

**ITEM 3B**

Name: Guzman-Kennedy, Norma

<b>Position Applying for:</b> Water Conservation Education Specialist	<b>Current City Employee:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Date of Disqualification:</b> June 15, 2015	<b>Date Appeal Filed:</b> June 15, 2015
<b>Reason for Disqualification:</b> Lacks Minimum Requirements	<b>Position/Grade:</b> <b>Date of Examination:</b> August 27, 2015 <b>Conditional Exam:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<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

**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
<b>Education</b> A Bachelor's Degree in Education or a related field or an Associate's Degree in Education or related field	133 college credit hours	Does not have Bachelor's nor an Associate's
<b>Experience</b> Two (2) years teaching or training experience with a Bachelor's Degree or four (4) years of teaching or training experience with an Associate's Degree.	<b>Position</b> El Paso Water Utilities - Water Conservation Technician	- None with Bachelor's - 8 months with Associate's
	<b>Years</b> 3 <b>Months</b> 4	

**Comments**  
Ms. Guzman does not meet the minimum educational requirements for the position of Water Conservation Education Specialist. If she had a Bachelor's Degree she would meet the required experience and if she had an Associate's Degree then she would be lacking 8 months of experience to meet the minimum qualifications for the position.  
Ms. Guzman stated on her appeal that she is planning on continuing with her higher education starting this Fall 2015. Based on documentation provided by Ms. Guzman, she needs 33 hours college credit hours to earn her degree with an anticipated graduation date of August 2016. Therefore, does not meet the minimum educational qualifications.

**Non-Qualifying Education/Experience:**

**Education:** N/A

**Experience:**

Position	Years	Months
Product/Brand Manager	12	11
Marketing Manager		9

<b>Prepared by:</b> Ted Marin	<b>Reviewed by:</b> 
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# CSC Appeal Fact Sheet

Recruitment Title: Water Conservation Education Specialist

Recruiting Department: El Paso Water Utilities

Total Applications Received: 81

Total # of Applicants Failed Minimum Qualifications: 35

# Failed for Lack of Education: 7

# Failed for Lack of Experience: 24

# Failed for Lack of Education and Experience: 4

Total # Failed the Exam: 19

# No-Show to Exam: 23

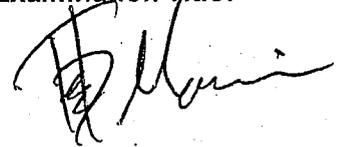
# of Applicants that met the minimum qualifications for the position and passed examination: 3

# Appeal Form

*Testing Conditionally 6/15/15*

To Whom It May Concern:

I Norma L. Guzman hereby appeal my Disqualified to take the examination, for: Examination Title: Water Conservation Education Specialist



Date notified of disqualification: June 15, 2015

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

Lacks Minimum Qualification – <u>Rule 5.1.(a)</u>	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"/>	x	<input type="checkbox"/>
Can you provide official proof of Education or other requirements, official transcripts, original or certified copies of diplomas?	x	<input type="checkbox"/>	<input type="checkbox"/>
Do you meet the minimum required experience as stated in the job specification for this position?	x	<input type="checkbox"/>	<input type="checkbox"/>
Did you list your education and/or experience on your application?	x	<input type="checkbox"/>	<input type="checkbox"/>

Detail your qualifying experience (use additional paper if necessary)

See attachment

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

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

n/a

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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. n/a

Other \_\_\_\_\_ (write specific Rule or HR Policy you are appealing).

Please explain what you are appealing

Name: Norma  
Guzman

(Neogov)

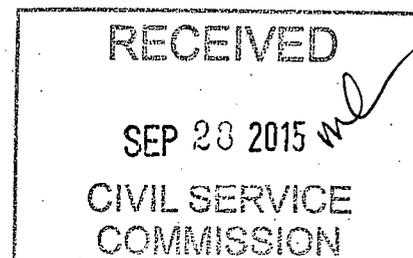
Stamp

Applicant Signature: Norma Lynn Guzman \_\_\_\_\_ 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



Although I do not have my bachelor's degree yet, I do in fact have 133 college credits from accredited universities; El Paso Community College and University of Phoenix, with an ending GPA of 3.14. I plan on continuing with my education in the fall of 2015.

Since my hire as a Water Conservation Technician, I have taken the initiative and willingly worked in a much greater capacity than required. Outlined below are my contributions to the TechH<sub>2</sub>O center that directly related to the experience required:

- I have develop water education programs and curriculum that implement state standards (TEKS).
- I am continuously updating and developing new educational programs for the exhibits at TechH<sub>2</sub>O in an effort to keep them exciting and the content fresh.
- I have develop policies, grade specific science standard, and lesson plans for educational "outreach programs" at schools, daycares and various community events & festivals to increase public awareness about water resources and conservation.
- I have planned, organized, promoted and executed teacher/educator workshops so that they may receive their CEU. These workshops include Project WET, Project WILD, Growing Up Wild; Project Learning Tree.
- I have designed, prepared and marketed various public workshops as well as various summer camps.
- I assist in budget development by preparing issue papers along with a plan of work for the Volunteer/docent program; the annual Science Fair Blast Off program and an Afterschool Program
- I have conducted classroom presentations for all grade levels; Pre K- 12
- I develop marketing collateral such as flyers, and Prezis™ that promote all of TechH<sub>2</sub>O programs both internally as well as the outreach efforts.
- Developed volunteer program by reviewing and evaluating organizations needs and available resources, preparing program proposals, and recommending methods of program implementation.
- Identified and developed program training materials, training course, along with retention and rewards programs.
- Develop and manage volunteer demonstration programs by designing programs and job descriptions, monitoring and evaluating program usage, and preparing program publicity.
- I have trained all new water conservation technicians and/or temps/interns on TechH<sub>2</sub>O curriculum, exhibits and activities.
- Established as a key point of contact for all areas school districts as the point of contact for all educational inquiries and custom inquiry based learning programs.
- Affiliated with many informal science educational organizations, such as Texas Girls Collaborative Advisory Committee; Texas WILD Advisory Committee; Chihuahuan Desert Education Coalition Board Member..
- I have been trained and certified as a facilitator and trainer of informal science curriculum in Project WET; Project WILD; Project WILD Aquatics; Growing Up Wild; Wonders of Wetlands; Healthy Water, Healthy People; Science and Civics-Sustaining Wildlife; Project Learning Tree; Rangelands, A Conservation Education Curriculum.

