handle animals in a safety manner
- Explains to VIP volunteers Animal Service policies and procedures
- Prepare and deliver public presentation promoting VIP program to the community
- VIP Volunteer selections for kennel assisting

- Makes suggestions to the Volunteer Program Coordinator
- Provides in-service to VIP Volunteers on subject matters: safety solutions/VIP dog selections and understanding dog breeds
- Submits data and program reports to Volunteer Program Coordinator

10920-0415 - Volunteer Program Specialist (Env Svcs)

Contact Information -- Person ID: 14100312

Name: Mark A Carrasco 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? High School

Preferences

Preferred Salary: \$20.00 per hour; \$38,400.00 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 , Evening , Night , Rotating , Weekends , On Call (as needed)

Objective

To be a positive ambassador for the city of El Paso.

Education

High School
Ysleta High School
[Unspecified Start] - [Unspecified End]
El paso, Texas
Did you graduate: No
Degree Received: GED

Work Experience

Animal Services Shift Supervisor
1/2013 - Present
Hours worked per week: 40
Monthly Salary: \$2,790.40
of Employees Supervised: 30
Name of Supervisor: Dr. Marylin Christensen - Operations Manager
May we contact this employer? Yes
City of El Paso/Animal Services Shelter
5001 Fred Wilson
El Paso, Texas 79906
(915) 478-0130

Duties

Plans, assigns and supervises the work of assigned personnel and provides advice and counsel to subordinates in enforcing laws, ordinances and regulations. Involves: supervises patrolling for quarantining, impounding and enforcing animal and rabies control ordinances. Investigates animal cruelty and nuisance complaints of most difficult cases. Investigates accidents involving Animal Control vehicles and personnel. Ensures compliance with quarantine orders, prepares notifications for the news media, and deals with the public answering complaints and advising them on laws, ordinances, policies and regulations. Develops in coordination with the Program Manager, policies and procedures for assigned area(s) of responsibility. Interprets program rules, regulations, policies and procedures for subordinates.

Performs assigned division administrative functions. Involves: Cooperates with other governmental agencies in activities related to the control of zoonotic diseases. Prepares court cases, initiates and serves court orders, and testifies in court. Supervises the wild animal and predator trapping and animal survey programs. Develops Quality Assurance monitors for area(s) of responsibility. Assists in budget preparation and utilization and tracking of resources. Assists in development of marking plan, if applicable, for area(s) of responsibility. Assists in the development of strategic planning for ARDC.

Develops necessary forms to support operations. Maintain and update automated record keeping and files. Maintain accurate documentation and tracking of violations and code enforcement activities.

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.

Reason for Leaving

N/A

Veterinarian Technician
8/2011 - 1/2013

Johnsen Animal Hospital
1851 N. Lee Trevino
El Paso, Texas 79936
9155926200

Hours worked per week: 40
Monthly Salary: \$2,320.00
of Employees Supervised: 0
Name of Supervisor: Yvonne Cruz - Tech
Supervisor
May we contact this employer? Yes

Duties

Maintain kennels and all work areas of the hospital. Daily intake of pets brought in for surgical procedures. Monitor gas anesthesia on all pets which include heart, breath and oxygen levels during surgery. Assist Veterinarian with surgery, vaccine protocol, and treatments associated with the pet that is brought into the clinic. Prescription fills and refills. Inform current and new clients of all diseases, care, and possible complications their pet could contract. Analyze in-house and send out blood work.

Reason for Leaving

Better opportunity with the City of El Paso.

Surgical Tech
4/2005 - 7/2011

Crossroads Animal Hospital
4910 Crossroads
El Paso, Texas 79912
9155843459

Hours worked per week: 45
Monthly Salary: \$2,610.00
of Employees Supervised: 2
Name of Supervisor: Victor Garcia - Tech
Supervisor
May we contact this employer? Yes

Duties

Daily inventory of dog and cat skeletal systems. Inform potential clients of the type of bone fracture and bone plate to be used on their pet. Inform clients of all post operative care. Assist surgeon with all spine, and fracture repairs. Monitor sedation and anesthesia on all pets requiring surgical procedures. Daily inventory of oxygen and nitrogen medical equipment. Plan and organize weekly scheduled surgeries and follow up appointments. Clean and autoclave all surgical instruments daily. Update and verify that all patients' files are in order and contain all current information. Refill and fill prescriptions. Place I.V. catheters. Draw blood for in house and send out analysis. Open and close facilities on a daily basis. Turn on and off all alarm systems daily.

