



2024 ANNUAL REPORT



CITY OF SPOKANE

CIVIL SERVICE COMMISSION

CIVIL SERVICE COMMISSION



* Staff

Kelsey Pearson Bryan Sullivan Jerri Bjork

Ken Hoekema Lisa Olson

Blake Munroe

Chief Examiner

Senior Merit System Analyst

Merit System Analyst III

Merit System Analyst III

Merit System Analyst III

Merit System Analyst II

Elizabeth Caverly

Caitlin Mackercher

Shellee Ives

Morgan Vanderkamp

Briana Ruffing

Paxton Powell

Merit System Analyst II

Merit System Analyst II

Administrative Manager Office Clerk Specialist

Office Clerk Specialist

Marketing Coordinator

*

Commission Members

Scott Stephens

Chair

Nicole Palmerton

Vice Chair

Craig Hult

Mark Lindsey

Karen Stratton



TABLE OF CONTENTS

* 01	2024 at a Glance
* 02	Department Overview
* 03	Civil Service Commission
* 05	Civil Service Workflow
* 06	Classification Work
* 07	Non-Classified Employees
* 10	Employee Movement
* 11	Turnover
* 13	Recruitment Update
* 20	Requisitions & Examinations
* 21	Eligible Lists & Timelines
* 22	Appeals & Complaints
* 23	Progress Report



2024 AT A GLANCE

172
RECRUITMENTS

360
VACANCIES
FILLED

5,880
APPLICATIONS

2,143
TOTAL
EMPLOYEES

168
CLASSIFIED
EMPLOYEE
SEPARATIONS

121
NON-CLASSIFIED
EMPLOYEES

2,022
CLASSIFIED
EMPLOYEES

2,314
ELIGIBLE
CANDIDATES

385
CLASSIFICATIONS



DEPARTMENT OVERVIEW

Mission

The Commission is to provide an efficient, effective, merit-based system of employment ensuring that the most qualified applicants are equitably selected and retained.

Vision

Our well-trained, competent, and professional team will utilize best practices, cost-effective technology, and innovation to provide a merit-based employment system that is recognized for excellence in public service.

Values

Teamwork

Excellence

Service

Transparency

Equal Opportunity

Merit Principles



CIVIL SERVICE COMMISSION

The Spokane Civil Service Commission is an independent body created by the City Charter to administer the portion of the Charter pertaining to Civil Service. By mandate of the citizens of Spokane, the Commission is specifically charged with the responsibility of developing and maintaining a classification plan, a comprehensive recruitment program, and practical selection standards for all classified positions in the municipal government.

It is also responsible for providing procedural rules for administration of classified employment and for resolving any differences which may arise as a result of these rules or the Charter. The Spokane City Charter, Article VI, provides the mandate and authority for the City of Spokane's civil service system.

The Civil Service Commission consists of five members: two nominated by the Mayor and appointed by the City Council, two appointed by the city employee groups, and one appointed by the other four members. The Commission conducts public meetings on the third Tuesday of each month.



