



City of Riverside, California  
Human Resources Policy and Procedure Manual

Approved:

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**SUBJECT: TESTING, CERTIFICATION, AND ELIGIBILITY LISTS**

**PURPOSE:**

To provide a fair and equitable process to determine whether applicants possess the knowledge, skills, and abilities to perform the duties of the position for which they are applying and, if so, to provide a process consistent with merit principles so eligible candidates can be referred to departments based on their relative knowledge, skills and abilities.

**POLICY:**

1. **Testing:**

The Human Resources Department shall be responsible for the administration of competitive examinations as necessary to determine applicants' qualifications and shall do so without regard to race, religion, color, national origin, ancestry, age, disability, medical condition, marital status, sex or sexual orientation. All tests shall be carried out in accordance with merit principles and in compliance with applicable State and Federal laws/regulations.

The Human Resources Department shall, after consulting with affected departments, determine the appropriate means of examining applicants and shall administer and/or coordinate the process. All parts of any testing procedure shall be conducted in accordance with accepted merit principles, EEOC guidelines on employee selection, and applicable Federal and State law, and only as authorized by the Human Resources Director. The Human Resources Director shall have the authority to revoke, cancel or nullify the results of any or all portions of any testing procedure which do not have such authorization or are not in accordance with the criteria set forth above. The Human Resources Department determines the content and combinations of tests to be used, the weights assigned each test, and the passing point or qualifying score.

Steps in the selection process may include any of the following:

- a. Screening of employment applications for minimum qualifications.
- b. Further screening of applications and/or supplemental questionnaires or documents for job-related qualifications.

- c. Administration of a job related written examination.
- d. Administration of a job related oral examination.
- e. Administration of a job related performance examination.
- f. Interview of candidates.
- g. Coordination of an appropriate medical screening or examination after a job offer has been made.
- h. Investigation of reference and background information of individual candidates. (See Reference/Background Check Policy and Criminal Background and Live Scan Policy )

The Human Resources Department may call upon subject matter experts from within or outside City employment for assistance in developing and/or administering any of the testing procedures. Consideration in determining the appropriate selection device shall include cost to the City and candidates, time restraints, legality of the process, and practicality.

2. **Eligibility:**

The Human Resources Department shall determine, based upon the results of the selection process, which candidates shall be placed on the eligibility list. These lists shall also include: 1) the names of candidates qualifying for reinstatement rights; 2) candidates placed on the list by the Human Resources Department for purposes of rehabilitation (reference MC2.36.050, revision 8/21/79); 3) City employees who request the opportunity to voluntarily demote; 4) City employees desirous of a lateral transfer between departments and within the same classification and who are in good standing. (See Policy on Employee Transfers.)

Eligibility lists may be established for a predetermined period of time; however, the Human Resources Director may terminate or extend the list when circumstances dictate.

If a vacancy exists in a classification for which there is no appropriate eligibility list, the Human Resources Director or designee may prepare a list from one or more existing related lists. Names of eligibles shall be selected from eligibility lists for classifications which are assigned to the same or higher pay range and which have minimum qualifications similar to those of the classification in which the vacancy exists.

3. **Certification:**

Certification of eligible candidates shall be from the top candidates based on a review of rankings from the eligibility list. A screening of the training and experience qualifications of the affected candidates may be conducted by Human Resources to determine the best qualified. The candidates possessing the most suitable job qualifications and characteristics shall be referred.

The names of candidates placed on the eligibility list as a result of reinstatement rights, rehabilitation or transfer shall also be certified.

The City of Riverside encourages promotion from within and recommends consideration of internal candidates first, as part of an open/outside recruitment process. For internal promotions the list of candidates must be at least three who meet minimum qualifications. The City will conduct open/outside recruitments whenever it is determined that such recruitment will enable the City to identify the most qualified candidate group.

- a. Selective Certification - In the event a department desires candidates with specialized skills, they may request a selective certification of these candidates (e.g., bilingual skills, computer skills). These skills must be identified via job analysis information and prior to the initial certification. A written formal request to the Human Resources Department must be submitted for selective certification.
- b. Alternate Certification Lists - Candidates shall be ranked on the eligibility list according to examination score. If no test has been administered, the eligibility list will be provided to the hiring department listing applicants in alphabetical order. The alphabetical listing shall include candidates with reinstatement rights, those under rehabilitation consideration, or City employees requesting a lateral transfer or a demotion. Transfer is defined as movement from one department/division to another within the same or comparable classification. The Human Resources Director may approve exceptions to this policy, or certification of alternate lists of eligible candidates, on a case-by-case basis.
- c. Rejection of Certification - In the event a department rejects a certification, a formal written request for additional certification must be made. Inclusive with the request, there must be specific reason(s) as to the rejection of each certified candidate. The Human Resources Director reserves the right to accept or reject this request.
- d. Cancellation of Certification - An action (interview/selection) must be taken on a certification within thirty (30) calendar days of the certification of the list or the Human Resources Director reserves the right to terminate the certification. The rules of certification shall not apply to those special classes for which there are continuous recruitments.
- e. Removal of Names - Names shall be removed from the eligible list after appointment, or at the end of the eligibility period. Names shall be removed from the promotional eligible lists upon termination of the employee's services from City employment or upon granting a leave of absence without right to return to the job. The Human Resources Director may remove names of any person:
  - 1) Who has been hired for the position for which they applied. (Employees accepting appointment for temporary and/or part-time positions may remain on the list until expiration.)
  - 2) Who fails to appear without prior notice for any job interview for which they have been appropriately notified.
  - 3) Who has refused to be interviewed twice for openings they have previously indicated on their application that they wish to be considered for.
  - 4) Who has failed to answer any availability inquiry or keep the Human

Resources Department informed of a current address.

- 5) Who is unable to produce or obtain the required license or related special requirement.
- 6) Who has falsified their application.
- 7) Or other job related reasons deemed appropriate by the Human Resources Director.

The Human Resources Director is authorized to modify this policy when it is in the best interests of the City to do so in accordance with accepted merit principles and Federal and State law, and with the concurrence and authorization of the City Manager.

**PROCEDURE:**

**Responsibility**

**Action**

Human Resources Department

1. Reviews employment application to determine whether the applicant meets the minimum qualifications of the position.
2. Notifies unsuccessful applicants at each step of the pre-certification selection process.
3. Determines appropriate means of testing candidates.
4. Develops or procures appropriate exams as needed.
5. Administers and scores exams as needed.
6. Determines final cut-off scores for examination process.
7. Establishes an eligibility list and notifies candidates accordingly.
8. Certifies candidates and alternate lists. For internal promotional certifications a minimum of 3 candidates shall be certified. Employment Applications and Certificate of Eligibles for each name certified shall be sent to the hiring department.

Requesting Department

9. Assists the Human Resources Department in reviewing applications, scheduling interviews, interviewing candidates, and conducting reference

checks. Makes final selection from the list of names certified or requests additional names from Human Resources if all candidates are rejected or the department determines with the concurrence of the Human Resources Department that insufficient applicants have been certified in order to make a selection decision.

10. Completes all forms (Certification of Eligibles, Personnel Requisition Form, Personnel Action Form, selected candidate's application, completed interview rating forms, and the remaining applications) submitted during certification process and returns them to the Human Resources Department.

Human Resources Department

11. Notifies candidates not selected as to their current status on the eligibility list. If requesting Department notifies candidates not selected via mail, copies of those letters must be submitted to Human Resources along with other documentation as indicated under item 10 above.