#### *Key Accomplishment*

- ♦ Awarded a grant funded through Texas Parks & Wildlife to take under-represented middle school students out to local wetlands for field investigations and service learning program.
- ♦ Designed, developed and executed a method of implementing field trips to the TechH<sub>2</sub>O center that incorporates inquiry based activities that fully supplement curricula that is taught in the classroom.
- ♦ Developed educator loaner kits that are TEKS aligned
- ♦ Envisioned, designed and implemented an event with over 60 exhibitors, which brought educators, community organizations together to support students and their parents in the arena of science projects.

# NORMA L. GUZMAN-KENNEDY

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## QUALIFICATIONS

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Driven, innovative, and results-oriented professional offering over 20-years of solid experience in management, product development, implementation and marketing leadership positions. Proven skills in building long-term partnerships and developing execution strategies. Inherent balanced judgment and capacity to manage processes within complex, multicultural and stressful environments and lead people. Strong quantitative and qualitative market analysis skills; adept and identifying and capitalizing on key market opportunities to drive revenue growth, capture key accounts, and outperform competition. Outstanding business acumen and demonstrated success in exceeding strategic business initiatives.

### Core Competencies:

- |                          |                         |                         |
|--------------------------|-------------------------|-------------------------|
| ✓ Public Relations       | ✓ Project Management    | ✓ Program Development   |
| ✓ Inquiry Based Learning | ✓ Educational Curricula | ✓ Research & Analysis   |
| ✓ Market Intelligence    | ✓ Strategic Initiatives | ✓ Relationship Building |

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## PROFESSIONAL EXPERIENCE

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### WATER CONSERVATION TECHNICIAN, El Paso Water Utilities

2012 – PRESENT

- ◆ Develop programs and curriculum to implement state standards (TEKS).
- ◆ Continuously update and develop new educational programs for exhibits at Tech2O
- ◆ Develop policies, grade specific science standard, and lesson plans for educational outreach programs at schools, daycares and various community events & festivals to increase public awareness about water resources and conservation
- ◆ Organize, promote and execute teacher workshops, public workshop and summer camps
- ◆ Assist in budget development by preparing issue papers along with a plan of work.
- ◆ Prepare educational materials and conduct classroom presentations.
- ◆ Development of volunteer programs by reviewing and evaluating organizations needs and available resources, preparing program proposals, and recommending methods of program implementation.
- ◆ Identified and developed program training materials, training course, along with retention and rewards programs.
- ◆ Develop and manage volunteer demonstration programs by designing programs and job descriptions, monitoring and evaluating program usage, and preparing program publicity.

#### *Key Accomplishment*

- ◆ Awarded a grant funded through Texas Parks & Wildlife to take under-represented middle school students out to local wetlands for field investigations and service learning program.
- ◆ Designed, developed and executed a method of implementing field trips to the Tech2O center that incorporates inquiry based activities that fully supplement curricula that is taught in the classroom.
- ◆ Developed educator loaner kits that are TEKS aligned
- ◆ Envisioned, designed and implemented an event with over 60 exhibitors, which brought educators, community organizations together to support students and their parents in the arena of science projects.

### PRODUCT MANAGER, Lala Imports, El Paso, TX

2005 - 2011

#### Housewares Products and Projects:

- ◆ Envision, plan, organize, and control product line from conceptual stages through product life cycle. Coordinate with client design teams to generate custom products for each retailer.
- ◆ Source vendors and contractors; travel internationally to inspect factories, verify fulfillment of original product requirements, check quality and development processes, and ensure unwavering compliance with regulations governing human rights, safe employment and child labor.
- ◆ Analyze customer survey results, retailer and analysts' input, market research, customer service data, and feedback from focus groups and consultants to identify user needs, anticipate seasonal trends, and define product requirements accordingly.

#### *Key Accomplishment*

- ◆ Spearheaded the development and large-scale sale of eco-sustainable product lines and an environmentally-friendly chrome alternative. First in the U.S. to sell Eco Chrome™ products

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**PROFESSIONAL EXPERIENCE** *(Continued...)*

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**Sales, Marketing and Revenue Generation:**

- ◆ Champion company marketing plans and successful sales strategies. Lead negotiations with corporate client executives and sales reps; generate buzz with well-developed proposals and enticing sales presentations.
- ◆ Evangelist for products internally, at events, trade shows and client meetings. Establish and nurture key contacts with retail operations on local, regional and national levels.

*Key Accomplishment*

- ◆ Successfully convinced a national retail chain to drop all other vendors/brands in garment racks and solely adopt Lala products.

**STRATEGIC MARKETING MANAGER, El Paso Times, El Paso, TX****2004 - 2005**

- ◆ Provided direction and guidance on strategic project planning and creation, development of integrated marketing communications. Coordinated development of campaigns, sales and marketing materials.
- ◆ Researched and analyzed market and readership trends, and seasonal buying patterns. Developed and oversaw creative briefs for all non-traditional revenue (NTR) events, such as focused regional radio ads and advertisements in market competition. Completed comparative analyses to justify advertising expenses.
- ◆ Increased brand awareness through development of public relations and marketing media plans, including billboards and TV commercials, for a cross-cultural and bilingual customer base.
- ◆ Effectively managed and empowered staff to build loyalty and encourage innovative thinking.

**BRAND MANAGER, Almar Sales Co., New York, NY****2003 - 2004**

- ◆ Managed and administered all product development processes to build and/or grow multiple brands of hair accessories for a demanding and highly competitive market. Managed and developed Suave, Elle and Bratz brand names.
- ◆ Utilized consumer demographics, buying behavior, and market analysis data to assist design teams in the development of easily recognized yet trend-setting and feature-focused packaging. Worked closely with Unilever to ensure proposed product lines met long-term brand identity requirements and social expectations regarding the established Suave name.
- ◆ Supervised production of effective internet, print and national television media campaigns for new product launches and recognition initiatives.

