

# NAVIGATING ALAMEDA COUNTY JOBS: CIVIL SERVICE 101 WORKSHOP

1111 Jackson St. Ste. 226-228, Oakland, CA



ALAMEDA COUNTY  
**Human Resource Services**



# HOUSEKEEPING

- ▶ This building has free public Wi-Fi
- ▶ Restrooms
- ▶ Parkmobile - Free app. to pay for metered parking
- ▶ Please turn all electronic devices onto silent/vibrate
- ▶ Feel free to excuse yourself for a quick break (stretch, restrooms, feed the meter, etc.)

# WORKSHOP EVALUATION



## WORKSHOP EVALUATION: ACPD\_CS101\_CL2\_071017

Your feedback helps us to make sure we are meeting your needs. We would appreciate if you could take a few minutes to share your opinions with us so we can serve you better. Thank you.

### OVERVIEW

	Strongly agree				Strongly disagree
1. The material was appropriate for my level of knowledge	1	2	3	4	5
2. The workshop content was helpful for me to learn	1	2	3	4	5
3. As a result of this workshop, I understand the types of entry-level, civil service jobs available in Alameda County	1	2	3	4	5
4. As a result of this workshop, I can describe the "STAR" interviewing technique.	1	2	3	4	5
5. The workshop will help me in finding a job.	1	2	3	4	5
6. The meeting space was comfortable.	1	2	3	4	5
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8. The presenter responded well to questions and comments	1	2	3	4	5
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11. The training was inclusive towards all types of people	1	2	3	4	5
12. I am satisfied with the overall quality of the workshop	1	2	3	4	5
13. I will recommend this workshop to others	1	2	3	4	5
14. I would be interested in attending a follow-up, more advanced workshop on this same subject	1	2	3	4	5
15. Given the topic, was this workshop:	<input type="checkbox"/> a. Too short	<input type="checkbox"/> b. Right length	<input type="checkbox"/> c. Too long		
16. What did you find most helpful about the course?					

## Instructions

1. Please take a few minutes to complete page 2 of the Workshop Evaluation form
2. When you are finished with page 2, please leave it on your table

Thank you!

# LEARNING OBJECTIVES

- ▶ Define Civil Service
- ▶ Describe STAR interviewing techniques
- ▶ Identify one employment-related resource
- ▶ Identify entry level jobs with Alameda County
- ▶ Describe steps for creating employment profile with Alameda County



# ABOUT ALAMEDA COUNTY

- ▶ Alameda County has over 9,000 employees and serves more than 1.5 million people in the East Bay.
- ▶ Alameda is the seventh most populous county in California, and has 14 incorporated cities and 6 unincorporated communities and rural areas.
- ▶ Alameda County is characterized by rich diversity and culture. Alameda County is now one of the most ethnically diverse regions in the Bay Area and the nation.

# WHAT IS CIVIL SERVICE?

- ▶ The permanent professional branches of a government's administration, excluding military and judicial branches and elected politicians.
- ▶ Civil Service employees (civil servants or public servants) are hired based on professional **merit/competitive** examinations.
- ▶ Each governmental jurisdiction has its own by-laws and rules governing processes.

# MERIT SYSTEM

- ▶ Alameda County is a public entity, governed by Civil Service Rules, based on the Merit System
- ▶ What is the Merit System?
  - The Merit System is the process of hiring and promoting government employees based on their ability to perform a job, rather than on their political/personal connections
  - The process is FAIR and COMPETITIVE

# ALAMEDA COUNTY CIVIL SERVICE SELECTION SYSTEM

Alameda County Civil Service Selection System is:

- ❑ Merit-based
- ❑ Competitive
- ❑ Provides equal opportunity
- ❑ Uses an examination process to determine qualifications

Recruitments can be:

- ❑ Targeted & specific to the needs of the current vacant position OR
- ❑ More broadly used for both current & future vacancies



# CSC RULE 1400 – COMPETITION

*...All examinations shall be competitive and shall be designed to determine the qualifications, fitness, and ability of competitors to perform the duties of the class for which the examination is being given. Examination may be written, oral, performance, physical, or a combination thereof. They may take into account such factors as experience, education, aptitude, capacity, knowledge, skill, character, physical fitness, or any other factor, quality, or attribute...that may determine the relative fitness of the competitor.*



