



STEPS TO EMPLOYMENT WITH THE CITY OF MINNEAPOLIS

Working for the City that Works!

If you are interested in a City job we invite you to come to our Human Resources Office which is located in the:

Public Service Center
250 S. 4th St. Room 100
Minneapolis, Minnesota 55415
(612) 673-2282

OR

For current listing of City Job Opportunities 24 hours a day call our Hot Line number: (612) 673-CITY (2489) Option 11

OR

Visit our web site at www.ci.minneapolis.mn.us



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OBTAINING A CAREER WITH THE CITY _____

The City of Minneapolis has a work force of more than 5,000, and is one of the largest employers in the metropolitan area. The City offers employment in over 600 different job categories at a variety of levels, from unskilled to professional, and provides well-structured promotional opportunities. This guide was prepared by the City's Staffing Department to answer questions you may have about finding employment with the City of Minneapolis.

WHY THE CITY IS A GREAT PLACE TO WORK _____

- extensive benefit package
- large and diverse workforce
- variety of jobs, work locations, and hours
- extensive promotional opportunities
- easy access to jobs via public transportation
- generous vacation and sick leave schedule
- competitive pay with merit and cost of living increases

WHAT IS CIVIL SERVICE _____

Minneapolis Civil Service, which is separate from State, Federal or County Civil Service, is a merit personnel system designed to hire and promote the most qualified employees through competitive examinations. It offers protection in two ways: it provides the City with continuity in the business of operating its numerous departments, boards, and agencies through succeeding administrations and provides employees with job security and opportunities for advancement on the basis of "what" they know, not "who" they know.

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Before you come to the City Human Resources Office, think about the kind of career you are looking for. This way, our Human Resources (HR) staff will be able to offer you faster and better service.

Do not be discouraged if you do not find a job on your first visit. The City has jobs in many areas and there may be more appropriate openings in the future. It helps to either visit the office occasionally or call the Hot Line number, (612) 673-2489, to see what new jobs are available.

WHO IS ELIGIBLE (General requirements) _____

- **Residence** – Residency in the City is **not** required to apply for Minneapolis positions. You may live wherever you choose before and after hire. (The only exception is Firefighter, which requires the applicant be a resident.)
- **Age** – Generally qualified persons over the age of 16 are eligible to be hired for City jobs. Any age requirement will be listed on the specific job announcement.

CITY OF MINNEAPOLIS APPLICATION INFORMATION _____

Our usual application and examination process involves these basic steps:

- 1) Job announcements are posted in the Minneapolis Human Resources Department Office and in City Hall. An application deadline is stated on the announcement.
- 2) Applications are screened to see that the minimum qualifications outlined on the job announcements are met. Applicants not meeting the minimum qualifications are sent letters.
- 3) A job-related examination is given and those applicants who have qualified for testing are notified of the examination date and time.
- 4) The examination is scored and persons who pass the examination are placed in rank order by score on the list for the position for which they applied.

HOW TO APPLY

An official application form is used for most City of Minneapolis jobs.

Keep in mind:

- You must file before the “closing date” if one is announced for a particular position. This means your application must be received by the Staffing Department before 5:00 p.m. on the specified date.
- If you have a disability it may be possible to arrange special testing accommodations. Please note your disability and what accommodations are necessary on the Confidential Information portion of our application form.
- You must be qualified for the position in order to have your application approved. Read the job announcement carefully. Unless stated otherwise, applications are reviewed before the test and only qualified candidates are admitted to take the test.
- You may put your name on file to be notified when any position opens for application. Stop in the Office and fill out a Job Interest Card with your name, address, and the title of the position in which you are interested. When the position opens for application, the card will be mailed to you. (We keep these cards on file for one year).
- Some examinations are restricted to those who are currently City employees. These are announced as “Promotional Examinations” or “Restricted Examinations”.

FILLING OUT THE APPLICATION

Since an application is the first part of the hiring process, it is important that you take time to fill it out accurately and completely. The application represents you.