Current Commissioners & Terms

Scott Stephens - Chair | Commissioner since January 2015

Civil Service Commission Appointee - Current term ends Dec. 2025

Nicole Palmerton - Vice Chair | Commissioner since April 2021

City Council Appointee - Current term ends Dec. 2028

Craig Hult | Commissioner Since August 2011

City Council Appointee - Current term ends Dec. 2025

Mark Lindsey | Commissioner Since January 2015

Uniformed Employee Groups Appointee - Current term ends Dec. 2026

Karen Stratton | Commissioner Since July 2024

Non-Uniformed Employee Groups Appointee - Current term ends Dec. 2028



Commission Legal Counsel

Margaret Harrington | 2024 - Present

Chief Examiner

Kelsey Pearson | May 2021 - Present

Past Commissioners & Terms

Peter Piper | 1961 - 1963

Dr. Robert Southcombe | 1961 - 1964

Verne D. Warren | 1961 - 1964

Robert M. Hardy | 1963 - 1965

John Edgar | 1965

George E. Robey | 1961 - 1965

Thomas F. Meagher | 1961 - 1967

William S. J. May | 1964 - 1970

James E. Borg | 1966 - 1972

Elmer L. Bierly | 1972 - 1973

Jerome C. Kopet | 1967 - 1978

C. Grover Wilson | 1968 - 1978

Arthur M. Hansen | 1965 - 1984

Richard A. Moser | 1973 - 1985

Howard A. King | 1984- 1986

Howard A. Anderson | 1971 - 1986

Seaton M. Daly, Jr. | 1979 - 1986

Paul P. Nolan | 1987

James E. Bates | 1986 - 1988

Frances N. Scott | 1979 - 1991

Delphine Faison | 1987 - 1992

Barry E. Ryan | 1988 - 1993

John Krall | 1993 - 1995

O'Neil Vinson | 1985 - 1996

Kate Quinn | 1992 - 2000

Ivan Bush | 1997 - 2000

James L. Kirschbaum | 1995 - 2001

Douglas Amsbury | 1987 - 2002

Robert Van Leuven | 2002 - 2006

John M. Maurice | 2002 - 2006

Gerald Saling | 2001 - 2007

Carol Lawton | 2000 - 2010

Ronald Stanley | 2007 - 2010

Jim DeWalt | 2011 - 2014

Cheryl Beckett | 2007 - 2016

Phyllis Gabel | 2008 - 2016

Kathryn Sewell | 2015 - 2017

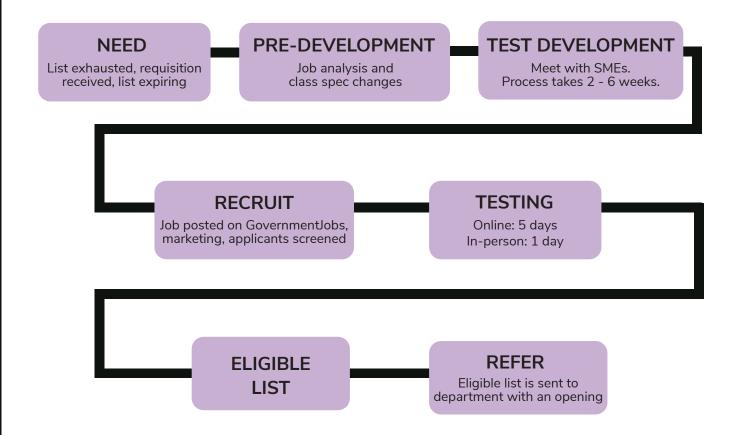
Pam DeCounter | 2017 - 2020

Judith Gilmore | 2016 - 2024



CIVIL SERVICE WORKFLOW

The Civil Service Workflow is a comprehensive process designed to ensure that public sector positions are filled efficiently and effectively. It begins when a need is identified. The next step involves pre-testing development, where analysts conduct a job analysis and make specification changes. Following this, analysts collaborate with Subject Matter Experts (SMEs) assigned by the bargaining unit and management over a period of 2-6 weeks to develop a suitable test. Once the test is ready, we open it for recruitment where the job is posted on governmentjobs.com, marketed, and applications are screened. Qualified applicants proceed to the testing phase, where they take the civil service test within designated online and in-person windows. After testing concludes, tests are scored, veterans' preference points are applied, and applicants are ranked on an eligible list. Lists are then referred to hiring managers that have an opening.



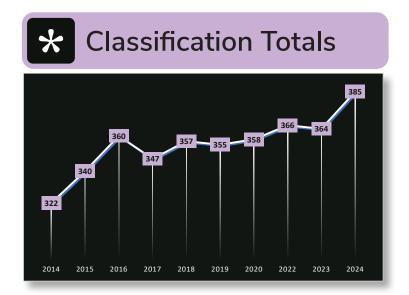


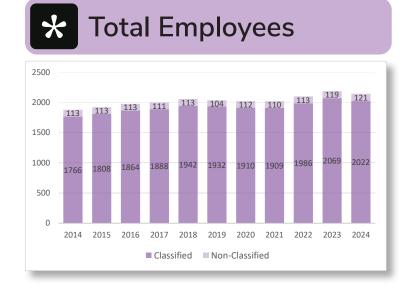
CLASSIFICATION WORK

In accordance with the City Charter, the Civil Service Commission is responsible for classifying all City positions except elected, appointed, and temporary/ seasonal positions.

