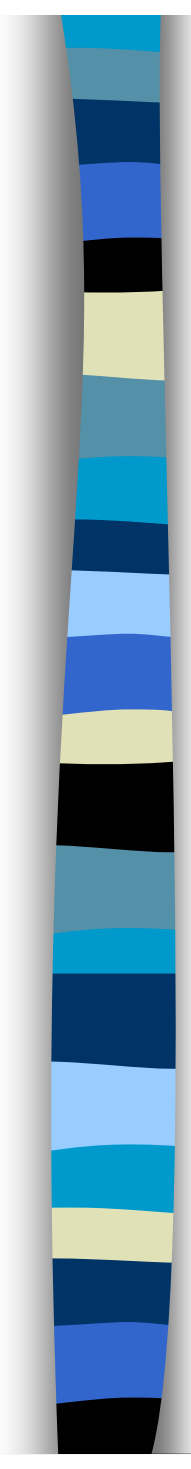


*Civil*



*Service*





These slides have not been assembled by the State Civil Service Commission, but much of the information has been taken from materials obtained from the Commission.

The information that follows is for general information only and does not constitute the “official” policy of the State Civil Service Commission.

- Sit back and relax while viewing this self paced presentation. or
- Click your mouse button, or press the enter key on your keyboard to move through the presentation at your own pace.
- On the last slide there will be an opportunity to repeat the presentation if you missed anything.

**Click your mouse or press enter to begin**



# What is Civil Service?

- Civil Service is an employment system that is based on hiring, retaining and promoting employees on their qualifications and ability to do the work.
- All levels of government have some form of civil service, with the federal government having a merit system and most states, cities, counties or townships having their own system.



# What are the options?

- Federal Civil Service
- U.S. Postal Service
- Non-Civil Service
- State Civil Service

# Federal Civil Service

- [www.usajobs.opm.gov/](http://www.usajobs.opm.gov/)



Or

- by Phone at: (202) 606-2525  
TTY: (978) 461-8404

24 hours a day, seven days a week.



# U.S. Postal Service

- Not considered Civil Service
- [www.usps.com/employment](http://www.usps.com/employment)

Or

- Contact your local post office





# Non-Civil Service

- Yes there is such a thing as non-civil service.

- [Bureau of State Employment](#)



- [Employment Opportunities Booklet](#)



# State Civil Service

- Review Job Announcements and Apply online [www.scsc.state.pa.us](http://www.scsc.state.pa.us)

or

Apply with paper application (see help desk)



# Pennsylvania State Civil Service website screenshot

**pennsylvania**  
STATE CIVIL SERVICE COMMISSION  
"Keystone to a Rewarding Career"

pennsylvania PA PA STATE AGENCIES ONLINE SERVICES --search PA-- go

CS Home General Information Job Seekers Legal Information

**Online Services**  
Sign in to access your account:  
User ID:   
Password:   
Where would you like to go?  
Main Menu   
Forgot User ID?  
Forgot Password?  
First Time User?  
Create an account:

**GOVERNOR**  
Edward G. Rendell  
**CHAIRMAN**  
Marwan Kreidie

**Hours, Closings, and Delays**  
Select a test center from the list below for specific office details:  
Choose a Test Center Location

**To the new career you have been searching for!**

**Featured Job Preview Videos**  
Aide Trainee

**Important Notices** Immediate Needs Latest News Last Updated: 12/18/2009 03:00 PM

**Immediate Need For: UC Intermittent Intake Interviewers**  
12/18/09: The Pennsylvania Department of Labor and Industry has an immediate need for Unemployment Compensation Intermittent Intake Interviewers. These positions are located in nine Unemployment Claims Service Centers statewide: Allentown (Lehigh County), Altoona (Blair County), Duquesne (Allegheny County), Erie (Erie County), Harrisburg (Dauphin County), Indiana (Indiana



## Where are civil service jobs located?

- A majority of state jobs in the merit system are located in the Harrisburg, Philadelphia and Pittsburgh areas.
- The remainder are spread throughout the state.
- Local government jobs are found in all counties except Philadelphia.



# What types of tests are administered by the Commission?

**Written/Online** - These tests are taken on a computer in a test center and can include multiple-choice, fill-in the-blank or essay questions. On-screen instructions guide you through the process.

**Oral** – A panel of trained raters asks a series of structured questions and rates candidate responses on specific factors listed in the test announcement.



## Continued -

**Performance** – Also computer-based, these tests measure your ability to perform job tasks, such as typing.

**Experience & Training (E&T) ratings** – Information on your experience and training provided on your application or in a supplement is given a score. It is very important to provide complete and accurate information for this type of test, since your score is solely based on the information you provide.



