



*Career Planning with
the City and County
of San Francisco*

Applying for City Jobs
Winter 2021
SEIU 1021 & DHR Workforce Development



Where to Start

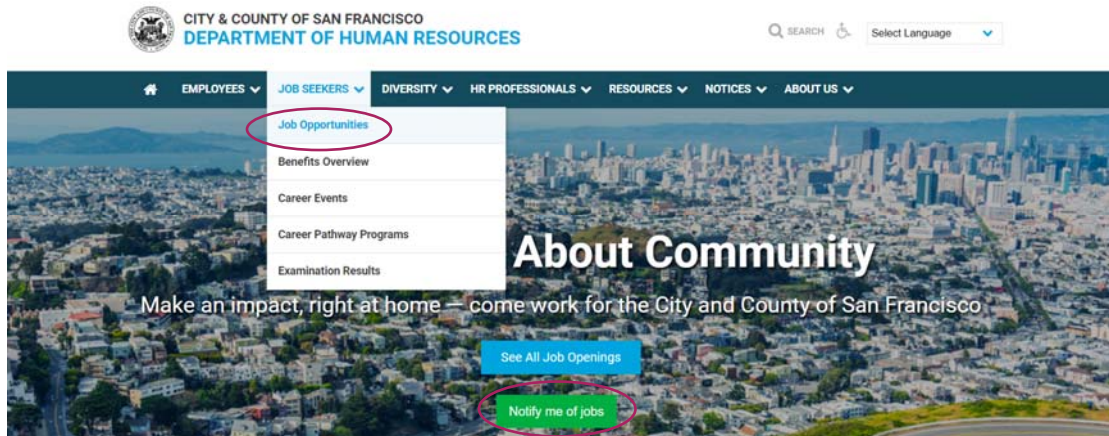


- The City and County of San Francisco has many part-time and full-time opportunities
- All new jobs are posted using the new SmartRecruiters platform
- Job Announcements can be found at:
<https://careers.smartrecruiters.com/CityAndCountyOfSanFrancisco1/>

DHR Website



<https://sfdhr.org/job-seekers>



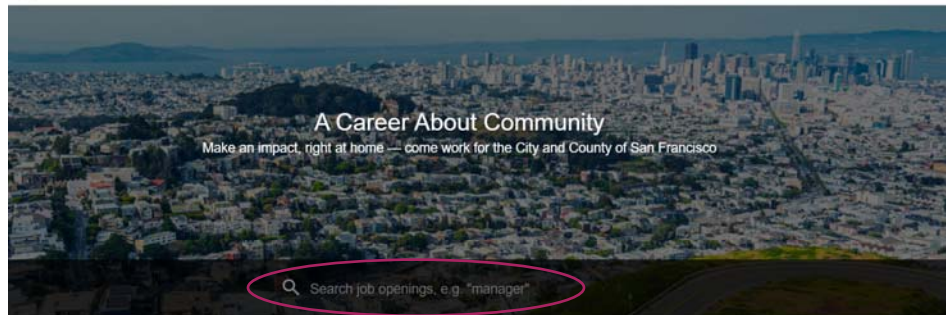
Setting up Job Alerts



Featured Opportunities



Join our talent community Learn more about the importance of diversity



Entry-Level Jobs and Career Pathway Programs

Have you recently graduated or completed a certification? Start here to begin a career with purpose.

Looking to gain new experiences and skills in public service? We offer apprenticeships, internships and fellowship programs.



Reading the Job Application



City and County
of San Francisco

Community Partnership Specialist - San Francisco Youth Commission - Board of Supervisors (1362)

1 Dr Carlton B Goodlett Pl, San Francisco, CA 94103, USA

Full-time

Fill Type: Permanent Exempt

Work Hours: Regular

Job Code and Title: 1362-Special Assistant III

Company Description

About the San Francisco Youth Commission:

Approved by the San Francisco voters as Proposition F on November 7, 1995 the Youth Commission is established as SEC. 4.122 under the City Charter and operates under the jurisdiction of the Board of Supervisors. "The purpose of the Commission is to collect all information relevant to advising the Board of Supervisors and Mayor on the effects of legislative policies, needs, assessments, priorities, programs, and budgets concerning the children and youth of San Francisco". In essence, the Youth Commission is responsible for advising the Board of Supervisors and the Mayor on policies and laws related to young people. The Commission is charged with providing comment and recommendation on all proposed laws that would primarily affect youth before the Board takes final action. The Youth Commission consists of 17 members ranging in age from 12 to 23 and representing the diverse neighborhoods and backgrounds of San Francisco's youth.