**BRAND MANAGER, Helen of Troy, El Paso, TX****1996 - 2003**

- ◆ Initially hired as Product Manager and earned subsequent promotion to Brand Manager for Vidal Sassoon. Subject matter expert for marketing and product development initiatives. Researched, identified, and implemented strategies that established and maintained pervasive brand and product images. Developed exit strategy for discontinued and obsolete products.
- ◆ Accountable for all aspects of technical development, P&L projections, and financial justifications for over 500 products. Guided product development and marketing plans in collaboration with sales, engineering, design, forecasting and manufacturing departments.

*Key Accomplishment*

- ◆ So effectively increased revenue that Vidal Sassoon granted highly unusual leeway to creative design and marketing teams under my auspice.

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**PROFESSIONAL EXPERIENCE** *(Continued...)*

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**EDUCATION**

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**Project Management Applications 2011**

University of Texas at El Paso, El Paso, TX

*-A seven-week course to prepare for the Project Management Professional and the Certified Associate in Project Management exams offered by the Project Management Institute.*

**Bachelor of Science in Marketing 2003**

University of Phoenix, Santa Teresa, NM

El Paso Community College

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**ADDITIONAL TRAINING**

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Professionalism in the Office

Focus: Achieving Priorities

Business Writing

El Paso Leadership Launch

Defensive Driving

Professional Ethics

Project WET Certified Educator Facilitator/Trainer

Project WILD Certified Educator Facilitator/Trainer

Project Learning Tree Environmental Education

Wonders of Wetlands Curriculum

Healthy Water Healthy People Education Curriculum

Certified landscape irrigation auditor

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**PROFESSIONAL AFFILIATIONS**

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Board Member – Chihuahuan Desert Education Coalition

Social Media Coordinator – Franklin Mountains Poppies Fest

Texas Girls Collaborative Regional Leadership Team – El Paso

Texas WILD Advisory Committee Member

# Official Academic Transcript from University of Phoenix

## Statement of Authenticity

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## Sending School Information

University of Phoenix  
Registrar's Office  
4025 S. Riverpoint Parkway  
Phoenix, AZ 85040  
Telephone: 800-866-3919  
School Web Page: <http://www.phoenix.edu>  
Registrar Office Web Page: <http://www.phoenix.edu/search.html?q=Registrar>  
Course Catalog Web Page: [http://www.phoenix.edu/online\\_and\\_campus\\_programs/individual\\_courses.html](http://www.phoenix.edu/online_and_campus_programs/individual_courses.html)  
Accreditation: Conversion

## Student Information

Student Name: Norma Guzman  
Numeric Identifier: Not Provided By the Sending School  
Birth Date: Not Provided By the Sending School  
Student Email: [nguzmankennedy@gmail.com](mailto:nguzmankennedy@gmail.com)

## Receiver Information

Norma Guzman

## Document Information

Transmitted On: Wed, 25 January 2012  
Transcript ID: TRAN000002991204

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Record of: Norma L Guzman  
 Issued no: Norma Guzman  
 IV

SSN: \*\*\*  
 Student No: 880082716  
 Date of Birth: 03-OCT-1967

Date Issued: 10-APR-2012  
 OFFI

Page: 1

Course Level: Credit  
 Current Program: Major: Mass Communications

SUBJ. NO	COURSE TITLE	CRSD GRD	PTS. R	SUBJ. NO	COURSE TITLE	CRSD GRD	PTS. R
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INSTITUTION CREDIT:								
Term:	Fall 86			Term:	Spring 91			
ARTS 3110	CERAMICS I	3.00 D	3.00	CHEM 4105	GENERAL CHEMISTRY II (C)	4.00 W	0.00	
ENGL 3110	BASIC ENGL COMP	3.00 A	12.00	HUMS 3103	LIFE CYCLE & SOC ENV II	3.00 C	6.00	
HIST 3101	US HIST TO 1865	3.00 C	6.00	PSYC 3102	PSYCHOLOGY ADJUSTMENT (C)	3.00 B	9.00	
HPED 1101	CONDITIONING	1.00 B	3.00	SPCH 3103	INTERPERSONAL COMMUN (C)	3.00 B	9.00	
Term:	Hrs: 10.00	GPA-Hrs: 10.00	QPTS: 24.00	GPA: 2.40	Term:	Hrs: 9.00	GPA-Hrs: 9.00	QPTS: 24.00
Good Standing				Good Standing				
Term:	Spring 87			Term:	Fall 91			
ENGL 3111	EXPOS ENGL COMP (C)	3.00 A	12.00	HUMS 3104	INTERVEN I: HIDE RELATNS	3.00 A	12.00	
HIST 3102	US HIST SINCE 1865 (C)	3.00 C	6.00	HUMS 3106	INTRO TO HUMAN SERVICE	3.00 A	12.00	
Term:	Hrs: 6.00	GPA-Hrs: 6.00	QPTS: 18.00	GPA: 3.00	Term:	Hrs: 9.00	GPA-Hrs: 9.00	QPTS: 36.00
Good Standing				Good Standing				
Term:	Fall 87			Term:	Spring 92			
ENGL 3112	RBS CRIT WRITING (C)	3.00 W	0.00	INTRO SOCIAL POLICY		3.00 B	9.00	
ENGL 3113	PRIN OF EARTH SCIENCE (C)	3.00 F	0.00	ETHICAL ISSUES		3.00 A	12.00	
Term:	Hrs: 0.00	GPA-Hrs: 3.00	QPTS: 0.00	HUMS 3203	ABNORMAL BEHAV II: CHLD	3.00 A	12.00	
Academic Probation				HUMS 3206	INTERVEN III: GROUP WORK	3.00 A	12.00	
Term:	Fall 89			Term:	Hrs: 12.00	GPA-Hrs: 12.00	QPTS: 45.00	
CHEM 4104	CHEM CONCEPTS & CALCU	4.00 B	12.00	DEAN'S LIST				
ENGL 3112	RES AND CRIT WRITING (C)	3.00 B	9.00	Good Standing				
Term:	Hrs: 7.00	GPA-Hrs: 7.00	QPTS: 21.00	GPA: 3.00				
Good Standing								
Term:	Fall 90			Term:	Spring 93			
CHEM 4105	GENERAL CHEMISTRY I (G)	4.00 C	8.00	ENGL 3213	INTRO NOVEL/SHORT STY	3.00 W	0.00	
HUMS 3101	LIFE CYCLE & SOC ENV I (G)	2.00 B	9.00					
PSYC 3101	INTRO TO PSYCHOLOGY (C)	3.00 A	12.00					
SPCH 3101	FUND OF EFFECT SPEECH (C)	3.00 B	9.00					
*****	CONTINUED ON NEXT COLUMN							
*****	CONTINUED ON PAGE 2							