## **When completing an application, what should I remember?**

- If submitting a paper or an on-line application, type or write so information can be easily read, and check for spelling errors.
- Describe your training and experience as accurately and completely as possible.
- Include paid and unpaid employment and volunteer work, dates of employment, and course work completed since this information will be used to determine your eligibility.



## Continued -

- List the counties where you are willing to work.
- You may list up to 10 counties where you would accept employment. (Refer to the test announcement for information on where jobs are located).
- Submit your application before the filing deadline that is listed on the test announcement.



# VETERANS' PREFERENCE IN STATE CIVIL SERVICE EMPLOYMENT

- What is VETERANS' PREFERENCE?
- Who is eligible?
- What type of discharge is acceptable?
- Who is not eligible?
- How may applicants apply for Veterans' preference?
- How is Veterans' Preference applied to Veterans who take Civil Service tests?



# VETERANS' PREFERENCE IN STATE CIVIL SERVICE EMPLOYMENT

- What is Veteran's Preference?

SCSC: Veterans Preference





## Where can I take a test?

- **Written and Performance tests** are given Monday – Friday at Daily Test Centers in **Harrisburg, Philadelphia and Pittsburgh.**
- To apply to take one of these tests, send your completed application to the desired **test center.**
- Computer Testing is also conducted periodically on selected weekdays and Saturdays at the following locations:  
**Allentown, Johnstown, Scranton, Lock Haven, and Erie.**



# When will I be tested after I submit my application?

- You will be tested in approximately 4-6 weeks. You will be scheduled and sent notification of the test date, time, and location approximately 10 days prior to the test date. If you apply on-line you can schedule your own testing location, date and time.
- Testing is now held in Computer Labs at 8 locations throughout Pennsylvania. They are in Harrisburg, Philadelphia, Pittsburgh, **Allentown**, Erie, Scranton, Johnstown, and Lock Haven.



## **Is there one generic examination that covers all job titles?**

No, each examination has as its objective to measure knowledge's, skills and abilities needed to successfully perform the duties of that particular job title.



## How can I prepare for a test?

- It is important to review the “Testing” section of the test announcement to find out what kind of test is being administered.
- Practice materials are not available from our office; however, we offer the following suggestions to review for the test.



## **To prepare for a WRITTEN/ON-LINE test, you may wish to:**

- Review books and periodicals on the subjects listed in the test announcement.
- Review the nature of the work and the requirements listed in the test announcement.



## To prepare for a **PERFORMANCE** test, you may wish to:

- Review the test announcement to determine the performance standards that must be met.
- Practice the skill to improve your chances of getting a good score.



## To prepare for an **ORAL** examination you may wish to:

- Review the factors that candidates will be rated on. These are found in the test announcement.
- **Note:** An Oral examination is **NOT** a job interview.

# Frequently Asked Questions About Computerized Testing

[SCSC: FAQ's about Computerized Testing](#)





## Can I retake a test?

- Specific information about retests is contained in each test announcement under the “Testing” section.
- A new application is required for a retest.
- If you retake a civil service test, your standing on an eligible list will be determined by the score you received on your most recent test.



# How can I improve my chances for employment?

- Periodically review the Summary of open Civil Service Examinations to obtain information about newly issued testing programs.
- Be flexible and persistent.
- Consider as many kinds of employment options as possible including career, temporary, part-time, seasonal and limited term.
- Apply for local government positions as well as state government positions.



## What happens after I test?

- You will receive a “Notice of Examination Results” which will provide the following:

- 1-Your test results for each job title
- 2-How long your name will remain on list
- 3-The number of applicants scoring higher, lower, or the same as you by county.



# How long does it take to receive test results?

**It depends on the type of test you took.**

- If you applied with a paper application and took a written test at a daily test center, you should receive your results by mail in 2-4 weeks.
- If you took a rating of training and experience examination or an oral examination, you should receive your results by mail in 4-6 weeks.
- If you took a test on a Saturday, you should receive your results by mail in 2-4 weeks.
- If you applied on-line your results should be posted on-line within a few days.



# What happens after I get my results?

- If you pass the test and meet the minimum requirements, your name is placed on the eligible list for this job title.
- Positions in the merit system are filled from this pool of eligible applicants.



## Continued -

- When an opening occurs, the eligible list is requested by the hiring agency and applicants are interviewed.
- If you are interviewed and not selected for the position, your name remains on the eligible list.
- If you are selected for the position, the agency will notify you and establish a start date.

# What happens if I am hired?



- Your Education and experience is verified
- A criminal records check is completed
- Serve probation period



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