The following checklist can be helpful when you are filling out your application:

- 1) **Follow Directions Carefully.** Read all the directions on the application so that your answers are correct and in the right spaces.
- 2) **Take the Application Home if Necessary.** There may be some questions on the application that take more time for you to answer or that require information you have at home. If so, take the application with you, but be sure to return it before the deadline stated on the job announcement.
- 3) **Answer All Questions.** Answer every question, even if that means using a dash (-) or “does not apply” or “NA”. The person checking your application will then know you have read every question and did not intentionally leave any unanswered.
- 4) **Make Sure You Meet All the Requirements Stated on the Job Announcement.** You will not be allowed to take the test unless your completed application shows you meet the stated requirements for the job.
- 5) **Print the Information Neatly.** Your application is not usable if it cannot be read, so print clearly or type.
- 6) **Check the Application Over After it is Completed.** Take the time to double check all questions and answers.
- 7) **Sign the Application.**

- 8) **If You are a Veteran.** Be sure to complete the Veteran's Preference form and bring a copy of your DD214 documents in to our office.
- 9) **Return the Application Before the Closing Date.** Some examinations are given only once every few years. If you do not meet the deadline listed on the announcement sheet, you may have to wait a long time before another test is given for the job.

**In summary,
when completing your application:**

- 1) Follow directions carefully.
- 2) Take the application home, if necessary.
- 3) Answer all questions completely and accurately.
- 4) Make sure you meet the requirements.
- 5) Print the information neatly.
- 6) Check the application for completeness.
- 7) Sign the application.
- 8) If you are a Veteran, fill out the Veteran's Preference form and submit your DD214 form.
- 9) Submit it before filing deadline.

EXAMINATIONS

- Tests are related to the duties and responsibilities of the position. The test might be written, practical, oral examination, or an evaluation of education and experience. Depending upon the duties of the job, there may be only one test or a combination of tests.
- Applicants are notified by mail of their test results as soon as possible.
- Veteran's Preference points are added to the scores of all qualified veterans who pass the examination and have submitted all the necessary Veteran documentation.



TEST ARRANGEMENTS

After you file an application, you will be notified by mail of the time, date and location of the examination. Usually, notices are mailed within a few weeks of the closing date and at least 10 days before the test.

If the examination is to be a rating of education and experience, your completed application becomes your examination. After all the applications have been scored, you will receive your test results by mail.

Why Are Tests Given?

Tests are used to select the most qualified people for jobs. As a citizen, you expect public jobs to be filled by capable people; as a job seeker, you want a fair chance to compete equally with others. The Staffing Department satisfies these aims by using tests to measure an individual's ability to perform the job.

What Kinds of Tests Are Given?

The kind of test used to select public employees depends upon the nature of the job. For example, applicants for Clerk Typist jobs usually take practical typing tests and written tests in clerical ability. Applicants for accountant jobs may take written tests of accounting knowledge and/or may be rated on their education and experience. Applicants for high-level management jobs may take written and/or oral tests along with work sample problems.

WRITTEN TESTS

For many jobs, a written test is given. The test measures each person's ability to do well on the job. Basically, there are two kinds of written tests used:

1. JOB KNOWLEDGE

This test measures a person's knowledge about the job. There is usually a time limit on these "job knowledge" tests, but they are not designed to test how fast you can work, just how much you know about things that are required for the job. Usually these tests are multiple choice or true/false questions.

2. SPEED TEST

The other kind of written test measures your speed in accurately performing a job-related task (such as putting words in alphabetical order).

Few people will correctly answer all of the questions in our tests, so do not get upset if you do not know some of the answers.

How Should You Take a Written Test?

1. Know the Rules.

The test monitor will be the person in charge of the testing. Listen carefully when he or she reads the test instructions. If you have questions, ask the monitor. If you need special testing accommodations, be sure to include this information on your application.

2. Budget Your Time.

Before you begin any test (except a "speed test"), look it over and decide how much time you can spend on each section and question. Answer easy questions first, then come back to the more difficult ones if you have time. Do not waste too much time trying to answer the sections and the questions you find hard, since this may not leave you enough time to complete the easier ones. In most tests, all questions count the same. This means you get the same credit for correctly answering the easy questions as you do for answering the hard questions.

3. Read the Questions Carefully.

Read each question and all answer choices carefully. Do not assume that you know what a question is after reading the first few words. Read the entire question. After you have read a question, read all the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all the answer choices, so read them all.

4. Set Aside Wrong Choices.

If you are not sure which answer is correct, eliminate the choices you know are wrong. If you can narrow down the number of choices, you increase your chances of answering the question correctly.

5. Answer All Questions.

Even if you cannot eliminate any of the answer choices, take a guess. You have nothing to lose.