# EXAMINATION PROCESS

1. The Recruitment Process begins with the job announcement which will detail the minimum qualifications and examination components.
  - All jobs are posted for a minimum of 25 days, with job postings updated weekly.
2. The highest scoring applicants of an exam component proceed to the next step until an eligible list is established.
3. Candidates remain on an eligible list and are “certified” in rank order to a hiring authority when a vacancy occurs.
  - Eligible lists remain active for approximately one year.

# WHAT IS THE ELIGIBLE LIST?

- ▶ A list of persons qualified for employment or reemployment in a class, used to fill vacancies in that class as they occur
- ▶ The eligible list contains the names of individuals who have successfully completed an examination process for a class, in rank order
- ▶ Ideally, you want to be ranked in the top 5, which is considered “reachable”
- ▶ Names are certified to hiring departments/agencies in rank order





# WHAT TO EXPECT

1. Application Screening
2. Screening for Best Qualified
3. Testing and Assessment
4. Department Interview
5. Ban the Box - Alameda County's Background process
  - Backgrounds will be checked *after* a conditional offer of employment is made.
  - A previous conviction is not automatically disqualifying.

\* Specific exam components will vary based on the recruitment

# HOW TO APPLY

- Visit: <http://www.jobapscloud.com/alameda/>
- Select the position recruitment you are interested in
- Find this icon at the bottom of the recruitment bulletin
- Submit your completed application by the last day for filing


*Please take the steps recommended above to insure you do not miss any notices about a recruitment for which you have applied. The County of Alameda is not responsible for notices that are not read, received or accessed by any applicant for County recruitment.*

NOTE: All notices are generated through an automated email notification system. Replies to the email box [alamedacountyHR@acgov.org](mailto:alamedacountyHR@acgov.org) are routed to an unmonitored mailbox. If you have questions please go to our website at [www.acgov.org/hrs](http://www.acgov.org/hrs). You may also contact the Human Resources Analyst listed on the job announcement for the recruitment for which you have applied.

**Monique Hill**, Human Resources Analyst III  
Human Resource Services, County of Alameda  
(510) 208-4841; e-mail [Monique.hill@acgov.org](mailto:Monique.hill@acgov.org)  
[www.acgov.org/hrs](http://www.acgov.org/hrs)

*Alameda County is an Equal Opportunity Employer*

Click on link below to apply for this position:

Fill out the Supplemental Questionnaire using the Internet.	<b>Apply Online</b> 
View and print the Supplemental Questionnaire.	This recruitment requires completion of a supplemental questionnaire. You may view and print the supplemental questionnaire here.

# HOW TO SUBMIT AN INTEREST CARD



**ALAMEDA COUNTY**  
**Human Resource Services**

Home About Us Divisions **Classification & Compensation** Civil Service Commission

**1. Click on Classification**

• [Job Descriptions](#)  
• Salary Reports  
• Salary Ordinance

**Current Job Openings**

Welcome to Alameda County's On-Line Employment Center!

To review open recruitments, click on the 'Current Employment Opportunities' link under Employment Center to display a list of job titles for which we are currently accepting applications.

From this list, click on the 'job title' hyperlink to view in-depth information about any of the listed positions, i.e., sample duties, the required qualifications including work experience and/or education a candidate must possess, a profile of the competencies and characteristics of the ideal candidate and upcoming dates in the selection process.

If you would like to join the County team, apply for one of the exciting opportunities currently available by clicking on the 'click here to apply' link located near the top of the page for the recruitment you are viewing.

You must submit a separate online application for each recruitment. But once you have created your initial application, you can reuse that application and edit it if needed.

You can also click on the 'notify me of new jobs' button to request an e-mail notifying you of a future job opening for which you are interested. This link is a menu option located on top left corner of the list of all job openings.

