

EMPLOYEE CHECKLIST

EMPLOYEE NAME: _____

EMPLOYEE ID: _____

EFFECTIVE HIRE DATE: _____

DEPARTMENT: _____

On-the-Job

Training Classification

*24 months of on-the-job training

Customer Service Specialist Trainee (1231)

Transitional Classification

Customer Service Specialist Assistant (1232)

Target Civil Service Classification*

Customer Service Specialist (1229)

KEY DATES & DEADLINES

Program Status Update (1st PSU) _____

Program Status Update (2nd PSU) _____

Program Status Update (3rd PSU) _____

Program Status Update (SCORED 4th PSU) _____

Appointment to
Transitional Classification _____

Probationary Evaluation (2nd Month) _____

Probationary Evaluation (5th Month) _____

1014 Transfer to Target
Civil Service Classification _____

TO COMPLETE BEFORE HIRE

City Application and Fingerprints/Background

- ☐ Submit City job application for **Customer Service Specialist Trainee (1231)**
- ☐ Complete fingerprint/background process **before** effective hire date
 - To schedule for fingerprints, click [here](#)
 - Please be reminded to engage in the Fair Chance Initiative for Hiring Ordinance discussion with the candidate, if applicable. For more information, please contact wagesla@lacity.org or call 1-844-WAGESLA (924-3752)
- ☐ Additional Information Form
 - Enter the complete Bridge to Jobs classification title and class code in the AIF (e.g., Customer Service Specialist Trainee, Class Code 1231)
 - Email AIF to: per.aifs@lacity.org and cc: lalocalhire@lacity.org and indicate "Bridge to Jobs" in the subject line.

Appointment to Trainee

Immediately **after** candidate clears fingerprints/background process:

- ☐ Request to place on eligible list for: **Customer Service Specialist Trainee (1231)**
 - Submit requisition in NeoGov for: Customer Service Specialist Trainee (1231)
 - Approval 1: Select "LA Local Hire" as the first Approval Group and "Personnel LA Local Hire" as the first Approvers.
 - Note that it is a Bridge to Jobs Program requisition, include the original Bridge Requisition #, and include the candidate's name.
 - Email cover memo (willingness to hire) signed by Personnel Director to lalocalhire@lacity.org.
- ☐ Certify and appoint from list: Customer Service Specialist Trainee (1231)

After appointment:

- ☐ Program Status Update – 1st PSU
- ☐ Program Status Update – 2nd PSU
- ☐ Program Status Update – 3rd PSU
- ☐ Program Status Update – SCORED 4th PSU

Employee Setup in Workday

- ☐ Add employee in Workday
 - **Hire Date:** Effective Hire Date
 - **Hire Reason:** Hire Employee > LA Local Hire
 - Note: if current City Employee, LA Local Hire Program -> Appointment of existing City Employee (LA Local Hire)
 - For **Job Position**, please enter the **position number** in this field, likely the full civil service classification (e.g., Customer Service Specialist, 1229).
 - For **Job Profile**, choose Customer Service Specialist Trainee, 1231.
 - **Employee Type:** Full Time
 - **Appointment Type:** Trainee
 - **Probation** is not required.
 - **Compensation:** 1231 Customer Service Specialist Trainee, Pay Step: 2

BRIDGE TO JOBS PROGRAM TIMELINE

I. On-the-Job Training Period

Effective: Customer Service Specialist Trainee (1231)

Before & After Hire:

- ☐ Onboard direct supervisor and/or manager(s)
 - Notify direct supervisor they will be enrolled in a *LA Local Hire Supervisor Briefing Webinar* via Cornerstone (prior to hire of a Bridge employee or as soon as possible)
- ☐ Onboard employee
 - Provide employee with general onboarding for department
 - Notify employee they will be enrolled in a *LA Local Hire Program Orientation* (as soon as possible after hire)
- ☐ Program Status Update – 1st PSU ☐ Program Status Update – 3rd PSU
- ☐ Program Status Update – 2nd PSU ☐ Program Status Update – SCORED 4th PSU

II. Transition to Assistant Class

Effective: Customer Service Specialist Assistant (1232)

Approximately one month PRIOR to:

- ☐ Submit SCORED final PSU
- ☐ Request to place on eligible list for: Customer Service Specialist Assistant (1232)
 - Cover memo (willingness to hire) signed by Personnel Director
 - Email to: la.localhire@lacity.org
 - Updated City job application (submitted on-line by employee) **LA Local Hire staff will notify employees to submit*
- ☐ Certify and appoint from list:
 - Submit requisition in NeoGov for: Customer Service Specialist Assistant (1232)
 - Note that it is a Bridge to Jobs Program requisition and include the candidate's name
- ☐ Revise Record in Workday
 - **When does change take effect?:** Transition Effective Date
 - **Why are you making this change?:** LA Local Hire Program -> Appointment to temporary Probation Class (LA Local Hire)
 - **Position:** Budgeted Position
 - **Change Job Profile** from Customer Service Specialist Trainee (1231) to Customer Service Specialist Assistant (1232)
 - **Employee Type:** Full Time
 - Under **Additional Job Classifications** change "Trainee" to "Civil Service – Regular – (Appointment Type)"
 - **Compensation:** Ensure employee is at appropriate Paygrade and Paystep per MOU

After appointment:

- ☐ Probationary Evaluation – 2nd month
- ☐ Probationary Evaluation – 5th month

Note: Employee should be placed on the appropriate step in accordance with their MOU (e.g., Per MOU #03, employees shall remain at Pay Step 2 for 9 months).

III. Transition to Civil Service Classification

Effective: Customer Service Specialist (1229)

Approximately one month PRIOR to:

- ☐ Revise Record in Workday
 - **When do you want this change to take effect?** 1014 Transfer Effective Date (Check BRIDGE Employee Checklist)
 - **Why are you making this change?** LA Local Hire Program -> Appointment to permanent Civil Service Job (LA Local Hire)
 - **Position:** Budgeted Position
 - **Employee Type:** Full Time
 - Change **Job Profile** from Customer Service Specialist Assistant (1232) to Customer Service Specialist (1229) (should match "Position")
 - **Appointment Type:** Civil Service – Regular – (Appointment Type)

Note: Employees must be 1014 transferred into the same pay grade and step that they are in at the time that they transition from Assistant to the full civil service class. Per City Charter, Section 1014, employees shall not receive a pay raise as a result of a 1014 transfer. It is recommended that they remain in the same pay grade for a minimum of six (6) months after the 1014 transfer.

Questions? Please contact us at:

la.localhire@lacity.org



For the Departmental Guide and useful templates, visit our internal page at:

la.localhire.lacity.org/insidetlh

For public information about the Bridge to Jobs Program, visit our website at:

<https://la.localhire.lacity.org/bridge-jobs-program>