I'm interested

Refer a friend

SHARE THIS JOB



OTHER JOBS AT CITY AND COUNTY OF SAN FRANCISCO

IT Operations Support Administrator IV - Board of Superv...
San Francisco, CA

Chief Information Security Officer - Board of Supervisors ...
San Francisco, CA

Assistant Clerk (1492)
San Francisco, CA

[Show all jobs](#)

Powered by
SmartRecruiters (Data Processor)

Reading the Job Application



City and County of San Francisco

City Services Auditor I (1867)

1 Dr Carlton B Goodlett Pl, San Francisco, CA 94102, USA

🌐 Employees can work remotely

Full-time

Exam Type: Class Based Test

Eligible List Type: Entrance

Certification Rule: Rule of 3

Fill Type: Permanent Civil Service

Work Hours: Regular

Job Code and Title: 1867-Auditor I

Company Description

The City's 1996 Charter designates the Controller as the chief accounting officer and auditor for the City and County. The City and County has a budget of over \$9 billion of which two-tenths of one percent is annually legislatively mandated to the City Services Auditor. To fulfill his role as the City Auditor, the Controller designates his audit authority to the Director of City Services Auditor and together they fulfill these legislative mandates as a condition of his audit authority by:

- Reporting on the level and effectiveness of San Francisco's public services and compare the City to other public agencies;
- Conducting performance and financial audits of City departments, contractors, and functions; and
- Running a whistleblower complaints hotline and website and investigate reports of waste, fraud and abuse of City resources.

I'm interested

Refer a friend

SHARE THIS JOB



OTHER JOBS AT CITY AND COUNTY OF SAN FRANCISCO

CalWORKs Program Manager – Welfare to Work Divisio...
San Francisco, CA

Senior Spanish Bilingual Behavioral Health Clinician (2932)
San Francisco, CA

Electrical Line Helper - Department of Technology (7432)
San Francisco, CA

[Show all jobs](#)

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SmartRecruiters (Data Processor)

[Privacy Policy](#) and [Terms of Use](#)

Additional Information Section



Additional Information

➡ **Application Opening:** November 4, 2021

➡ **Application Deadline:** Upon until the position is filled. The earliest it may close is Thursday, November 18, 2021.

➡ **Compensation:** The normal annual salary range is \$58,526-\$71,162.

Additional Information Regarding Employment with the City and County of San Francisco:

- [Information About the Hiring Process](#)
- [Employee Benefits Overview](#)
- [Equal Employment Opportunity](#)
- [Conviction History](#)
- [Disaster Service Worker](#)
- [Right to Work](#)
- [ADA Accommodation](#)
- [Copies of Application Documents](#)
- [Diversity Statement](#)

➡ For questions regarding this recruitment or application process, please contact the recruitment analyst, Jo Smith at Jo.Smith@sfgov.org

Please note: All your information will be kept confidential according to EEO guidelines

Appointment Types



- **Permanent Civil Service (PCS)**
 - May be full-time or part-time
 - Membership in the retirement system, health coverage, and salary step increases
- **Provisional**
 - When a department needs to fill a vacancy that is covered by the civil service process, but no applicant pool of eligible employees is available, departments are allowed to hire Provisional (or Temporary) employees.
 - May not receive the same benefits as permanent employees and they may be "bumped" or laid off in favor of a permanent employee.

Appointment Types



- **Permanent Exempt (PEX)**
 - Positions are exempt from Civil Service Process
 - "At-Will" positions
 - Most benefits mirror PCS employees
- **Temporary Exempt (TEX)**
 - Positions are exempt from Civil Service Process
 - "At-Will" positions
 - Same benefits above, except does not have retirement benefits until 1040 hours are met
- **Contract**
 - Grant-funded, limited term positions that may go through separate organization. Benefits depend on contract

The Civil Service Process



- Permanent Civil Service (PCS) positions must go through a process which includes competitive testing
- The Job Announcement will let you know what type of testing will be done
- The test/exam results will be posted to an Eligible list for hire
- Exempt positions do not go through the testing process



Announcement Types



- **Class Based Testing (CBT)** – is routinely conducted for classifications utilized citywide and the exam process results in creation of an eligible list with a specific duration date.
- **Position Based Testing (PBT)** – is routinely conducted for a specific position and the exam process results in creation of an eligible list with a specific duration date.