An equitable classification plan is imperative for all large, well-established organizations. Position classification looks at the position itself, not the individual employee currently doing the job. This approach enables us to compare positions within the organization and see relationships among different levels of work. We are also able to determine the level of responsibilities, skills, knowledge, and abilities needed for the classifications.

In 2024, 23 new classifications were created and 2 were deleted. A major driver of this effort was the IT Classification Study, which streamlined 32 existing IT classifications into 13 classifications that are more aligned with current job duties. In 2025, we anticipate a significant increase in deleted classifications as the outdated IT classifications are removed. The remaining 10 new classifications were miscellaneous classifications from various departments. Some examples include Senior Case Manager, Training Coordinator, Social Work Case Manager, and Digital Forensics Analyst.







NON-CLASSIFIED EMPLOYEES

Non-classified employees numbered 121 at the end of 2024. This includes elected officials. However, library personnel, temporary/seasonal, and project employees are excluded from this count. The distribution of these 121 non-classified positions is shown below.



Permanent Non-Classified Employees by Year

On average, the quantity of permanent, non-classified employees has steadily increased over the years.





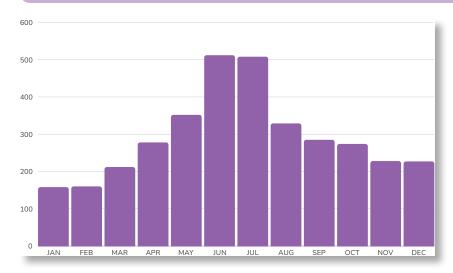
NON-CLASSIFIED EMPLOYEES Temp/Seasonal

The City also employs temporary/seasonal employees throughout the year. These employees are not classified employees. The concern of the Civil Service Commission is to ensure temporary employees are not being used in lieu of permanent employees for year-round work. It can be useful, then, to look at the fluctuation through the course of a whole year to assess the seasonality.



Total Monthly Temp/Seasonal Employees

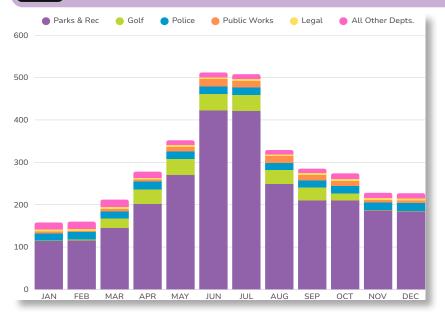
total active at month end; all departments except library



June and July see the highest number of temp/seasonal employees, driven by increased outdoor activities for citizens through the Parks Department and the peak of construction season.



Monthly Temp/Seasonal by Department



Parks & Recreation, Golf, and Public Works all see a spike in temp/seasonal employees during the summer months, while Police, Legal, and other departments stay more consistent year-round.



NON-CLASSIFIED EMPLOYEES Temp/Seasonal

*

Annual Average Temp/Seasonal Employees

2024 compared to 3-year Trailing Average

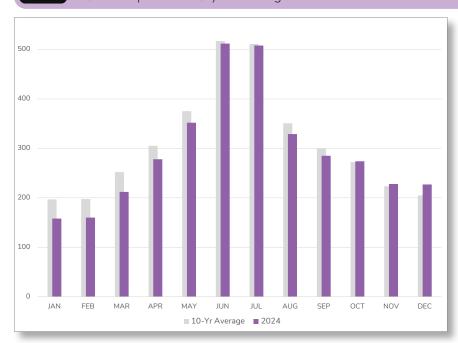


There's been a steady decline in seasonal staffing from 2012 to 2020, with a sharp drop in 2020, due to the pandemic. However, there has been a gradual recovery in recent years, with 2024 showing the highest staffing levels since 2019.

*

Temp/Seasonal Monthly Comparison

2024 compared to 10-year Averages



Early in the year, 2024 staffing levels were consistently below the 10-year average, with the largest gap in March (40 fewer employees). Staffing during the peak summer months was more closely aligned with the average, while post-summer levels remained slightly lower. By year-end, staffing slightly exceeded the 10-year average, with December showing the largest increase (22 more employees).