This record is released in accordance with provisions of the Family Educational Rights and Privacy Act of 1974, as amended. Release to a third party without the student's consent is prohibited.

An official signature is white with a teal background. Reject this document if the signature is distorted.

Dorale Healy, Director of Admissions and Registrar



SN: [REDACTED] Student No. 880092716 Date of Birth: 03 OCT 1967 Date Issued: 10 APR 2012  
 Record of: Norma L Gyzman  
 Page: 2

SUBJ NO	COURSE TITLE	CRHD	GRD	PTS	R
Institution Information continued:					
EXSS 1122	SELF DEFENSE WOMEN	1.00	B	3.00	0.00
POLS 3110	AMERICAN GOVT & POLITC	3.00	M	0.00	0.00
PSYC 3202	HUMAN GROWTH & DEVELOP	3.00	W	0.00	0.00
Term: Hrs:	1.00 GPA-Hrs: 1.00	Ops:	3.00	GPA:	3.00
Good Standing:					

Term:	Grade:	Points:	GPA:
Fall 93			
ENGL 3214	INTRO TO DRAMA	3.00	F
MATH 3100	BASIC MATH	3.00	W
POLS 3110	AMERICAN GOVT & POLITC	3.00	B
PSYC 3202	HUMAN GROWTH & DEVELOP	3.00	B
Term: Hrs:	6.00 GPA-Hrs: 9.00	Ops:	18.00
Good Standing			

TOTAL INSTITUTION	Retired Hrs	GPA Hrs	Points	GPA
TOTAL INSTITUTION	79.00	85.00	245.00	2.88
TOTAL TRANSFER	0.00	0.00	0.00	0.00
OVERALL	79.00	85.00	245.00	2.88

TSI Information  
 TSI AREA TSI STATUS EXPLANATION  
 All Exempt \*TASP EXEMPT Prior Fall 1989  
 CORE CURRICULUM NOT COMPLETE  
 TRC 51 907 Undergraduate Course Drop Counter - X  
 \*\*\*\*\*END OF TRANSCRIPT\*\*\*\*\*

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Darvie E. Hendry, Director of Admissions and Registrar



Date Issued: 01/25/2012  
 Record of: NORMA GUZMAN  
 Student Number:  
 Birthdate:

SENT TO:  
 NORMA GUZMAN

US

Prior Schools Attended	Credits	Degrees
EL PASO COMMUNITY COLLEGE	73.00	

MolYear	Course ID	Course Title	Grade	Credits Attempted	Credits Earned	Quality Points	Rep
<b>UNIVERSITY OF PHOENIX</b>							
06/2001	CIS/319	COMPUTERS AND INFORMATION PROCESSING	A	3.00	3.00	12.00	
07/2001	MGT/330	MANAGEMENT: THEORY, PRACTICE AND APPLICATION	A-	3.00	3.00	10.98	
08/2001	MGT/436	CRITICAL THINKING AND DECISION-MAKING	F	3.00	0.00	0.00	R
10/2001	BUS/415.3	BUSINESS LAW	A	3.00	3.00	12.00	
11/2001	ECO/360	ECONOMICS FOR BUSINESS I	W	0.00	0.00	0.00	
12/2001	MKT/421	MARKETING	B+	3.00	3.00	9.99	
01/2002	ECO/360	ECONOMICS FOR BUSINESS I	B+	3.00	3.00	9.99	
01/2002	FIN/324	FINANCIAL ANALYSIS FOR MANAGERS I	A-	3.00	3.00	10.98	
03/2002	FIN/325	FINANCIAL ANALYSIS FOR MANAGERS II	A-	3.00	3.00	10.98	
04/2002	MKT/463	BUYER BEHAVIOR	A-	3.00	3.00	10.98	
05/2002	MKT/469	SALES MANAGEMENT	B-	3.00	3.00	7.98	
06/2002	MKT/467	INTEGRATED MARKETING COMMUNICATIONS	A-	3.00	3.00	10.98	
07/2002	QNT/321	STATISTICS IN BUSINESS I	D-	3.00	3.00	1.98	
08/2002	QNT/322	STATISTICS IN BUSINESS II	B	3.00	3.00	9.00	
10/2002	MKT/441	MARKETING RESEARCH	C+	3.00	3.00	6.99	
11/2002	MKT/450	INTERNATIONAL MARKETING	C	3.00	3.00	6.00	
12/2002	GEN/480	INTERDISCIPLINARY CAPSTONE COURSE	A-	3.00	3.00	10.98	
01/2003	PHL/251	CRITICAL THINKING	B	3.00	3.00	9.00	
03/2003	MGT/350	CRITICAL THINKING: STRATEGIES IN DECISION MAKING	W	0.00	0.00	0.00	
04/2003	MGT/331	ORGANIZATIONAL BEHAVIOR	A	3.00	3.00	12.00	
05/2003	MGT/350	CRITICAL THINKING: STRATEGIES IN DECISION MAKING	C+	3.00	3.00	6.99	

GPA Credits Attempted Credits Earned Quality Points

Total Cumulative Credits: 54.00  
 UOPX Cumulative: 3.14 57.00 54.00 169.80  
 BSB/MKT Program GPA : 3.14

\*\*\*\*\*End of Transcript\*\*\*\*\*

# UNIVERSITY OF PHOENIX



Registrar's Office / Phone: 1-800-866-3919 / Fax: 480-643-1041  
**Transcript Key**

## General Information

The University of Phoenix is a private University founded in 1976. The University offers degree, certificate and other programs for working adults. Courses are taken at various campus locations throughout the world. Axia College of University of Phoenix began operations April 2006 and offers Associate of Arts degrees. All grades and University transcripts are issued by the Registrar's Office in Phoenix, Arizona.