Announcement



- **Continuous Testing (CCT)** – is routinely conducted for classes for which there is a continuous need of eligible candidates.
 - Exam process is administered periodically
 - Each time an exam is given, names of successful candidates are added to an existing list with an eligibility period
 - Names are removed from a continuous list at the end of the eligibility period.

Job Announcement Example 1



City and County of San Francisco

Public Safety Communications Dispatcher - Department of Emergency Management (8238)

1011 Turk St, San Francisco, CA 94102, USA

Full-time

Exam Type: Continuous

Eligible List Type: Entrance

Certification Rule: Rule of 5

Fill Type: Permanent Civil Service

Work Hours: Other

Job Code and Title: 8238-Public Safety Communications Dispatcher

Company Description

We manage and prepare for everyday and not-so-everyday emergencies in San Francisco. Our dispatchers answer 9-1-1 when you call. Our planners help you prepare for disaster and manage our response and recovery. Our team manages the homeland security priorities for the San Francisco Bay Area.

What type of job
announcement is
this?

*Permanent
position (PCS)
with Continuous-
based testing
(CCT)*

Job Announcement Example 2



City and County of San Francisco

Public Information Officer - CleanPowerSF - SFPUC (1312)

544 Golden Gate Ave, San Francisco, CA 94102, USA

Full-time

Fill Type: Temporary Exempt

Work Hours: Regular

Job Code and Title: 1312-Public Information Officer

Company Description

We are the [San Francisco Public Utilities Commission \(SFPUC\)](#), headquartered in San Francisco, we have 2,300 employees operating across eight counties serving more than 2.7 million customers in the San Francisco Bay Area – 24 hours per day, 365 days per year.

OUR MISSION

To provide our customers with high quality, efficient, and reliable water, power, and wastewater services in a manner that values environmental and community interests and sustains the resources entrusted to our care.

What type of job
announcement is
this?

*Temporary
Exempt position*

*No exam or
testing*

Minimum Qualifications



- Usually consist of educational and previous job experiences
- Part-time and volunteer experience may also be used to meet experience requirements. One year of experience equals 2000 hours.
- To be considered for the position, you must meet the job announcement's minimum qualifications

MQ Example for 1823 Sr. Admin Analyst



Qualifications

1. Possession of a graduate degree (Master's degree or higher) from an accredited college or university and three (3) years of full-time equivalent experience performing professional level analytical work as described in Note A; **OR**
2. Possession of a graduate degree (Master's degree or higher) from an accredited college or university with major college coursework as described in Note B and two (2) years full-time equivalent experience performing professional level analytical work as described in Note A; **OR**
3. Possession of a baccalaureate degree from an accredited college or university and four (4) years full-time equivalent experience performing professional level analytical work as described in Note A; **OR**
4. Possession of a baccalaureate degree from an accredited college or university with major college coursework as described in Note B and three (3) years full-time equivalent performing professional level analytical work as described in Note A

SUBSTITUTION: Applicants may substitute up to 2 years of the required education with additional qualifying experience in budget analysis, financial analysis and reporting, legislative/policy analysis, or contract/grant administration. One year (2000 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units.

Some positions accept substitutions.

MQ Example for 1244 HR Analyst



Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

One (1) year of professional human resources experience in one or more of the following areas of activity: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations.

Note: One year is equivalent to working 2,000 hours.

Substitution:



Education Substitution - Verifiable professional human resources work experience in one or more of the following areas may substitute for up to two years of the required education on a year-for-year basis: recruitment and selection, classification and compensation, employee and/or labor relations, benefits administration and human resources operations. (One year of experience will be considered equivalent to 30 semester or 45 quarter units of college coursework.)



Experience Substitution - Completion of a 12 month human resources trainee program equivalent to the City and County of San Francisco's 1249 Human Resources Training Program may substitute for the one (1) year of required professional experience.