EMPLOYEE MOVEMENT

In 2024, the City of Spokane saw 200 total internal employee movements, which included reclassifications, promotions, and transfers.

Reclassifications occur when an employee's role is adjusted to better reflect their skills, responsibilities, or evolving job requirements. These movements may result in a change in pay. A reclassification is often the result of a classification study or job survey.

Following the March 2024 Merit System Rules changes, all demotions are now classified as transfers. As a result, transfers include both lateral movements to positions with the same maximum salary and downward movements to roles with a lower maximum salary.



8 Reclassifications

6 reclassifications with increased pay 2 reclassifications with same pay

162 Competitive Selections

20 from open eligible list 122 from promotional list 20 progressive promotions

30 Transfers

7 same pay 6 decreased pay in lieu of layoff 3 involuntary downward movement 14 voluntary downward movement



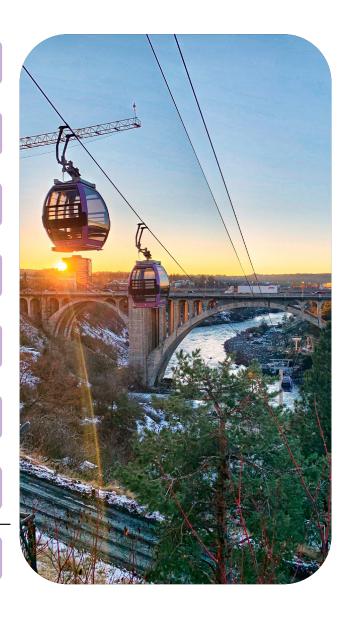
TURNOVER

Employment turnover rates can reflect an organization's overall health and efficiency. The annual turnover rate among classified City employees has historically hovered around 6%, but it has steadily increased over the past decade. In 2024, the rate rose from 7.3% in 2023 to 8.2%, marking a continued upward trend.

Due to a budget deficit in 2024, the City issued potential layoff notices to 31 Civil Service employees. However, after further budget reconciliation, only 11 received official layoff notices in November. Of those, 7 employees transferred in lieu of layoff, while 4 were ultimately laid off. Layoffs for exempt, project, and temp/seasonal employees are not included in this figure.

- **80** Retirements
- **42** Voluntary Resignations
- **32** Separated During Probation
- 5 Layoffs
- 4 Moved to Exempt Position
- 3 Deaths
- 2 Discharges

168 Total Separations

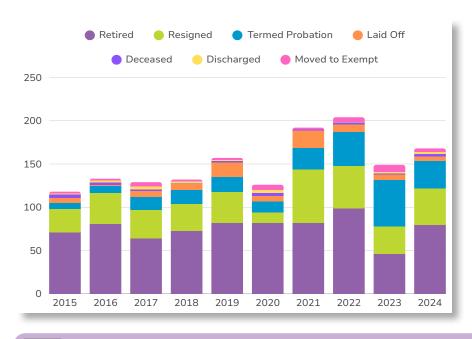




Other interesting data include:

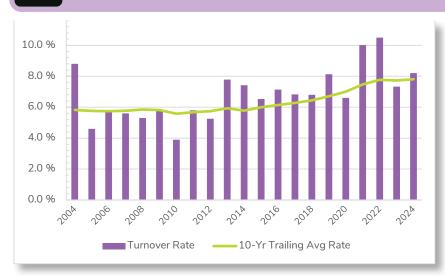
- Net decrease in total employees with 124 hires against 168 separations.
- Resignations are up 72% year over year.
- Last year, retirements were down 54% year over year, the lowest numbers since 2008. However, with the issuance of retirement incentives to remedy the budget shortfall, the retirement number has increased back to previous year's numbers. 2024 saw 80 total retirements.
- The past several years have seen an upward trend in the turnover rate among all employees (classified and non-classified).

Turnover Causes by Year Classified Employees



The proportion of separations of any given separation reason fluctuates from year to year. This visualization shows the total separations and the proportion of that total each reason represents.

* Turnover Rate



This chart shows the turnover rate for a given year and tracks the 10-year trailing turnover rate.