## 2. Select Job Classification

- ☐ 0181 - Special Assistant to Volunteer Program
- ☐ 0298N - Special Assistant SAN
- ☐ 6120 - Special Supervisor
- ☒ **1128 - Specialist Clerk I**
- ☐ 1129 - Specialist Clerk II
- ☐ 6646 P - Sr Clinical Case Mgr. CHSCB

## 3. Select "email me when job opens"



**ALAMEDA COUNTY**  
**Human Resource Services**

**County of Alameda**  
**Specialist Clerk I (#1128)**

We are currently accepting applications for this position.  
To apply, please close this pop-up window and then click on Current Openings.

\$23.53-\$26.66 Hourly / \$1,764.75-\$1,999.50 BiWeekly /  
\$3,823.63-\$4,332.25 Monthly / \$45,883.50-\$51,987.00 Yearly

☒ [Email Me when a Job Opens for the above position\(s\)](#)

# TIPS FOR COMPLETING JOB APPLICATIONS

- ▶ Complete all requested information, don't leave anything blank
  - Use N/A if not applicable
- ▶ Proofread your application prior to submitting
- ▶ List your most recent education first
- ▶ List your most recent job first
  - Be specific when listing your primary duties
  - Be sure to include volunteer and vocational experience
- ▶ Tailor your application to the job you are applying for
- ▶ Thoroughly complete Supplemental Questionnaires, spelling and grammar count!
- ▶ A resume will NOT be accepted in lieu of a properly completed application
- ▶ Build your application template, even if you are not applying for a position right now, you can always fine tune it later



# TRANSFERABLE SKILLS ACTIVITY

## Specialist Clerk I

### MINIMUM QUALIFICATIONS

Either I

The equivalent of one year of experience in the class of Clerk II or in an equivalent or higher level clerical class in the Alameda County classified service. (Non-classified includes District Attorney's Office, Hospital Authority, and the Consolidated Courts.)

Or II

The equivalent of two years of full-time clerical experience.

License: Some positions may require a valid California Driver's license.



# SAMPLE DUTY STATEMENTS

## Incomplete Duty Statement

### Description of Primary Duties

basis office duties, filing, some typing. basis computer skills,

- Duty statements are broad and generalized
- Room for interpretation/misinterpretation
- Incorrect usage of grammar/spelling

## Complete Duty Statement

### Description of Primary Duties

Copy and collate all projects (including confidential papers) for 15 employee office. Successfully complete all jobs by time requested. Work extensively with MS Word, Excel, Outlook and PowerPoint to prepare correspondence, maintain database and compile reports. Provides clerical support for representatives, including typing, filing, data entry, distributing mail and maintaining inventory.

- Duty statements are clear and concise
- General statements followed by specific examples
- Nothing left for interpretation
- Grammar/spelling are correct throughout

# APPLICATIONS VS. RESUMES

## APPLICATION

- ▶ Alameda County requires applicants to complete and submit an online application for all recruitments
- ▶ The application is the official, standardized, instrument from which the candidate's relevant education and experience will be evaluated
- ▶ The application contains pertinent fields such as dates of employment, hours worked, and earnings all used to screen for MQs

## RESUME

- ▶ While resumes may be attached to a county application as a supplement, they CANNOT be submitted in lieu of a properly completed application
- ▶ Variances in resumes do not allow for an official, standardized screening tool by which to screen/evaluate applicants
- ▶ Resumes often lack critical information used to determine if an applicant possesses the MQs for a given recruitment (FT/PT work, paid/volunteer experience, staff supervised, etc.)



# KNOWLEDGE, SKILLS, ABILITIES & COMPETENCIES (KSACs)

For Example...

Competencies are:

- ❑ Measureable/observable knowledge, skills, abilities, behaviors and other characteristics
- ❑ critical to success in a given classification.
- ❑ Recruitment efforts (i.e. examination components) are built around the key competencies.

## Specialist Clerk I

**The most suitably qualified candidates will possess the following competencies:**

**Knowledge of:**

- Modern office practices and procedures, including business correspondence, filing, and standard office equipment operations.
- Specialized program knowledge of work requiring the application of a variety of rules, procedures, codes, calculations, and systems is required in some positions.
- Techniques and practices for dealing with individuals from various socio-economic and ethnic groups, in person, via telephone, and through correspondence (may include contacts with irate and hostile individuals).