Minimum Qualification Supplemental Questionnaire



- Since October 15, 2018, CCSF launched the de-identification process.
- All Permanent Civil Service recruitments must include a Minimum Qualification Supplemental Questionnaire (MQSQ) as part of the application process.
- Responses are required
- Multiple choice ONLY (No textboxes)
- Screening only (Not score)
- Important to ensure consistency with application

City Application Supplemental Questionnaire



- Narrative description of actual past or current job duties
- May be used as an exam component (check job announcement)
- Responses are scored blindly by raters who do not see resume or names of candidates

Tips for Answering Supplemental Questionnaires



- Read each question thoroughly, as some have multiple parts and ask for specific examples
- Answer each question and all parts of each questions
- Share specific details and/or stories to show your experiences

Example: Supplemental Questionnaire



Senior Analyst

- **QUESTION:** Describe your experience in developing written examinations. In your response, please include:
 - The steps you took to determine which job duties should be assessed on the written exam
 - Who was involved in the project and your role
 - How the exam items developed

Selection Process



- All PCS positions will also list a Selection Process on the Job Announcement
- If you are selected after the supplemental rating, you may be invited for an exam and/or interview



Exempt Positions



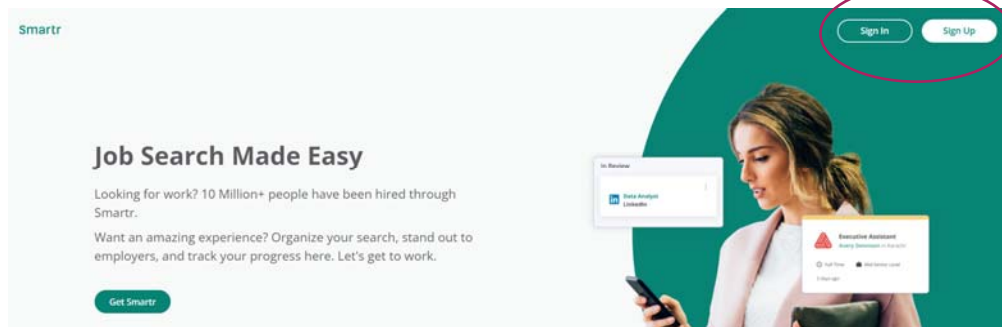
As a reminder, Exempt positions will NOT have any testing or results posted to an Eligible List



SmartR Profile



<https://www.smartr.me/>



Benefits of SmartR Profile



- If you setup a SmartR Profile, you can easily apply for jobs within the City and with any company that uses Smart Recruiters
- You can also use the SmartR Profile with LinkedIn and Indeed

World Class Companies Hire Here



5,000 companies have made over 10,000,000 hires on this platform. Join us.

Create Your Profile



Updating Your Resume and Cover Letter

Resume Tips & Best Practices

Winter 2021

SEIU 1021 & DHR Workforce Development



Purpose of a Resume



*Resumes do not get jobs. They get interviews so
that **YOU** can get the job.*

Source: The Ladders



City Jobs and Your Resume



- City Application Process
 - Requires filling out a City job application for every job, no exception
 - Applications are primary source of information for HR when deciding to forward or reject candidates
 - The resume cannot replace the application
 - Applicants must fill out every part of application

How Recruiters Look at Resume



- **80% of the time** spent on reviewing a resume, the recruiter scans for the following content:
 - Key words (qualifications)
 - Current position/company
 - Current position start and end dates
 - Previous position/company
 - Previous position start and end dates
 - Education



Research via *The Ladders*

Additional Tips for Resumes



- Avoid cramming as much information onto the resume page as possible.
- Bold sections or job titles
- Use short, declarative sentences that adequately list accomplishments instead of using excessive paragraphs
- Adhere to a strict two-page limit for more experienced job seekers

Source: *The Ladders*

Resumes on SmartRecruiters



City and County
of San Francisco

Senior Human Resources Consultant (1244)

1 S Van Ness Ave, San Francisco, CA 94103, USA

Easy Apply

Choose an option to autocomplete your application. You can still fill your profile manually.