Historically, the 10-year trailing rate has hovered around 6%, but has increased over the last decade with peaks during the COVID-19 Pandemic.



RECRUITMENT UPDATE

The Civil Service Commission is responsible for establishing and maintaining eligibility standards for all classified positions and recruiting qualified applicants to fill them. This is achieved through a variety of channels and platforms, including NEOGOV (governmentjobs.com), the City website career page, Careers in Government, Indeed, local college and university outreach, Spokane WorkSource, social media, various online job boards, and the City Gazette.

In 2024, Civil Service ran 172 recruitments with 5,880 applications.

For 2024, the Marketing Coordinator developed a more robust recruitment plan, but some marketing efforts were paused due to the managed hiring process prompted by the budget deficit. Despite this, Civil Service saw a 6.8% increase in applications from 2023 to 2024. While the managed hiring process slowed some recruitment activity, the number of recruitments only slightly decreased—from 178 in 2023 to 172 in 2024.

172 Recruitments

5,880 Applications Received

2,314 Eligible Candidates

Recruitment Period Length Open-entry



While the job market has begun to stabilize, the past five years—beginning with the impacts of COVID-19—have brought frequent and unpredictable shifts. In response, we've adapted by utilizing extended and continuous recruitment periods, allowing us to keep positions open longer than usual to reach a broader pool of applicants.

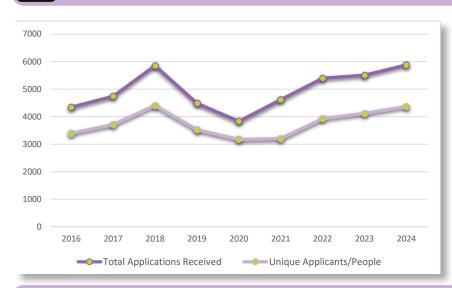


* Recruitments by Type



In 2024, we saw a decrease in open-entry recruitments due to a managed hiring process/soft hiring freeze. The managed hiring freeze did not affect promotional and internal movement as much. As a result, promotional and internal movements are are up slightly from last year.

* Total Applications



In 2024, the majority of applicants (79%) applied to only one recruitment. Meanwhile, 14% applied to two jobs, 4% to three jobs, and 3% submitted applications for four or more positions.

* Average Applicants by Recruitment Type



As expected, the average number of applicants is higher for openentry recruitments compared to promotional recruitments. This is because open-entry positions are available to the general public, attracting a broader pool of applicants, whereas promotional recruitments are limited to current employees.



RECRUITMENT MARKETING

*

Job Boards

Newly opened recruitments were posted on various job boards depending on recruitment needs. While most job boards are free, the City has contracts with LinkedIn and Indeed to increase visibility on these popular platforms. Over the course of the year, 1,392 job seekers clicked the apply button on LinkedIn postings, and 2,999 did so on Indeed. Combined, job postings on these two platforms received 48,688 views.

*

Job Fairs

We attended 11 events and job fairs throughout the year to educate job seekers about the Civil Service hiring process and promote careers with the City of Spokane. These events ranged from general City celebrations, like the Expo 50 Year Celebration, to specialized college career fairs targeting specific majors.

*

Recruitment Video

We partnered with a local marketing firm to create an updated recruitment video, replacing the previous version, which had become outdated and less engaging. The new video is more energetic and aligned with current trends, making it better suited to resonate with target demographics on social media and streaming platforms.



Merit Tour

The Merit Tour is an internal communications campaign designed to foster relationships with employees outside of City Hall who may have limited access to Civil Service during working hours. We visited 8 departments, providing an opportunity to address questions about transfers, promotions, Merit System Rules, and more.



WEBSITE ANALYTICS

MY.SPOKANECITY.ORG/JOBS | JAN - DEC, 2024

City jobs are posted on the governmentjobs.com website via NEOGOV. The City of Spokane Career page displays a feed of these jobs, directing users through the City site before they access the actual job postings. The statistics below reflect numbers from the City Career Page at my.spokanecity.org/jobs.

Marketing promotions for specific jobs are linked directly to the posting on governmentjobs.com and therefore will not be reflected in the numbers below. Unfortunately, governmentjobs.com does not provide us with any analytics information for specific jobs, so our City Career page is the best way to get a feel on where job seekers are coming from.