**Ability to:**

- Analyze and problem solve.
- Communicate orally and in writing.
- Make decisions and take initiative.
- Demonstrate interpersonal sensitivity.
- Adapt to challenging situations.
- Plan, organize and coordinate work.
- Work independently.

# BEHAVIOR-BASED INTERVIEWING

## Alameda County uses Behavior-Based Interviewing

- ▶ We ask questions about your past accomplishments and challenges
- ▶ Past performance is the best predictor of future success
- ▶ Questions are related to core competencies that have been identified as key to successful job performance

# STAR

Alameda County uses the STAR method for rating

**Situation** - Describe a situation you were a part of

**Task** - Describe the task(s) you had to complete

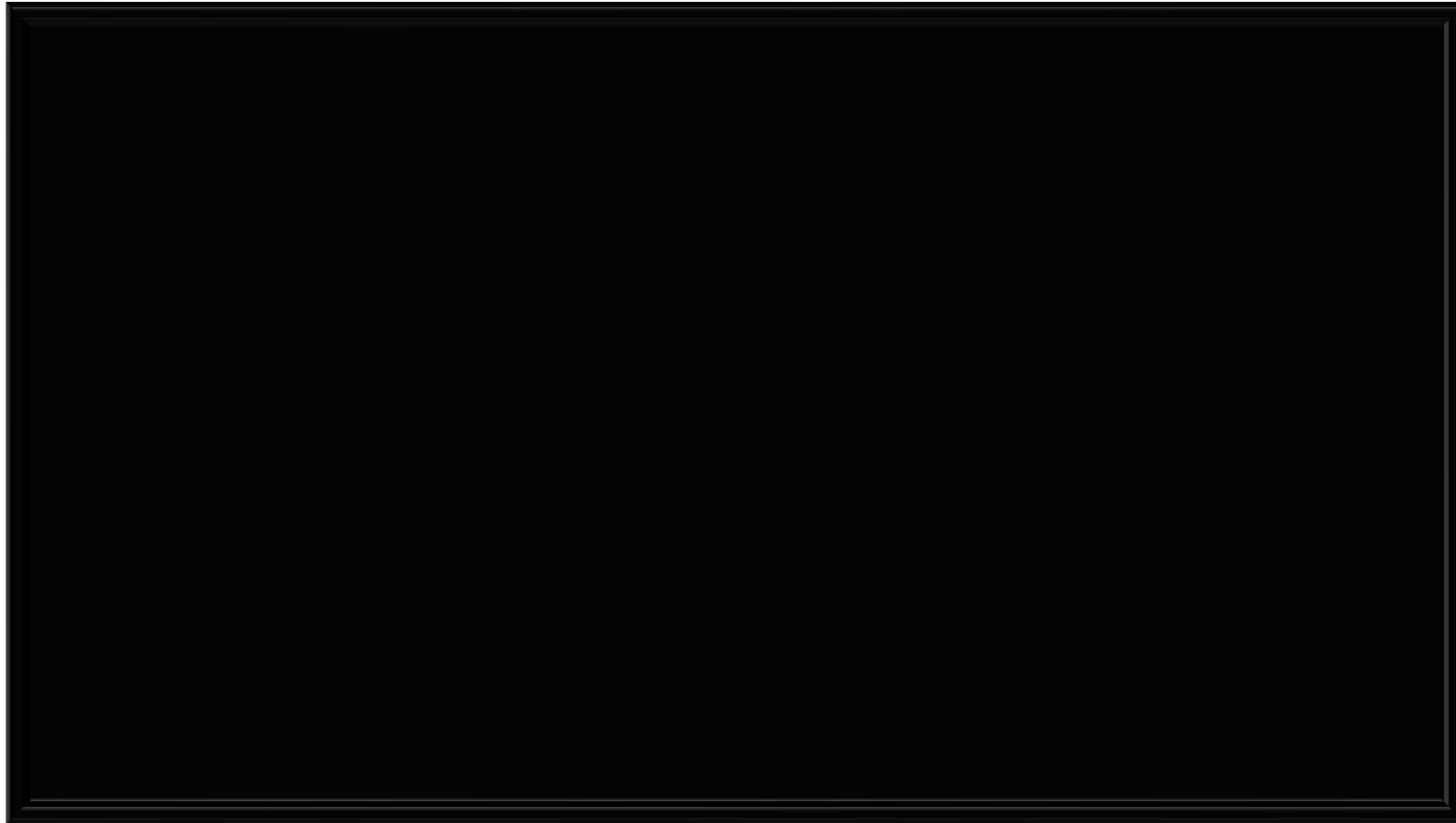
**Action** - Describe the actions you took to complete the task(s)

