



**SFMTA**

# **Demystifying the Permanent Civil Service (PCS) Hiring Process**

**Presenter: Derek Kim**

# PURPOSE

To obtain a greater understanding of the hiring process, especially the PERMANENT CIVIL SERVICE (PCS) process in the City and County of San Francisco.

First, some history and background into Civil Service.

Second, overview of a permanent civil service (PCS) hiring process.

Third, tips and advice.

If we have time left, Q&A.

# HISTORY & BACKGROUND

# COMPONENTS of the CITY'S PERSONNEL SYSTEM

- Federal Laws
- MMBA (Meyers-Miliias-Brown Act) & PERB (Public Employment Relations Board) - CA
- City Charter
- Ordinances
- MOUS / CBAs (8 SFMTA Service-Critical and 10 Citywide *labor agreements*)
- Civil Service Rules (Volume 100 & Volume 400)
- DHR Policies & Procedures
- SFMTA Departmental Policies and Procedures
- People & Pay (formally eMerge) Policies and Procedures

# FOUNDATION

What is the MERIT SYSTEM?

The **merit system** is the process of promoting and hiring government employees based on their **ability** to perform a job, rather than on their political connections. It is the opposite of the spoils system .

For the City and County of San Francisco, which includes the San Francisco Municipal Transportation Agency (SFMTA):

**Civil Service = Merit System.**

“Civil service, also known as the merit system, was created to assure that the recruitment and retention of a qualified work force, and, the selection and promotion of employees providing public services and compensated by tax dollars is conducted in a fair and impartial manner and in a competitive fashion”

# CIVIL SERVICE

Brief History:

**Pendleton Civil Service Reform Act (1883)**, instituted the merit system for the federal government. This began the practice of using written competitive examinations by a commission to produce a list comprised of successful candidates, arranged in the order of the exam results.

**Freeholder Charter (1900)** – The SF Civil Service System and Commission established (under City Charter)

**Under current City Charter Article X: Personnel Administration**

- Established the Civil Service Commission (CSC)
- General Powers and Duties
- Department of Human Resources
- Exclusions from Civil Service Appointments

# CSC & HR

The Civil Service Commission is responsible for establishment of Rules, policies and procedures and the hearing appeals.

## Commissioners

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Elizabeth Salveson



Kate Favetti



Douglas S. Chan



F.X. Crowley

Human Resources implements the merit system through the examinations, classification and merit system programs.

# CIVIL SERVICE RULES for SFMTA

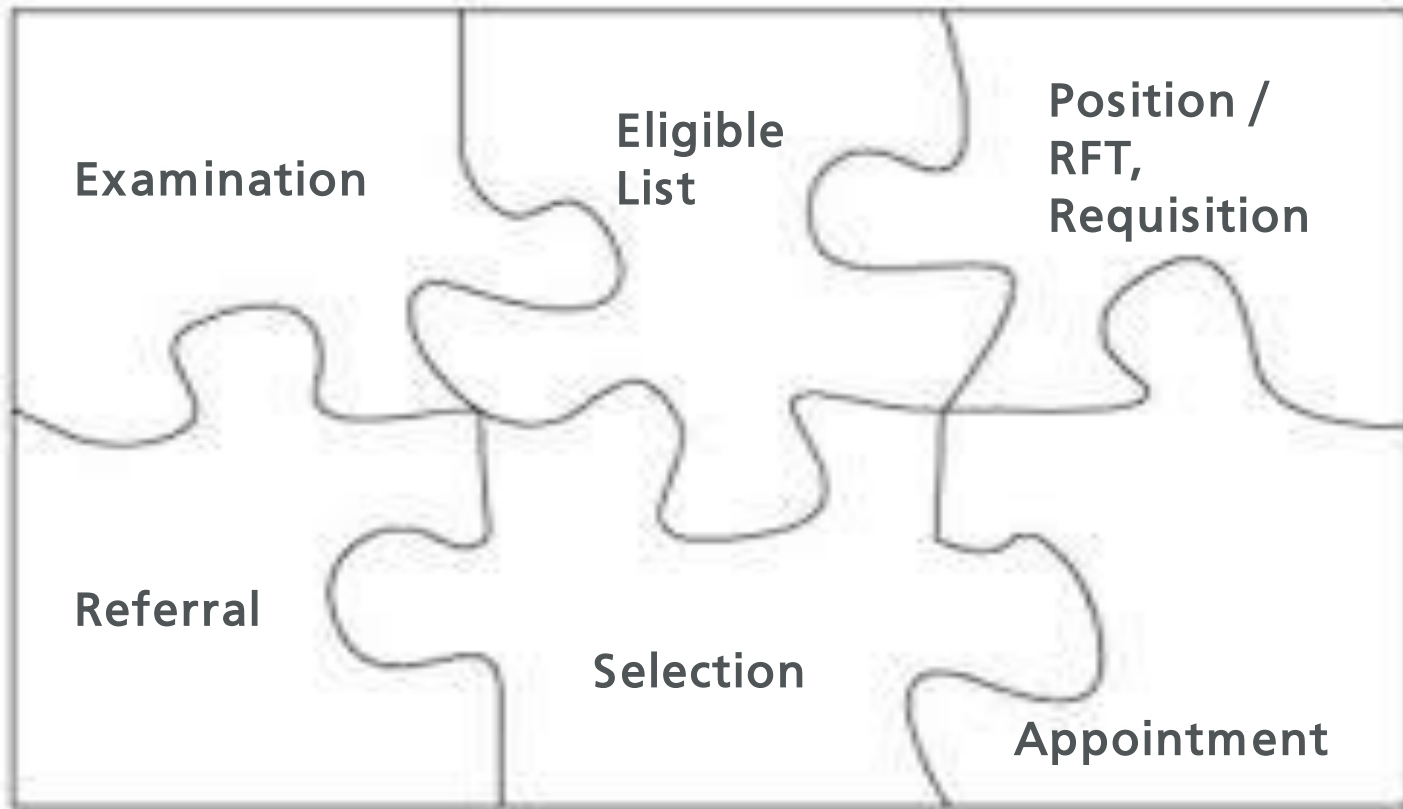
Volume	Series	Rules
Volume 1	100 Series	Rules Applicable to Miscellaneous Employees
Volume 2	200 Series	Rules Applicable to the Uniformed Ranks of the SF Police Dept.
Volume 3	300 Series	Rules Applicable to the Uniformed Ranks of the SF Fire Dept.
Volume 4	400 Series	Rules Applicable to Service-Critical Classes of the Municipal Transportation Agency (MTA)