★ Top 10 Jobs by Clicks

- 1. Police Radio Dispatcher I 2,303 clicks
- 2. Police Officer 2,014 clicks
- 3. Associate Traffic Engineer 1,807 clicks
- 4. Firefighter 1,728 clicks
- 5. Police Records Specialist 1,502 clicks
- 6. Supported Employment 878 clicks
- 7. Stationary Engineer 843 clicks
- 8. Nbrhd & Housing Specialist 835 clicks
- 9. Police Evidence Technician 770 clicks
- 10. Associate Engineer 727 clicks

* Referral Sources

- 1. Google/Organic 60,741 views
- 2. Direct Link 12,176 views
- 3. Bing 6,668 views
- 4. Facebook Mobile 3.353 views
- 5. Duck Duck Go 997 views
- 6. Yahoo 823 views
- 7. Government Jobs- 513 views
- 8. Instagram 513 views
- 9. Facebook Desktop 404 views
- 10. Linkedin 371 views

★ Visitor's Top Cities

- 1. Seattle 26.252 views
- 2. Spokane 24,760 views
- 3. Spokane Valley 3,180 views
- 4. Not Set 1,974 views
- 5. San Jose 1,224 views



TRENDS FOR KEY CLASSIFICATIONS

The below classifications are regularly recruited, are employed in large numbers across multiple departments in the City, and have minimal entry qualifications. These jobs have historically been high-volume recruitments, and they all serve as important internal talent development pipelines for higher classifications.

* Laborer I	<u>2017</u>	<u>2019</u>	<u>2021</u>	<u>2022</u> _{Q2}	<u>2022</u> _{Q4}	2024
Recruitment Length (weeks)	2	2	4	5.5	4	2
Applications Received	293	219	111	52	106	109
Candidates on Eligible List	161	103	65	34	65	51
Candidates Hired	13	29	17	11	14	11*
Eligible List Life	2.0	2.21**	1.05	.98	1.67	*

*	Office Clerk						
	Assistant	<u>2017</u>	<u>2018</u>	<u>2020</u>	<u>2022</u>	<u>2023</u>	2024
Recruitment Length (weeks)		2	2	2	3	2	n/a
Applications Received		364	340	189	92	129	n/a
Candidates on Eligible List		91	113	91	47	95	n/a
Candidates Hired		15	2	11	8	7*	n/a
Eligible List Life		2.0	2.0	1.84	1.27	*	n/a

	Refuse						
*	Collector I	<u>2019</u>	<u>2021</u>	<u>2022</u>	2023 _{Q1}	<u>2023</u> _{Q4}	2024
Recruitment Length (weeks)		2	4	6	3	2	2
Applications Received		189	123	57	84	92	92
Candidates on Eligible List		119	73	33	57	55	56
Candidates Hired		26	23	8	12	11	3*
Eligible List Life		2.0	0.97	0.79	0.98	0.88	*

^{*} Eligible list is still active as of this report's publication, and the number hired may increase.

^{**} Life of eligible list was extended per Chief Examiner



RECRUITMENT TRENDS POLICE OFFICER

Recruitment for open-entry and lateral-entry Police Officers has been nearly continuous over the past nine years as the City seeks to fill vacancies. The following charts show the trends in application numbers over this period.

* Open Entry Police Officer Applications by Year



The number of applications for openentry officer positions decreased slightly in 2024, from 285 to 282. After a surge in applications between 2020 and 2022, the past two years have seen a notable decline, though 2023 and 2024 figures remain significantly higher than pre-2020 levels.

* Lateral Police Officer Applications by Year



Lateral-entry applications dropped by 53% compared to the previous year, with 2024 recording the lowest number of applicants in the past 10 years. Due to budget constraints, the Police Department paused hiring lateral officers, keeping the recruitment open but adding a note to the job posting that no lateral hires were currently being made. This messaging likely contributed to the decline in applications.



JOINSPOKANEPD.ORG

APRIL - DECEMBER 2024

The Civil Service Commission launched a new recruitment website for the Police Department in April 2024. The site provides comprehensive information on how to apply and become a Police Officer with the City of Spokane, covering topics such as the hiring process, minimum qualifications, automatic disqualifiers, salary & benefits, FAQs, and more.