Browse resume or just drop it here
(Optional)



Apply with SmartProfile

Apply with Indeed

Personal information



First name *

Email *

Place of residence *

Last name *

Confirm your email *

Phone number *

+1 • 201-555-0123

Resume Sections



- Personal Information
- Summary
- Special Skills, Languages
- Work Experience
- Education
- Memberships/Certifications/Registration
- Volunteer Experience (if relevant)



Personal information



Pamela Beesly

111 13th Ave, Scranton, PA • 234-555-9898 | pbeesly9@gmail.com

~~2Hot2Handle@email.com~~
~~Slaymoejoe@email.com~~
~~monroefamily@email.com~~

Summary Multi-skilled administrative professional with an extensive background in customer service and finance

Experience Clerk/Program Support – Scranton Department of Aging & Adult Services (DAAS)
 City of Scranton – Scranton, PA
 October 2014 – Present

- *Use a professional, personal email address*
- *Do not use a work email address*

Objective vs Summary Section



Objective

- Don't use an Objective:
 - Too Vague
 - Does not tell much about you
 - Its what you want, not what you can provide

Summary

- Use a Professional Summary instead
 - What are you passionate about
 - Why you are qualified for the role
 - Should be tailored to the job in question

Summary Elements



- Transferable skills – utilized in variety of settings
 - If you were deployed as a DSW in 2020/2021, think about new transferrable skills you may have gained
- Industry specific skills

Match section to the qualifications in job descriptions and to the industry

- Can be in list-form or written in a paragraph format

Top 3rd of Resume:



ALEX R. CONROY

212.###.#### | email.address@gmail.com | [LinkedInURL](#)

SENIOR MARKETING COMMUNICATIONS MANAGER

Creative and business-savvy **marketing and communications professional** with 10 years of progressive experience across a broad range of marketing functions and varied industry segments. Proven ability to combine vision, ingenuity, and strong business acumen with well-developed project management and leadership qualities to support go-to-market efforts, product launches, and branding/rebranding initiatives, positioning companies and products for success. **Areas of expertise include:**

- | | | |
|--|---|--|
| <input type="checkbox"/> Strategic Business Planning | <input type="checkbox"/> Event Management | <input type="checkbox"/> Start-Up/High-Growth |
| <input type="checkbox"/> Project Management | <input type="checkbox"/> Corporate Communications | <input type="checkbox"/> SEO |
| <input type="checkbox"/> Marketing Communications | <input type="checkbox"/> Channel Marketing | <input type="checkbox"/> Campaign Management |
| <input type="checkbox"/> Branding & Rebranding | <input type="checkbox"/> Team Building & Leadership | <input type="checkbox"/> Public Speaking & Presentations |
| <input type="checkbox"/> Public/Investor Relations | <input type="checkbox"/> Direct Marketing | <input type="checkbox"/> Verbal/Written Communication |

Find Your Job Description



CITY & COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

EMPLOYEES ▾ JOB SEEKERS ▾ DIVERSITY ▾ HR PROFESSIONALS ▾ RESOURCES ▾ NOTICES ▾ ABOUT US ▾

COVID-19
Citywide Workforce Demographics
Classification Actions
Classification & Compensation Database
Data for Labor
Disaster Service Workers
Employee Layoff Information
Forms & Documents
Heat, Fire, Smoke, and Power Shutoffs
Policies & Programs
Reports

A Career About to Begin
Make an impact, right at home — come work for the City of San Francisco

See All Job Openings
Notify me of job openings

Previous Applicants: [View Your Application\(s\)](#) [Update Contact Info](#) [View Exam Results](#)

Job Description Search



CITY & COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

SEARCH

EMPLOYEES ▾ JOB SEEKERS ▾ DIVERSITY ▾ HR PROFESSIONALS ▾ RESOURCES ▾ NOTICES ▾ ABOUT US ▾

HOME / EMPLOYEES / CLASSIFICATION & COMPENSATION DATABASE

EMPLOYEES

- Classes and Training
- Classification & Compensation Database**
- Domestic Violence Liaison Program
- Employee Gateway
- Employee Handbook and Respect in the Workplace
- Employee Leaves
- Employee Relations
- Equal Employment Opportunity
- New Employee Onboarding
- Online Tuition Reimbursement
- Workers' Compensation

Classification & Compensation Database

CLASSIFICATION AND COMPENSATION DATABASE (FY 2020-21)

Class Number (2)

Job Title

Annual Salary

FLSA Exempt (2)

5th Step Entry (2)

Union (2)

SEARCH

RESOURCES

Browse the Complete List of Job Codes and Titles [↗](#)
Classification and Compensation Glossary

Job Description Search



DEPARTMENT OF HUMAN RESOURCES CLASSIFICATION AND COMPENSATION DATABASE

Department of Human Resources

Classification, Compensation and Collective Bargaining Agreements
1820 Junior Administrative Analyst

Description	1820 Junior Administrative Analyst
Collective Bargaining Agreement	SEIU, Local 1021, Misc
Pay Frequency	Biweekly
Schedule Number	1820S 1820T

Select Rates for the following Effective Start Dates:

[Jul 01, 2020](#)

[Dec 26, 2020](#)

Example: Jr. Admin Analyst



EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be exhaustive.