## Accreditation

The University of Phoenix is accredited by the Higher Learning Commission of the North Central Association (HLC). The Associate of Arts in Business, Associate of Arts in Accounting, Bachelor of Science in Business, Master of Business Administration, Executive Master of Business Administration, Master of Management, Doctor of Management, and Doctor of Business Administration programs are accredited by the Association of Collegiate Business Schools and Programs (ACBSP). The Bachelor of Science in Nursing and Master of Science in Nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Master of Counseling/Community Counseling program offered in Phoenix and Tucson, Arizona, and the Master of Counseling/Mental Health Counseling program offered in Utah are accredited by the Council for Accreditation of Counseling and Related Educational Programs (CACREP). The Master of Arts in Education program with options in Elementary Teacher Education and Secondary Teacher Education is preaccredited by the Teacher Education Accreditation Council (TEAC).

The Higher Learning Commission of The North Central Association.  
 30 North LaSalle St., Suite 2400  
 Chicago, IL 60602-2504  
 (800) 621-7440  
[www.ncahigherlearningcommission.org](http://www.ncahigherlearningcommission.org)

Association of Collegiate Business Schools and Programs  
 7007 College Blvd Suite 420  
 Overland Park, KS 66211  
 (913) 339-9356  
[www.acbsp.org](http://www.acbsp.org)

Commission on Collegiate Nursing Education  
 One Dupont Circle, NW  
 Washington, DC 20036-1120  
 (202) 887-6794  
[www.aacn.nche.edu](http://www.aacn.nche.edu)

CACREP  
 5999 Stevenson Ave  
 Alexandria, VA 22304  
 (703) 823-9800 Ext. 301  
<http://www.caarep.org/>

Teacher Education Accreditation Council  
 One Dupont Circle, Suite 320  
 Washington, DC 20036-0110  
[www.teac.org/](http://www.teac.org/)

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This document cannot be released to a third party without the written consent of the student. This is in accordance with the Family Educational Rights and Privacy Act of 1974. ALTERATION OF THIS DOCUMENT MAY BE A CRIMINAL OFFENSE!

## Transcript Policies

Transcripts are issued only with authorization from the student, unless requested by lawful court order.

## Credit and Calendar

All credits awarded are semester credits. The University of Phoenix offers concentrated courses on a continuous year-round basis.

## Certification of Official Transcripts

This official transcript carries the college seal printed across the face of this document. A raised seal is not required.

## Course Numbering System

100-299 Freshman and Sophomore level  
 300-499 Junior and Senior level  
 500-599 Graduate level  
 600-699 Professional Courses; applicable to undergraduate or graduate degree programs.  
 700-799 Doctorate level

Courses identified by numbers 299 and 399 indicate Prior Learning Assessment credit as represented by specific national accrediting bodies' transcripts, diplomas, certificates, standardized credit recommended by PONSJ, and evaluation of professional training courses and experiential learning essays.

Course titles ending with (AXIA) are courses designed for Axia College of University of Phoenix. Spanish MBA students must be proficient in Spanish in order to participate in class and complete required assignments.

## Grading System

### September 1, 2007 - Present:

A	4.00	C	2.00
A-	3.67	C-	1.67
B+	3.33	D+	1.33
B	3.00	D	1.00
B-	2.67	D-	.67
C+	2.33	F	.00

### Prior to September 1, 2007:

A	4.00	C	1.66
A-	3.66	D+	1.33
B+	3.33	D	1.00
B	3.00	D-	.66
B-	2.66	F	.00
C+	2.33	I	.00
C	2.00	I/F	.00

Grade point average is calculated by dividing the number of quality points by the number of units attempted.

## Grades Not Calculated in GPA

I - Incomplete: Student granted extension to complete assignments.  
 IP - In Progress: Student is in the process of completing a course. (Limited use.)  
 IX - In Progress: Student granted extension. (Limited Use)  
 NC - No Credit: Student withdrew from the course; no grade was issued. Grades issued prior to May 1991.  
 P - Passing: Student satisfactorily completed the course.  
 W - Withdrawal: Student withdrew from the course.  
 WC - Waived with Credit: University of Phoenix required course waived with credit.  
 WF - Withdrawal/Failing: Student withdrew from the course and was failing the course at the time of the withdrawal.  
 QC - No grade was issued. No credits awarded.  
 AU - Audit: Student audited the course. Audit grades do not apply towards degree requirements.

Certain courses require minimum grades to earn academic credit. Grades not meeting this standard are reflected as 0 credits earned on transcript.

## Academic Standing

AD - Academic Disqualification: Student failed to achieve minimum grade point average.  
 SD - Scholastic Disqualification: Student did not meet minimum grade requirement for program.  
 SS - Scholastic Suspension: Student is suspended for a period of time.  
 EX - Expulsion: Student is expelled and not allowed to return to the University.

## Repeats (R)

The course was repeated or an equivalent course has been completed. (Only the repeated course is calculated in the GPA.)

## Release of Information

This record has been released according to provisions of the Family Educational Rights and Privacy Act of 1974 (FERPA). Release of this record or disclosure of its contents to any third party without the consent of the student is prohibited by federal law. Possession of this record requires compliance with FERPA.