The website also highlights professional civilian positions, volunteer opportunities, and the SkillBridge program. Below are website analytics detailing the most visited pages and where website visitors are coming from.

★ Visitor's Top Cities

- 1. Seattle 5,742 views
- 2. Spokane 3,272 views
- 3. Not Set 1,097 views
- 4. Spokane Valley 799 views
- 5. San Jose 730 views

* Referral Sources

- 1. My.SpokaneCity.org 11,045 views
- 2. Google Organic 7,278 views
- 3. Direct Link 2,542 views
- 4. Government Jobs 1,113 views
- 5. Bing 477 views

* Pages Ranked

- 1. Home 6,921 views
- 2. Police Officer 3.467 views
- 3. Careers 3,455 views
- 4. Salary and Benefits 2,556 views
- 5. Hiring Process Police Officer 2,137 views
- 6. Minimum Qualifications 1,580 views
- 7. Contact a Recruiter 876 views
- 8. FAQs 676 views
- 9. Hiring Process Civilian 370 views
- 10. Skillbridge 291 views



REQUISITIONS



A requisition is a formal request from a department to Civil Service to fill a job opening. It signals that the department is ready to start the hiring process.

There was a 23% decrease in filled requisitions in 2024.

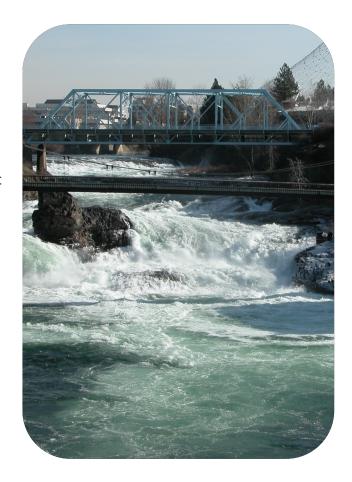
360 Vacancies Filled

EXAMINATIONS

Under the City Charter, the Civil Service Commission has the duty of providing for open, free, and competitive examinations to test the relative fitness of applicants for all classified positions.

Test development involves a Merit System Analyst working closely with Subject Matter Experts, who typically work in or above the position we are creating a test for.

Civil Service utilizes multiple test types including: multiple choice, written exercises, training & experience, oral boards, performance exams and more. Looking forward, we are increasing the use of tests such as structured interviews and performance exams to better assess the skill sets of our candidates.

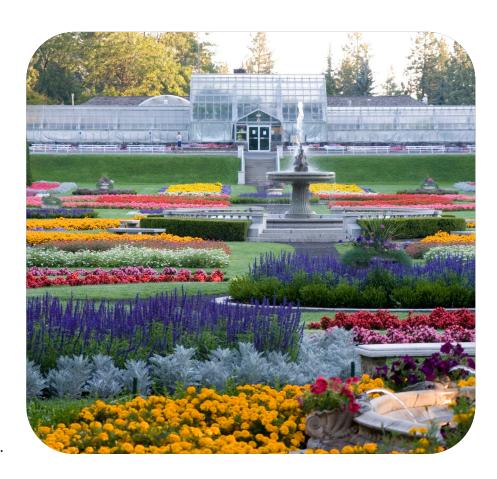




ELIGIBLE LISTS & TIMELINES

Civil Service has established a goal to ensure that 100% of eligible lists to be maintained have a new eligible list ready to take effect as an existing list expires. This goal is not easily realized.

Eligible lists are exhausted at a much higher rate than in years past and the expectation is for this trend to continue. Many times, recruitments must be kept open continuously or must be re-opened multiple times during the year. This change decreases the number of regular recruitments that can be done. As a result, it is not realistic to ensure 100% of expiring lists have a new list ready. Many promotional, internal eligible lists are also being exhausted more quickly as fewer internal candidates meet promotional requirements.



Eligible lists and timelines were both impacted by the Merit System Rule changes that took effect in April 2024. Open-entry eligible lists are now valid for one year instead of two, based on feedback that many candidates remaining on the list after the first year were no longer interested in the position. This change reduces wasted time for hiring managers and shortens the gap before receiving a fresh list of candidates. Promotional lists are still valid for two years.