1. Conducts field surveys and carries out routine research in connection with budget, legislative or management studies and/or performs analysis of actual expenditures.
2. Assists in conducting difficult and complex analysis, procedural, organizational and operational investigations, surveys and/or research relating to department/agency.
3. Provides routine information to departmental personnel on the preparation of budget and policy documents, reports, demographics and program implementation.
4. Assists in preparing reports and proposals.
5. Assists in preparing budget and program delivery calendars.
6. Assists in compiling budget requests, making budget presentations, performing cost analysis and preparing program reports.
7. Prepares, generates, and updates budget documents, contract reports, surveys, databases and mailing lists.
8. Tracks and coordinates revenue and expenditures, grants, program budgets, and other funds.
9. Assists with the preparation and submittal of supplemental budget requests.
10. Assists in preparation and coordination of development of legislative proposals and/or statewide initiatives.
11. Prepares graphs and charts for presentations.
12. Assists in the preparation of quarterly and year-end financial, program and budget, and legislative reports.
13. Assists in review, processing and monitoring of contracts and contract certification processes.

Desirable Qualifications



Desirable Qualifications:

The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

- Experience in a human resources capacity working with employees, management, boards, and labor unions/employee associations.
- Experience using database systems such as PeopleSoft HRMS and spreadsheet programs such as Microsoft Excel.
- Experience developing and conducting training programs and preparing Standard Operating Procedure documents.
- Working knowledge and experience with FMLA/CFRA leaves.
- Ability to provide critical analytical support to a management team with regard to human resources issues functions and programs.

The Desirable Qualifications (DQ) section is a great place to look for additional keywords and skills you may want to add to your resume.

Writing Tips



- Find the keywords from a job description or job announcement
- Use keywords and transferable skills to write a summary for that job
- No personal pronouns (I, me, my)
- Use numbers when possible – *managed budgets worth...*
- List years of experience in the field

Work Experience



- Most meaningful section of resume
- Highlights skills and accomplishments in various positions
- Job title, name and location of organization, dates of employment



Work Experience Format



- Small paragraph of roles and responsibilities
- Use bullets underneath
 - Action verbs
 - Transferable skills

PROFESSIONAL EXPERIENCE

COMPANY ABC • New York, NY • 2010 – Present

One of the largest global pharmaceutical companies, producing a portfolio of products and medicines that support wellness and prevention, as well as treatment and cures for diseases across a broad range of therapeutic areas.

Financial Analyst

Prepares financial presentations for senior management by incorporating new and existing reports along with analysis of business trends for Company ABC's \$2.1 billion Nutrition segment. Supports the development of executive reports, presentations and ad-hoc reporting capabilities. Formulates annual operating budgets and monthly forecasts, and tracks team spending for budget exceeding \$1.3 million.

- Generated approximately \$452,000 in annual savings by employing a new procedure which streamlined the business's vendor relationships
- Improved spending reports to enhance clarity of expenses and increase efficiency for ten different groups
- Conducted financial analysis to support senior leadership with developing the business segment's long-range financial plan of more than \$30 billion over the next five years

Action Benefit Statements



- Action = Specific action that you took when faced with a challenge
- Benefit = The positive result for the organization



Example – Action Benefit Statement



- Good: Supervised a large customer service staff and reduced customer complaints.
- Better: Supervised a staff of 10 customer service staff and reduced customer complaints by 22%.

Volunteer Experience



- Related to the job
- Use reverse chronological order
- Use meaningful position title
- Action verbs
- Role and outcome (impact, change)
- Dates and hours worked



Education, Professional License Section



- Listed at the bottom of the resume for seasoned professionals
- List highest degree (spell out degree) and name of school
- Forego any information and achievements from high school or before
- List all Professional Licenses in reverse chronological order



Resume Formatting



Starting Career Professionals

- Focus on Internships, Volunteer Work, Course work if applicable
- Generous Margins (1-inch suggested)
- 12-point Font Size
- Name your file professionally

Cover Letter



- Covers your resume
- Don't merely repeat what is on the resume
- Must be tailored to the job
- Can be viewed as your writing sample!
- Please be sure to read the job announcement to check if Cover Letter and/or Resume required





Cover Letter Tips



- 1st Paragraph: Job title and your interest in the position.
- 2nd Paragraph: Why you are an ideal candidate, your professional experience and how it aligns with the qualifications listed.
- 3rd Paragraph: Summary and thank you.