Reason for Leaving

Seeking employment closer to home.

Kennel Manager
7/1995 - 3/2005

Humane Society of El Paso
325 Shelter Place
El Paso, Texas 79905
9155326971

Hours worked per week: 50
Monthly Salary: \$3,000.00
of Employees Supervised: 10
Name of Supervisor: Mrs. Bobbie Gonzalez -
Director
May we contact this employer? Yes

Duties

Kennel Manager
November 2003 - March 2005
Humane Society of El Paso - El Paso, Texas

Daily supervision of kennel staff and their duties. Organized several fundraising events throughout

the year. Weekly television and newspaper interviews. Maintain and care for over one hundred and fifty pets on a daily basis. Assisted our Veterinarian on daily rounds. Oversee the grounds and maintenance of every day operations including offsite adoptions. Daily inventory of all drugs and supplies. Kept up to date records of all pets that are put up for adoption, euthanized, cremated, and vaccinated. Daily opening and closing of the facility. Daily deposits.

Adoption Counselor - Volunteer Coordinator
December 2002 - November 2003
Humane Society of El Paso - El Paso, Texas

Assisted potential adopters in placing the best possible pet into their home. Informed potential adopters in proper pet care. Recruited volunteers for our shelter and fundraising events. Worked with several organizations across Texas in placing dogs and cats into new homes. Attended several Humane Society of the United States seminars.

Development Coordinator
December 2001 - December 2002
Humane Society of El Paso - El Paso, Texas

Assisted the Marketing Director with all fundraising events, soliciting for donations, newspaper and television interviews and programs which target small children and adults on the importance of proper animal care.

Kennel Worker
July 1995 - December 2001
Humane Society of El Paso - El Paso, Texas

Daily sterilization of kennels. Daily feeding of all pets under our care. Maintenance of the kennels and building facilities. Daily driving duties which include pets for cremation at El Paso vet. Clinics and private homes. Daily bank deposits. Vaccinate, test and quarantine all incoming pets that are placed for adoption. Clean and maintain Humane society of El Paso vehicles.

Reason for Leaving

Wanted to continue working with animals but in a health care environment.

Certificates and Licenses

Type: LRCA

Number:

Issued by:

Date Issued: 8 /2013 Date Expires:

Type: Euthanasia Course

Number:

Issued by: City of El Paso Animal Services

Date Issued: 3 /2013 Date Expires:

Type: ACO

Number:

Issued by: Texas Department of State Health Services

Date Issued: 8 /2013 Date Expires:

Type: Basic Supervisors Course

Number:

Issued by: City of El Paso

Date Issued: 4 /2013 Date Expires:

Type: How to Supervise People
Number:

Issued by: Fred Pryor Seminars

Date Issued: 4 /2004 Date Expires:

Type: Criticism and Discipline Skills for Managers

Number:

Issued by: CareerTrack

Date Issued: 4 /2004 Date Expires:

Type: Euthanasia Training Workshop

Number:

Issued by: The Humane Society of The United States

Date Issued: 8 /2001 Date Expires:

Type: Hair Test Collector Certification Exam

Number:

Issued by: Quest Diagnostics

Date Issued: 9 /2008 Date Expires:

Type: Biological Substance Shipping Training

Number:

Issued by: City of El Paso Environmental Services Department

Date Issued: 3 /2013 Date Expires:

Type: Compassion Fatigue Workshop

Number:

Issued by: Environmental Services of El Paso

Date Issued: 1 /2014 Date Expires:

Skills

Office Skills

Typing: 40

Data Entry: 0

Other Skills

Typing Expert - 19 years and 0 months

Welding (arc, tig, mig) Expert - 15 years and 0 months

Driving Expert - 24 years and 3 months

El Paso Community College Welding Skilled - 20 years and 0 months

Languages

English - Speak, Read, Write

Spanish - Speak, Read

Additional Information

Technical

Under general supervision, perform and undertake a variety of maintenance, fabrication, modification and related construction, and/or welding duties, tasks, assignments, projects and related work.