Another key rule change expanded the open-entry eligible list from 10 names to 15, giving hiring managers a larger pool of candidates to interview and increasing the likelihood of making a hire.



APPEALS & COMPLAINTS

It is the responsibility of the Spokane Civil Service Commission to investigate and pass upon any and all matters relating to the conditions of Civil Service employment with the City of Spokane. The Commission is also responsible for the investigation and determination of any claim by employees, on eligibility lists or in classified positions, who feel that they have been deprived of, or separated from, a position to which they are entitled under the provisions of the City Charter and the Rules of the Commission.

The Commission must also hear claims and complaints against certain types of administrative actions which are non-disciplinary in nature.

The following tables provide a summary of disciplinary actions and complaints/appeals to the Commission.

Disciplinary										
Disciplinary Actions	2015	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Discharged	1	0	3	7	5	3	0	1	2	2
Suspended	0	6	4	14	13	9	4	2	7	7
Demoted	34	0	0	1	1	0	1	4	1	3
Total	35	6	7	22	19	12	5	7	10	12

Anneals Claims										
*Appeals,Claims & Complaints	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	2024
Filed	6	4	7	3	1	0	2	1	1	0
Withdrawn	2	1	2	0	0	0	0	2	0	0
Denied	4	2	4	0	1	0	2	4	1	0
Dismissed	**	**	1	2	0	0	0	7	10	0

^{**}Appeals dismissed were not tracked separately prior to 2017, and were generally recorded as "denied."



PROGRESS REPORT

Civil Service continues to work towards more efficient and effective processes, policies, and strategies to ensure a Civil Service system that meets the needs of this organization and supports employees throughout their careers.



2025-2026 Budget

The 2025-2026 biennium budget was adopted by City Council in December of 2024. The Civil Service Commission made some difficult reductions to assist with the organizations budget shortfalls. Civil Service reduced spending to advertising and marketing to ensure appropriate staffing levels were maintained. We expect to target specific recruitments for advertising and use limited resources in a strategic and intentional manner to ensure recruitment efforts are maintained. Reductions were also made to staff development and travel. While this was warranted due to the budget shortfalls, staff training and development remains vital. Looking for local, internal, online or low-cost alternatives has become the strategy for the time being. Ensuring staff is current on new and developing best practices is an important part of a professional and well-developed team.



IT Classification Study

Work was finally completed in December of 2024 for the comprehensive IT classification study that spanned multiple years. Civil Service worked closely with IT management to ensure creation of a classification line that would last into the future, remain relevant as work changes, gave employees options for movement within the classification line and streamlined the number of classifications needed for better recruiting and promotional opportunities. In early 2025, we should see these new classifications used as Civil Service allocates all current IT professionals into the new line.



PROGRESS REPORT

*

Classification and Test Plan

In 2024, staff training increased with a focus on job classification and surveys, and an effective method to set minimum passing scores for some exam types was introduced. Priorities for the next year include developing standard competency language for class specifications and documenting professional methods including pre- and post-test analysis to improve consistency and quality of our services.

*

Marketing Plan

2024 saw an increase in internal outreach with the Merit Tour. This tour gave Civil Service the chance to spend significant time out at departments to assist employees with rule change information and the ability to talk about process, testing, classification questions and provide as much information as possible to assist in understanding and navigating the Merit System. Civil Service plans to continue this successful outreach into 2025, with quarterly events scheduled around the city.

The Marketing Coordinator will also embark on a new recruiting website for the Fire department in 2025 to include many of the items that were built for the Police recruiting website. It will include all the information needed for potential Firefighters to learn about the job, the application and testing process, benefits, pay, and frequently asked questions.

*

Merit System Rule Changes

The revised Merit System rules went into effect in April of 2024. We engaged management and employees with training and information during the spring and summer with a Merit Tour created and run by Marketing Coordinator Paxton Powell and Administrative Manager Shellee lves. The changes to rules have been well received thus far and encourage employees and hiring managers to continue engaging with Civil Service as they navigate the improvements.