**Result** - What was the result of your actions?





# STAR METHOD IN ACTION



# TIPS

- ▶ Submitting an application
  - Tailor your application to the position you are applying for
  - Check spelling, grammar, and clarity of expression
  - Ensure application is complete
  - Kiosks are available in the Human Resources lobby - 1405 Lakeside Dr.
- ▶ To prepare for an Alameda County written exam
  - You can usually find study guides, materials and practice Civil Service examinations at your local library. To take on-line practice tests through your local library, search out Learning Express for both standard basic skills tests or specialized Civil Service practice exams.
  - Alameda County Library: <http://www.acgov.org/aclibrary/>
- ▶ To prepare for an Alameda County oral exam
  - Familiarize yourself with the job specification, announcement, and required knowledge, skills, abilities, and competencies
  - Think of examples from your past experiences, and rehearse using the “STAR” method



# ORAL EXAM PREPARATION

Think about examples/stories and write them out prior to your interview.

- ▶ You'll have examples to pull from fresh in your mind
- ▶ You won't be caught off guard
- ▶ You won't appear unnatural or rehearsed
- ▶ You can use stories for open-ended questions as well
  - "I can give you an example of a time when I used that skill..."





# ORAL EXAM PRACTICE

- ▶ Review the competencies listed on your invitation and recall specific examples of when you have demonstrated those competencies
- ▶ Have a trusted friend give you a mock interview
- ▶ Interview aloud in front of a mirror
- ▶ Video yourself and critique
- ▶ Join a toastmasters or other public speaking club
  - <https://www.toastmasters.org/find-a-club>
  - Local Venue: East Bay Church - 4130 Telegraph Ave., Oakland, CA 94609\*

\*subject to change

# PUT YOUR BEST FOOT FORWARD

- ▶ Get a good night's sleep and eat a light breakfast
- ▶ Give yourself plenty of time to get ready and review
- ▶ Give yourself plenty of time to get to the examination site (consider a test drive/check public transportation a day prior)
- ▶ Dress for success! Professional attire shows you are serious
- ▶ Drink water during the day leading up to your check-in time if your mouth tends to dry out. Do NOT chew gum during your interview.
- ▶ Place electronic devices on silent/vibrate prior to your interview
- ▶ Breathe deeply, try to relax, and remember to be yourself!





# ADDITIONAL OPPORTUNITIES

## Alameda County Temporary Assignment Pool (TAP)

- ▶ The primary goal of TAP is to provide immediate, staffing support services to all Alameda County departments/agencies.
- ▶ TAP employees are utilized by departments/agencies for special projects, long-term leave, related temporary staffing needs or to fill a vacant position during a recruitment process.
- ▶ Explore County departments/agencies with our in-house Temporary Assignment Pool
- ▶ Gain work experience and additional skills to help compete for permanent employment. You may continue to seek permanent employment while on an assignment
- ▶ For more information, visit <http://www.acgov.org/hrs/divisions/tap/>