Typical Duties:

Repair equipment, machinery, vehicles and tools assist in automotive repair work, Involves: Assess, design, repair and/or fabricate a variety of items. Determine need of project/assignment. Identify, undertake, recommend and/or oversee materials, supplies, equipment and/or parts purchase and inventory. Create/repair/replace/install repaired/fabricated items. Inspect property/location. Provide fix and/or preventative maintenance services. Test and validate results. Operate standard to specialized equipment utilized to perform duties. Read, understand, interpret and apply blue prints, schematics and similar documents. Maintain/update files, records, reports and logs.

Install new and/or enhanced equipment and/or systems. Involves: Identifying/recommending/researching costs,

Additional Information

Select and train volunteers for assigned programs. Involves: Screen and select volunteers for programs and activities. Assist in or provide appropriate training for program. Explain program policies, procedures, and activities to new volunteers. Assist in or place volunteers in services or activities. Assist in compiling information for monthly stipends.

References

Professional
Christensen, Marylin
Animal Services Director

Professional
Rios, Luis

Resume

Text Resume

Attachments



Volunteer Program Specialist

Class Code:
10920 PM 122

CITY OF EL PASO
Established Date: Apr 24, 2006
Revision Date: Mar 30, 2015

SALARY RANGE

\$17.10 - \$24.43 Hourly
\$1,368.36 - \$1,954.02 Biweekly
\$2,964.78 - \$4,233.70 Monthly
\$35,577.31 - \$50,804.40 Annually

FLSA:

Non-Exempt

MINIMUM QUALIFICATIONS:

Education and Experience: An Associate's degree in social science, human services or related field, and two (2) years volunteer or social service program operations experience.

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

GENERAL PURPOSE:

Under general supervision, recruit senior citizen volunteers and provide volunteer programs and activities that address community needs.

TYPICAL DUTIES:

Coordinate volunteers for senior citizen programs, community programs, and activities. Involves: Recruit volunteers for senior citizen programs such as Foster Grandparent and Retired Senior Volunteers, and other community programs. Prepare and deliver public presentations promoting program to community. Network with agency representative requiring volunteer assistance. Negotiate volunteer stations annual memorandum of understanding.

Select and train volunteers for assigned programs. Involves: Screen and select volunteers for programs and activities. Assist in or provide appropriate training for program. Explain program policies, procedures, and activities to new volunteers. Assist in or place volunteers in services or activities. Assist in compiling information for monthly stipends.

Oversee senior citizen volunteers. Involves: Ensure compliance with program guidelines and requirements. Identify problems, investigate complaints and take corrective action. Assist in pre-service and monthly in-service training. Provides technical assistance to volunteer stations and activities. Gather data and prepare activity and program reports.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Application of good knowledge of senior citizen physical, social and psychological needs.
- Application of some knowledge of volunteer recruitment.
- Application of some knowledge of social service policies and programs.

- Market, recruit and train volunteers.
- Clear concise oral and written communication to prepare reports and describe program requirements.
- Establish and maintain effective working relationships with coworkers, volunteers, agency representatives and the general public.

OTHER JOB CHARACTERISTICS:

- Pass criminal background check, and obtain and maintain federally mandated Criminal History Check clearance, as required.
- Frequent driving through City traffic.
- Work flexible hours, weekends and holidays.
- Some positions may require familiarity with animal handling.

CLASSIFICATION STATUS:

*(Ord. 016352 04/25/06), (HR 01/04/10), (CC 07/29/12), (HR 03/30/15)
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.*



ADMINISTRATIVE POLICIES AND PROCEDURES

Policy ID: Human Resources
Subject: Application Policy
Creation Date: October 18, 2011
Revision Date: August 5, 2013
Prepared By: Human Resources Department
Approved By: City Manager
Legal Review: Elizabeth Ruhmann

DESCRIPTION: APPLICATIONS AND APPEALS

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;

- (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.

- b) Felony Convictions: the applicant 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

- 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. Late appeals will not be accepted.
 - b) Original Applicant: 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 into 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.

APPROVED BY:

Joyce A. Wilson
Joyce Wilson, City Manager

8/6/13
Date