# OVERVIEW of PCS HIRING PROCESS

# PCS - HIRE

A permanent civil service (PCS) appointment is made through a referral from an active eligible list established through a civil service exam.



# PCS – HIRE: Exams

As mentioned in the history of the Civil Service (Pendleton Civil Service Reform Act), examinations have always been a critical component of assessing a candidate's skills required for the job.

Once a need for an exam is determined, exam analyst(s) will develop, announce / post (on JobAps –City's job board), and administer the examinations.

- MQs (minimum qualifications) are extremely important as analyst will use the MQs to qualify or disqualify an applicant from taking the examination.
- Announcements posted on JobAps will contain vital information about the job, exam process & deadlines, verification requirements, certification rule and more. The postings act as a contract between the exam giver and the exam taker.
- Announcements will also have appeal language should a candidate decide to appeal the qualification decision or even the posting itself.

# PCS – HIRE: Eligible List

Once the exam is administered, the exam analyst will then review, score and rank the results thus producing a “tentative” eligible list.

The “tentative” eligible list is then posted (physically and on-line) for an inspection period (\*Current de-Identification debate) which is usually for three days.

Once the inspection period passes without major complaints or appeals, the eligible list is ADOPTED and now can be used for the referral process.

Eligible List will also include the duration of the eligible list and **certification rule**.

If you are on an eligible list, you should always know your **rank**, **certification rule** and when the **eligible list expires**.

# PCS – HIRE: Exam to Eligible List



Apply for and take the  
EXAM.

All applicants who PASSED  
receive a rank and score  
and are on an ELIGIBLE  
LIST.

## ELIGIBLE LIST for position of 49ers QB

- |    |                  |     |
|----|------------------|-----|
| 1. | Joe Montana      | 240 |
| 2. | Steve Young      | 210 |
| 3. | John Brodie      | 165 |
| 4. | Y.A. Tittle      | 150 |
| 5. | Colin Kaepernick | 145 |
| 6. | Jeff Garcia      | 140 |



When positions are being filled,  
candidates on the eligible list are  
“referred” or invited to compete or  
apply for the vacant positions.

# PCS – HIRE: Position / RTF / REQ

If there is a vacant position to be filled, the hiring division working with the assigned division liaison, will complete an internal requisition (or RTF – Request to Fill). The position must be an approved budgeted position.

The main reviewers are HR and Finance. Depending on the situation and type of requisition submitted, additional reviews including classifications and even reviews by the Director of Transportation may be required.