Cover Letter on SmartRecruiters





City and County
of San Francisco

Senior Human Resources Consultant (1244)

1 S Van Ness Ave, San Francisco, CA 94103, USA


Resume

[Browse resume](#) or just drop it here

➔

Message to Hiring Manager

Let the company know about your interest working there




**Civil Service Exams
and Interviews**

Exams and Interviews

Winter 2021

SEIU Local 1021 & DHR Workforce Development



Selection Procedures



Principal Contracts Analyst - Contracts Administration - SFO (1824)

San Francisco International Airport, San Francisco, CA, United States
 Full-time
 Exam Type: Position Based Test
 Eligible List Type: Combined Promotive and Entrance
 Certification Rule: Rule of 3
 Fill Type: Permanent Civil Service
 Work Hours: Regular
 Job Code and Title: 1824-Principal Administrative Analyst

All PCS positions will list a Selection Procedure on the Job Announcement. This will tell you about any exams or eligible lists. Exempt positions will not have an exam.

ZERO Emissions, Waste and Compliance Lead - Principal Admin. Analyst - SFO(1824)

San Francisco International Airport, San Francisco, CA, United States
 Full-time
 Fill Type: Permanent Exempt
 Work Hours: Regular
 Job Code and Title: 1824-Principal Administrative Analyst

Exam Information: Example 1



SELECTION PROCEDURE:

Multiple Choice Examination: (WEIGHT - 100%)

written examination to determine their relative knowledge, skills and abilities in job-related areas which may include but not limited to: knowledge of collections procedures, principles, concepts and techniques; modern office practices and procedures, interviewing, negotiation skills and written communications ability.

A passing score must be achieved on the written examination in order to be placed on the eligible list/score report. This is a standardized examination, and, therefore, test questions and answers are not available for public inspection or review.

Note: applicants that meet the minimum qualifications are not guaranteed advancement in the selection process. Applicants must meet the minimum qualifications requirement by the final filing date unless otherwise noted.

Certification:

The certification rule for the eligible list resulting from this examination will be **Rule of Three Scores**. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

Exam Information: Example 2



Selection Procedure:

Minimum Qualification Supplemental Questionnaire (MQSQ) (Weight: Qualifying)

Candidates will be sent a Supplemental Questionnaire as part of the employment application. This MQSQ is designed to obtain specific information regarding an applicant's experience in relation to the Minimum Qualifications (MQ) for this position. The MQSQ will be used to evaluate if the applicant possesses the required minimum qualifications.

Written Multiple-Choice Examination (Weight: 30%)

Candidates who meet the minimum qualifications and contracts administration experience requirement will be invited to participate in a written, multiple-choice examination, designed to measure their relative knowledge, skills and abilities in job-related areas. The "core" multiple-choice examination component may include but not be limited to: Ability to evaluate/analyze information/data and to exercise good judgment relative to that evaluation or analysis; Knowledge of, and ability to apply, financial/fiscal principles (including the ability to use mathematical and statistical formulas); Ability to use various computer software programs.

Supervisory Test Battery (Weight: 40%)

Candidates who attain a minimum passing score on the Written Multiple-Choice examination component will be invited to participate in a computer-based examination designed to measure competencies in job-related areas which may include but not be limited to: Problem Solving, Leadership, Decision Making, Interpersonal skill, Human Resources Management, Team Building, Communication, Conflict Management.

For more information about this Supervisory Test (and a suggested reading list) please [click here](#).

Supplemental Questionnaire Evaluation (Weight: 30%)

Candidates who attain a minimum passing score on the Written Multiple-Choice exam, and Supervisory Test Battery will be sent a Supplemental Questionnaire. The Supplemental Questionnaire is designed to measure the knowledge, skills and abilities required for the position 1824 Principal Contracts Analyst. All candidates' responses to the Supplemental Questionnaire are subject to verification. All relevant experience, education and/or training must be included in the responses in order to be reviewed in the rating process. Candidates will be placed on the eligible list in rank order according to their final score.