# ACADEMIC



## MY COURSE NEEDS - MGBAUG15

My Course Needs > Program Requirements > MGBAUG15

BS-BUSADMIN:MANAGEMENT

Not Met Hours Earned: 21.0 of 54.0; GPA Needed: 2.000;

BS-BUSADMIN:MANAGEMENT Details:

This major requires 54 hours.

### Requirements for BS-BUSADMIN:MANAGEMENT

Requirement	Status	Needed	Earned
BUSINESS CORE 2015	Required	0.0 Credits; 12 Course(s); 1 Sequence (s)	15.0 Credits; 5 Course(s); 0 Sequence (s)
IS141 is a strongly recommended course for students with majors within the School of Business and satisfies the requirement for CS140			
MANAGEMENT CORE	Required	9.0 Credits; 0 Course(s); 1 Sequence (s)	0.0 Credits; 0 Course(s); 0 Sequence (s)
BUSINESS ELECTIVES	Required	0.0 Credits; 3 Course(s); 1 Sequence (s)	6.0 Credits; 2 Course(s); 2 Sequence (s)

Select three courses at the 300-400 level in the business discipline with no 2 courses from the same discipline with the exception of Management. IS310 is also included.

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# ACADEMIC



## MY COURSE NEEDS - BUSINESS CORE

My Course Needs > Program Requirements > MGBAUG15 > BUSINESS CORE 2015 > BUSINESS CORE

### BUSINESS CORE

Not Met      Completed Credit Hours: 15.0 of 0.0; Completed Courses: 5 of 12;

#### Course Requirements BUSINESS CORE

Course	Title	Req	Status	Course Number	Course Title	Term	Grade		Hours	
							Earned	Needed	Earned	Needed
<input checked="" type="checkbox"/> AC201	Principles of Financial Ac		Not Met		See available courses...	F2A15	N/A	D	3.0	← Next Semester
<input checked="" type="checkbox"/> AC202	Principles of Managerial A		Not Met		See available courses...			D		
<input checked="" type="checkbox"/> EC142	Principles of Microeconomy		Not Met		See available courses...	F2A15	N/A	D	3.0	← Next Semester
<input checked="" type="checkbox"/> EC315	Quantitative Research Meth		Not Met		See available courses...			D		
<input checked="" type="checkbox"/> IB315	International Bus. Perspec		Not Met		See available courses...			D		
<input checked="" type="checkbox"/> MG371	Mgt & Organizational Behav		Not Met		See available courses...	F1A15	N/A	D	3.0	← Currently enrolled
<input checked="" type="checkbox"/> MG495	Business Policy		Not Met		See available courses...			D		

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# ACADEMIC



## MY COURSE NEEDS - BUSINESS ELECTIVES

My Course Needs > Program Requirements > MGBAUG15 > BUSINESS ELECTIVES

### BUSINESS ELECTIVES

Required Hours Earned: 6.0 of 0.0; Completed Sequence: 2 of 3;

#### BUSINESS ELECTIVES Details:

Select three courses at the 300-400 level in the business discipline with no 2 courses from the same discipline with the exception of Management. IS310 is also included.

#### Other Requirements

Requirement	Status	Needed	Earned
INFORMATION SCIENCE	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
ACCOUNTING	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
ECONOMICS	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
FINANCE	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
HEALTH CARE	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
HUMAN RESOURCES	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
INTERNATIONAL BUSINESS	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)
LOGISTICS	<input checked="" type="checkbox"/> Not Met	0.0 Credits; 1 Requirement(s)	0.0 Credits; 0 Requirement(s)

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# ACADEMIC



## MY COURSE NEEDS - MANAGEMENT CORE

My Course Needs > Program Requirements > MGBAUG15 > MANAGEMENT CORE > MANAGEMENT CORE

### MANAGEMENT CORE

Not Met

Completed Credit Hours: 0.0 of 9.0; Completed Courses: 0 of 0;

### Course Requirements MANAGEMENT CORE

Course	Title	Req	Status	Course Number	Course Title	Term	Grade		Hours	
							Earned	Needed	Earned	Needed
<input checked="" type="checkbox"/> MG375	Production & Operations Mg		Not Met		See available courses...			D		
<input checked="" type="checkbox"/> MG401	Senior Seminar in Managemen		Not Met		See available courses...			D		
<input checked="" type="checkbox"/> HR353	Intro to Human Resource Mg		Not Met		See available courses...			D		

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# ACADEMIC



## MY COURSE NEEDS - PROGRAM REQUIREMENTS

My Course Needs > Program Requirements

Listed below are the requirements which must be satisfied for successful completion of the program. To view the specific course needs for each program requirement, click on the requirement.

Program: Undergraduate ▾

Requirement	Description	Needed	Earned
UDHRS15	UPPER DIVISION HOURS	All Requirements Met	36.0
TOTHR15	OVERALL TOTAL HOURS	120.0	124.0
MGBAUG15	BS-BUSADMIN:MANAGEMENT	54.0	21.0
GRADUG15	BS/BSE/BPA/BM DEGREE	0	0
LEDUG15	LIBERAL EDUCATION-UG15	0	35.0

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Fall 1 ends - 10/11/15 } MG371  
 } LE300  
 Fall 2 begins - 10/19/15  
 Fall 2 ends - 12/13/15  
 Spring 1 begins - 1/11/16  
 Spring 1 ends - 3/6/16  
 Spring 2 begins - 3/14/16  
 Spring 2 ends - 5/6/16  
 Maymester - 5/9/16  
 Maymester ends - 5/20/16  
 June mester begins - 6/6/16  
 June mester ends - 7/1/16  
 July mester begins - 7/11/16  
 July mester ends - 8/5/16

Summer begins - 6/4  
 Summer ends - 7/29

**20320-0515 - Water Conservation Education Specialist**

**Contact Information -- Person ID:**

Name: NORMA L GUZMAN-KENNEDY Address:   
 Home Phone: US   
 Email: Alternate Phone:   
 Month and Day of Birth: M Former Last Name:

**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? Some College

**Preferences**

Preferred Salary: \$46,000.00 per year   
 Are you willing to relocate? Maybe within city   
 Types of positions you will accept: Regular   
 Types of work you will accept: Full Time   
 Types of shifts you will accept: Day

**Objective**

To gain employment with an established organization where my business, marketing and organizational skills can be utilized to benefit the community.