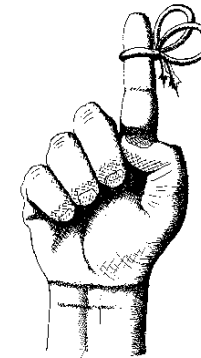
# ADDITIONAL INFORMATION

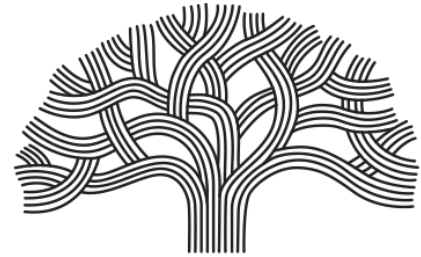
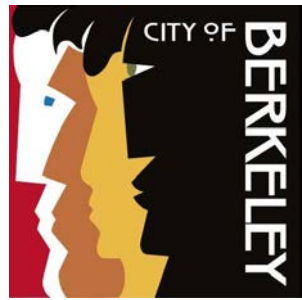
- ▶ Check our website weekly for new job announcements
  - [www.jobapscloud.com/alameda](http://www.jobapscloud.com/alameda)
- ▶ Submit an interest card
- ▶ Feel free to contact the assigned analyst with any additional questions you may have about a particular recruitment or working for the county in general
  - Human Resources general information: (510) 272-6478
  - Human Resources general email: [AlamedaCountyJobs@acgov.org](mailto:AlamedaCountyJobs@acgov.org)



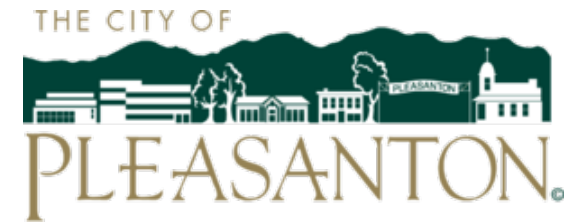
# REMEMBER

- ▶ Practice makes perfect!!
  - The more applications you submit, and examinations you participate in, the better you will get!
- ▶ You can apply, and compete for, multiple positions simultaneously!
  - Apply for any recruitment you qualify for, you can always decline an offer later if it's not a good fit!
  - The more eligible lists you're on, the better likelihood of gaining permanent employment!
  - It's easier to move around once you're a permanent employee

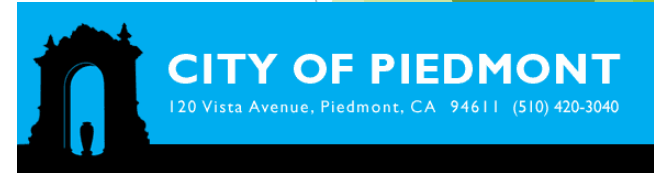




CITY OF OAKLAND



CITY OF HAYWARD  
HEART OF THE BAY



- ▶ **Alameda County** - <https://www.jobaps.com/Alameda/default.asp>
- ▶ City of Alameda - <https://alamedaca.gov/>
- ▶ City of Albany - <http://www.albanyca.org/>
- ▶ City of Berkeley - <http://www.ci.berkeley.ca.us/Home.aspx>
- ▶ City of Dublin - <http://www.ci.dublin.ca.us/>
- ▶ City of Emeryville - <http://www.ci.emeryville.ca.us/>
- ▶ City of Fremont - <https://fremont.gov/>
- ▶ City of Hayward - <https://www.hayward-ca.gov/>
- ▶ City of Livermore - <http://www.cityoflivermore.net/>
- ▶ City of Newark - <http://www.ci.newark.ca.us/>
- ▶ City of Oakland - <http://www2.oaklandnet.com/>
- ▶ City of Piedmont - <http://www.ci.piedmont.ca.us/>
- ▶ City of Pleasanton - <http://www.cityofpleasantonca.gov/>
- ▶ City of San Leandro - <http://www.ci.san-leandro.ca.us/>
- ▶ City of Union City - <http://www.ci.union-city.ca.us/>

QUESTIONS?






# POST-TRAINING EVALUATION

## Instructions:

1. Please take some time to complete **Page 1** of the Workshop Evaluation
2. Let us know when you are finished.

Your participation is  
appreciated  
**Thank you!**

 **WORKSHOP EVALUATION: ACPD\_CS101\_CL2\_071017**

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**OVERVIEW**

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THANK YOU FOR YOUR INTEREST IN  
ALAMEDA COUNTY!

For more information:

Call: 510-272-6478

or

Email: [AlamedaCountyJobs@acgov.org](mailto:AlamedaCountyJobs@acgov.org)