A passing score on the Written Multiple-Choice Examination, Supervisory Test Battery, and Supplemental Questionnaire Evaluation must be achieved in order to be placed/ranked on the Eligible List.

Certification Rule

The certification rule for the eligible list resulting from this examination will be **Rule of Three Scores pending approval on expansion**. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

Exam Information: Example 3



SELECTION PROCEDURES

Supplemental Questionnaire (Weight 100%)

Candidates who meet the minimum qualifications of this recruitment will be sent a Supplemental Questionnaire as part of the examination process. The Supplemental Questionnaire will be used to assess your knowledge, skill, and ability in job related areas.

Types of Exams



- Written Exam
 - Multiple Choice
 - Open-ended Questions
 - Scenario-based
- Oral Exams
- Performance Exams



Oral Exams



- An oral exam is part of the Civil Service process
- It is a panel-type interview with objective examiners and/or Subject Matter Experts
- These examiners (or panelists) will ask a series of questions or observe a skill and rate each applicant



Oral Exams



- Clear instructions will be given at the beginning of the exam and no follow-up questions will be allowed by the applicant
- Thoroughly read the instructions received prior to the exam
- The panelists will not have your application or resume on-hand
- Oral Exam vs. (Fit) Interview
 - Oral exam is a formal process that focuses on skills related to the job
 - (Fit) Interview is the interview with the hiring manager post-referral (after the exam results are posted)

Performance Exams



- Skill-based exam to “test” ability and/or skill level on a task
- Examples?
- Any other types of exams?

How To Find CBT Exams



- There is a website to see when CBT Exams are held:

<https://sfdhr.org/citywide-cbt-exam-plan>



Exam Information and Resources



Exam Information



This page contains helpful information for several exams including specific information for public safety exams.

GENERAL

Clerical Exam Candidate Handbook

Custodian and Porter Candidate Handbook

Management Test Battery Information

Multiple-Choice Test Preparation Manual

Supervisory Test Battery Information

Exam information and some handbooks can be found on the DHR website.

<https://sfdhr.org/exam-information>

Examination Results



- Each job posting should have a Certification Rule
- Rule of Three, Rule of Ten, Rule of List, etc
- All lists are now de-identified

Certification:

The certification rule for the eligible list resulting from this examination will be **Rule of Three Scores**. Additional selection processes may be conducted by the hiring department prior to making final hiring decisions.

How to Find Score Reports



Score Report Example



City and County of San Francisco Department of Human Resources Eligible List Score Report

List ID:	903667 CBT Discrete	List Type:	Citywide
Class:	4321 Cashier 2	Scope:	CPE
Working Title:			
Post:	5/10/2021	Cert Rule:	Rule of Three Scores
Inspection Start:	5/11/2021	Inspection End:	5/13/2021
List Notes:	Amended on 5/10/2021	Duration:	24 months
		Adoption:	5/14/2021

Number of Eligibles on List: 85

Distribution of Scores

Rank	Final Score	Number of Eligibles at this Rank
1	1013	1
2	953	1
3	949	2
4	937	2
5	934	3
6	921	2

[Link to Score Report](#)

Fit Interviews



- A fit interview comes after the exam results are posted
- Based on eligibility and hiring rules, the hiring manager will determine who to invite for the fit interview
- Exempt positions will “skip” the exam process but will have a fit interview to see if the candidate is a good fit for the position

Do's and Don'ts



Do

- Be on time
- Dress smart
- Come prepared with questions
- Answer with relevant examples
- Make eye contact

Don't

- Arrive too early or too late
- Chit-Chat or ramble
- Speak negatively about your current job/manager/department
- Answer phone calls or texts

Common Interview Questions



- Tell me about a time you disagreed with a coworker. What happened? How did you resolve the situation?
- What is your ideal work environment?
- Talk about an experience in which you had to deal with a change in your work environment. How did you respond to the change?

CAR Statements



Challenge – Think of a challenge you faced at work.

Action – What action did you take?

Result – What was the result?

Other City Opportunities



- ApprenticeshipSF
<https://sfdhr.org/apprenticeships>
- Access to City Employment (ACE)
<https://sfdhr.org/access-to-city-employment>
- Internships
<https://sfdhr.org/city-internships>
- Career Events Calendar
<https://sfdhr.org/career-events>