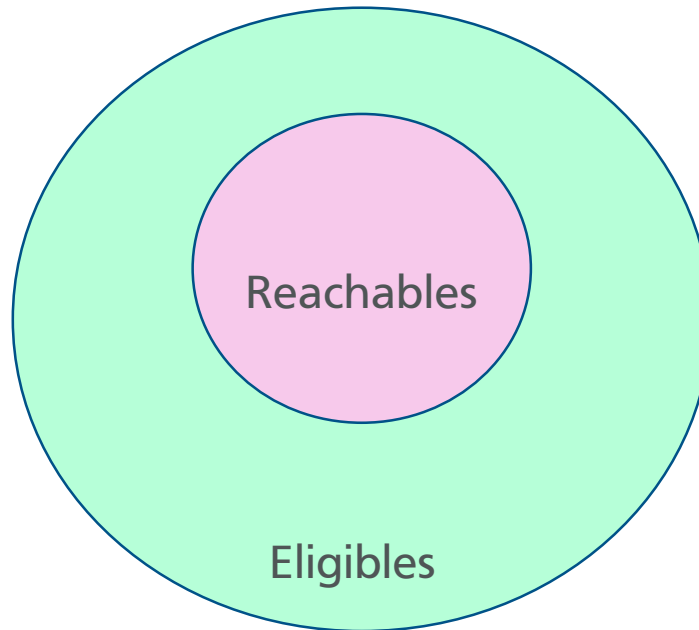
Once the requisition (justification documents if needed) is internally (SFMTA) approved, it's then entered into the City's HCM (PeopleSoft HCM 9.2).

Once approved in PeopleSoft, the position can now be used to issue a **referral**.

# PCS – HIRE: Referral

A referral is a set of names from the eligible list certified to each available position in a department using the certification rule.

The candidates who will receive the opportunities at the PCS appointments or certified to the positions are also known as “Reachables”.



# PCS – HIRE: Referral.Cert Rule

Certification of Eligibles can be found in the Civil Service Rules.

- The certification rule is established at the time of the examination posting.
- Rule of Three Scores is the default certification rule.
- An expanded certification rule (Rule of Five, Seven or Ten) must reach mutual agreement with the union prior to examination posting.



# PCS – HIRE: Referral.Cert Rule Cont.

Application of Certification Rule

## Referral Rule

$[\text{Number of Positions}] + [\text{Certification Rule}] - 1 = [\text{Number of Reachable Scores / Ranks}]$

Example:

Certification Rule: Rule of 3 Scores / Number of Positions:  
One (1)

Apply Referral Rule:  $[1] + [3] - 1 = [3]$

# Application of Certification Rule– Exercise/Practice

How many scores/ranks are  
reachable in each of the  
scenarios below?

**S1.** Cert. Rule: **Rule of 3 Scores**  
No. of Positions: **2**      **Rank 4**

**S2.** Cert. Rule: **Rule of 5 Scores**  
No. of Positions: **3**      **Rank 7**

**S3.** Cert. Rule: **Rule of 7 Scores**  
No. of Positions: **1**      **Rank 7**

Eligible List		
Rank	Last Name	First Name
1	Espinoza	Amy
2	Liang	Jason
3	Johnson	Jackson
3	Sawyer	Maria
3	Petagoa	Anna
4	Baliyaya	Cindy
5	Garcia	Anthony
5	William	Jenny
6	Anderson	Maggie
6	Perez	Jamie
7	Young	Stephanie
8	Doe	John
8	Smith	Annie
9	Espinoza	Peggy
10	Kim	Victoria
10	Huang	Chris

# PCS – HIRE: Selection & EEO Concurrence

Hiring unit then completes a SELECTION PLAN (also known as “Pre-Interview”) then submits it to our EEO unit (outside of HR):

Upon receiving concurrence from EEO, the hiring unit can move to the selection process.

Upon completion of the interview / selection process, the results are also submitted to EEO.

# PCS – HIRE: Appointment

Upon final EEO concurrence approval, the results then are sent to HR.

HR completes the necessary validation which includes employment history, finger printing, and other processes that may be a requirement of the job such as medicals and / or drug testing.

HR works with the hiring division on a start work date for the new employee and the new employee is also scheduled for the NEO – New Employee Orientation.

# TIPS & ADVICE

# TIPS

Ability to become “PCS – eligible” are within your control

## Sign up for notifications and stay informed

- “Notify Me of Future Jobs” on the Job board page – Find the job class you want then click on the “Email Me when a Job Opens for the above positions(s)” link
- Other ways to stay informed about SFMTA jobs:
  - City’s job page
  - SFMTA HR LinkedIn page
  - SFMTA HR Facebook page
  - SFMTA Job News email
  - Digital signage – Jobs section
  - SFMTA Jobs bulletin board, 6<sup>th</sup> floor

# TIPS Cont.

## Pay attention to Minimum Qualifications (MQs).

- HR Analyst(s) qualifies or screen you out based on MQs. No matter how amazing your desirable qualifications are, if you DID NOT put enough information in the application to ensure you meet the MQs, the hiring manager will NOT see your application.

## Update and Maintain your JobAps profile

- You should always update your JobAps profile to make applying for any jobs easier.

## Read the entire exam announcement

- Know the cert rule.

# TIPS Cont.

**For PCS Employees, know your promotive line:**

- Know your promotive series and the MQ difference between the job classes.

**For Exempt employees, exempt status does NOT disqualify you from taking civil service examinations in the same job class.**

- You can take the civil service exam and get on the eligible list even if you are currently on an exempt appointment. You should ALWAYS take the civil service exam when it is offered in the same job class as your exempt appointment.



# Questions?