**Education**

**Professional** Did you graduate: Yes   
 UTEP College Major/Minor: Project Management   
 WWW.UTEP.EDU Degree Received: Professional   
 4/2011 - 5/2011   
 El Paso, Texas

**College** Did you graduate: No   
 University of Phoenix College Major/Minor: Marketing   
 www.uop.edu Units Completed: 54 Semester   
 6/2001 - 5/2003 Degree Received: No Degree   
 Santa Teresa, New Mexico

**College** Did you graduate: No   
 EPCC College Major/Minor: Human Services   
 WWW.EPCC.EDU Units Completed: 85 Semester   
 9/1986 - 9/1993 Degree Received: No Degree   
 El Paso, Texas

**Work Experience**

**Water Conservation Technician** Hours worked per week: 40   
 4/2012 - Present Monthly Salary: \$2,333.00   
 # of Employees Supervised: 0   
 EL PASO WATER UTILITIES Name of Supervisor: Anai Padillia - Water

www.epwu.org  
 10751 Montana Ave  
 El Paso, Texas 79925  
 (916) 621-2001

Conservation Manager  
 May we contact this employer? No

**Duties**

Develop programs and curriculum to implement state standards (TEKS).  
 Develop policies, grade specific science standard, and lesson plans for educational outreach programs at schools, daycares and various community events & festivals to increase public awareness about water resources and conservation. Organize, promote and execute teacher workshops, public workshop and summer camps. Assist in budget development by preparing issue papers along with a plan of work. Prepare educational materials and conduct classroom presentations. Development of volunteer programs by reviewing and evaluating organizations needs and available resources, preparing program proposals, and recommending methods of program implementation. Identified and developed program training materials, training course, along with retention and rewards programs. Develop and manage volunteer demonstration programs by designing programs and job descriptions, monitoring and evaluating program usage, and preparing program publicity.

**Reason for Leaving**

still employed

**Product Manager**  
 4/2005 - 9/2011

LaLa Imports  
 www.simplylala.com  
 6500 Montana Ave  
 El Paso, Texas 79915

Hours worked per week: 50  
 Monthly Salary: \$4,375.00  
 # of Employees Supervised: 2  
 Name of Supervisor: Victoria Caler -  
 Director of Marketing  
 May we contact this employer? Yes

**Duties**

Analyze customer survey results, retailer and analysts' input, market research, customer service data, and feedback from focus groups and consultants to identify user needs, anticipate seasonal trends, and define product requirements accordingly.

**Reason for Leaving**

Laid Off

**Account Rep/Marketing Manager**  
 6/2004 - 3/2005

EL PASO TIMES  
 www.elpasotimes.com  
 300 N. Campbell  
 El Paso, Texas 79901

Hours worked per week: 40  
 Monthly Salary: \$2,800.00  
 # of Employees Supervised: 3  
 Name of Supervisor: Mike Price - Director of  
 Sales  
 May we contact this employer? Yes

**Duties**

Provided direction and guidance on strategic project planning and creation, development of integrated marketing communications. Coordinated development of campaigns, sales and marketing materials.

**Reason for Leaving**

Hired at Lala

**Brand Manager**  
 11/2003 - 5/2004

Almar Sales  
 www.almarsales.com  
 320 5th Ave #3

Hours worked per week: 50  
 Monthly Salary: \$2,500.00  
 # of Employees Supervised: 2  
 Name of Supervisor: Jackie Ashkenazie -  
 EVP Marketing  
 May we contact this employer? Yes

New York, New York 10001  
(212) 594-6920

**Duties**

Managed and administered all product development processes to build and/or grow multiple brands of hair accessories for a demanding and highly competitive market. Managed and developed Suave, Elle and Bratz brand names.

**Reason for Leaving**

Commuter was too far

**Certificates and Licenses****Skills**

## Office Skills

Typing: 50  
Data Entry: 0

## Other Skills

MS WORD Expert - 20 years and 0 months  
MS EXCEL Expert - 20 years and 0 months  
MS POWERPOINT Expert - 20 years and 0 months  
MS PUBLISHER Expert - 13 years and 0 months  
MARKETING Expert - 20 years and 0 months  
PUBLIC SPEAKING Expert - 20 years and 0 months  
RESEARCH AND ANALYSIS Expert - 20 years and 0 months  
REPORT WRITING Expert - 20 years and 0 months  
PROJECT MANAGEMENT Expert - 20 years and 0 months

## Languages

German - Speak, Read, Write

**Additional Information**

## Professional Associations

Advisory Board - Chihuahuan Desert Education Coalition  
Social Media Coordinator - Franklin Mountains Poppies Fest

## Technical

Project WET Certified Educator Facilitator/Trainer  
Project WILD Certified Educator Facilitator/Trainer  
Project Learning Tree Environmental Education  
Wonders of Wetlands Curriculum  
Healthy Water Healthy People Education Curriculum  
Certified landscape irrigation auditor

**References**

Professional  
**Lobello, Rick**

Professional  
**MITCHELL, MICHAEL**

Professional  
**SCOTTO, MICHAEL**

Professional  
**CALER, VICTORIA**

Personal  
**MELOCHE, CARON**

**Resume**

**Text Resume**

**Attachments**

<b>Attachment</b>	<b>File Name</b>	<b>File Type</b>	<b>Created By</b>
Guzman Norma ProfPM 2.doc	Guzman Norma ProfPM 2.doc	<b>Resume</b>	Job Seeker
educational specialst 050715.doc	educational specialst 050715.doc	<b>Cover Letter</b>	Job Seeker
completed-transcript-2991204.pdf	completed-transcript-2991204.pdf	<b>Proof of Education</b>	Job Seeker
epcc transcripts.pdf	epcc transcripts.pdf	<b>Proof of Education</b>	Job Seeker



# Water Conservation Education Specialist

Class Code:  
20320 PM 124

CITY OF EL PASO  
Established Date: Nov 7, 2007  
Revision Date: May 5, 2015

## SALARY RANGE

\$18.86 - \$26.93 Hourly  
\$1,508.62 - \$2,154.30 Biweekly  
\$3,268.67 - \$4,667.66 Monthly  
\$39,223.99 - \$56,011.86 Annually

**ELSA:**  
Exempt

### MINIMUM QUALIFICATIONS:

**Education and Experience:** A Bachelor's Degree in Education or a related field and two (2) years teaching or training experience; or an Associate's Degree in Education or related field and four (4) years of teaching or training experience.

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

### GENERAL PURPOSE:

Under direction, plan, implement and supervise the water educational programs and activities designed to educate and develop community interest about water management and conservation.

### TYPICAL DUTIES:

Research, plan, develop and implement comprehensive water educational programs. Involves: Develop programs and curriculum to implement state-standard base curriculum. Update and develop existing and new training materials, educational programs and curricula to meet all TEKS standards, for the training and preparation of employees, docents, volunteers and area students. Promote and recruit field days and devise teacher's services series available at the TechH2O Center and its remote site at the El Paso Zoo to educate about center functions and other water related topics. Respond to inquiries and requests through correspondence letters, phone, fax, e-mails to teachers, informal science providers, and the public. Serve in the absence of the Water Conservation/TechH2O Manager.

Initiate, prepare, and collaborate with staff, community partners and education organizations. Involves: Research and develop grants to help fund educational programs. Compose and provide letters of support for grants, special events and letters of appreciation. Assist in budget development for the section by preparing issue papers along with plan of work. Develop spreadsheets for regional festivals, special educational events, mail list and administrative purposes. Serve as a liaison to area schools. Maintain current affiliations and memberships with the State Informal Science Association and the Texas Education Agency as an approved provider of Continuing Professional Education for teachers.

Prepare educational materials and conduct classroom presentations. Involves: Develop, prepare, conduct and/or supervise the water educational programs that include outreach to

schools, civic and service organizations and other public and private organizations. Develop and guide support staff in formal presentations that include multi-media, hands-on, interactive exhibits, games, instructional materials, displays, brochures for preschool through high school, college, university, community groups and organizations. Create and design fliers, pamphlets, special announcements and back of the bill messages as well as main office lobby display. Develop and design curriculum, lesson plans, hand-out materials for specific age groups and survey forms. Network, collaborate and distribute such plans to teachers, instructional and curriculum specialists, science coordinators and district administrators of area school districts for state standards accuracy, reviews and finalizes such plans. Ensure all presentation programs are ready for presenting including: laptop computer and projector are reserved and in working order; necessary supplies purchased; batteries charged; hands-on activity supplies adequately stocked for presentation and that distribution of materials are age appropriate. Oversee inventory of all supplies, educational materials, literature and promotional items. Research and acquire appropriate new educational materials such as books, periodicals, and multi-media for public resources. Develop purchase requisitions for supervisor approval.

Train, supervise, and schedule regular and volunteer staff. Involves: Assign, prioritize and coordinate work with conservation education programs and activities. Enforce personnel rules, regulations, and work standards. Assign duties, issue written and oral instructions and check work for exactness, neatness, and conformance to policies and procedures. Conduct training and development activities. Interview applicants. Participate in support activities and schedule meetings of organizations. Participate and serve on community and educational working committees in order to collaborate, support and strengthen partnerships with other community organizations throughout the region.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Application of considerable knowledge of educational and teaching methods, practices and principles.
- Application of considerable knowledge of written, visual and oral expository communication techniques.
- Application of good knowledge of general conservation principles and practices.
- Application of good knowledge of safety precautions related to water utility operations.
- Application of good knowledge of educational exhibits, natural sciences, the Chihuahuan Desert, and education production methods.
- Application of good knowledge of public relations, marketing and community relations techniques and methods.
- Application of good knowledge of education and training needs and skills inventories assessment.
- Application of good knowledge of research and data collection procedures and statistical analysis techniques including utilization of the Internet.
- Application of good knowledge of administrative procedures and supervisory techniques.

- Application of considerable knowledge of lesson planning, research, development and presentation.
- Application of considerable knowledge of computer hardware, software and peripherals for graphics and signage text preparation.
- Application of English and Spanish written and verbal communication in the dissemination of information and response to inquiries and complaints.
- Interpretation of federal, state, and city laws, rules, regulations, related to water treatment, storage and conservation management, state and local labor and occupational safety and health rules and regulations.
- Clear, concise oral and written communication to prepare and present educational exhibits, displays, marketing, public and professional presentations; informational brochures, marketing materials and reports to city department management, Public Service Board, community schools, colleges, universities, community organizations and public groups.
- Safe operation and care of motor vehicles and/or assigned city owned equipment.
- Establish and maintain effective working relationships with consultants, coworkers, officials, vendors, contractors, volunteers, regulatory and funding agencies and the general public.

**OTHER JOB CHARACTERISTICS:**

- Frequent loading, unloading, transporting, set up and tear down on uneven or rough terrain of interactive exhibits, displays and information booths weighing up to 50 pounds.
- Occasional performing in a mascot costume.
- Occasional confrontations with irate customers.
- Occasional work evenings and weekends as necessary.
- Subject to call back, and working rotating shifts, flexible hours, weekends, holidays, and extended hours.
- Frequent driving in City traffic.

**CLASSIFICATION STATUS:**

*(HR 11/08/07), (CC 07/29/12), (HR 05/05/15)*

*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:**

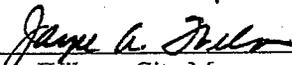
1. Appeals for disqualification from taking an examination, or from not being certified after examination, or from being removed from an eligible list, may be submitted as follows:
  - a) **Regular Employee:** A regular employee may file a written appeal to the Civil Service Commission. The appeal must 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 Wilson, City Manager

8/6/13  
Date