6. Check Your Answer Sheet Often.

Some answer sheets are numbered from top to bottom, and some are numbered from left to right. Before you start the test, look over the answer sheet. If you have any questions, ask the monitor before you start. While taking the test, check your answer sheet every few questions to be sure you are using the right number to mark your answer. Be particularly careful if you skip questions.

7. Do Not Write in the Test Booklet.

Unless the test monitor tells you to do so, do not write in the test booklet. Scratch paper will be provided if it is needed. If you are not sure whether you can write in the booklet, ask the test monitor.

8. Do Your Own Work.

Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.

9. Check Your Work.

After you have answered all the questions in the test, check your work. Have you answered all the questions you were supposed to answer? Make sure you have marked the answer sheet properly.

**Here is a short review of rules
for written tests:**

1. Know the rules.
2. Read the questions carefully.
3. Budget your time.
4. Eliminate wrong choices.
5. Answer all questions.
6. Check your answer sheet often.
7. Do not write in the test booklet unless told to do so.
8. Rely on your own work.
9. Check your work.

ORAL EXAMINATIONS

The Oral Examination is held to find out whether candidates have the technical knowledge and personal skills required for successful performance in civil service jobs. These personal skills are often as important as a person's technical knowledge and they cannot always be measured by written tests.

The kind of oral test used most often is the "oral board". In this test, a person responds to questions posed by a panel of special examiners who are authorities in their field.

TIPS FOR YOUR ORAL INTERVIEWS

Prepare for the Interview by:

1. **Research the Job.** By knowing about the job you are applying for you will find it easier to talk about your goals and capabilities for the job. Expressing yourself clearly is important in any interview. You can find out more about the job you are applying for by going to the public library or calling the department in which the job is located. The job announcement sheet will also tell you about the job.
2. **Anticipate Questions Related to the Job.** A small amount of preparation makes a big difference in answering the questions well and knowing the subject. In thinking about what will be asked, you can also take away some of your nervousness.
3. **Dress Neatly.** You may not have a second opportunity to make a good first impression.
4. **Have Personal Facts.** The oral board members will be asking you questions about former jobs and experiences. How you prepare yourself with facts to answer questions during the interview is another indication of how you can prepare yourself for situations found on the job.
5. **Arrive on Time.** This will indicate to the interviewers that you are interested in the job and are reliable.

***Note:** The oral examinations are recorded on tape. This is done for your protection so that the City has an accurate record of what was said in an examination. If any questions are raised, the tape can be reviewed to help in finding answers to those questions.*

During the Oral Interview:

1. **Sell Yourself.** If you do not do it, no one will do it for you. If you feel that you are well qualified for the job, tell the interviewers why.
2. **Do Not Assume that the Interviewers Know Anything About You.**
3. **Think Before Answering.** It is helpful to quickly collect your thoughts so that your answer is to the point. The interviewers are listening to see if you can present a point of view and defend it. Take time to think it out before you answer a question.
4. **Answer Clearly.** Your ability to communicate is a major factor in oral tests. If the oral board members cannot understand or hear you, they will think that your co-workers will not either.
5. **Let Interviewers Lead.** There are certain topics the interviewers want to cover with their questions. Avoid throwing them off the track with unrelated conversations.
6. **Ask Questions When Appropriate.** If you do not understand a question, ask the interviewer to repeat it. This prevents any misunderstanding by you or the interviewer.
7. **Avoid Questions on Benefits, Vacation, etc.** Show interest in the scope of the job and your responsibilities. The benefits will be explained to you at a later time.

After the Oral Interview:

1. **Thank Interviewers When Finished.** They have taken their time to evaluate your background and responses. Let them know you appreciate their efforts.
2. **Indicate Interest Again.** Enthusiasm is a good quality for any job. If you are very interested in the job, let the oral board know again.

Here is a short review of the tips we have offered:

Preparation for the oral exam:

1. Find out about the job
2. Anticipate the examiners questions
3. Dress neatly and appropriately
4. Have personal facts
5. Arrive on time

During the oral exam:

1. Sell yourself
2. Do not assume the examiners know anything about you
3. Think before answering
4. Answer clearly
5. Let examiners lead
6. Ask questions when appropriate
7. Avoid questions on benefits, vacations, etc.

After the oral exam:

1. Thank examiners when finished
2. Indicate your interest in the job once again

PRACTICAL TESTS

In some cases, each applicant may be required to take a practical (or performance) test. The job announcement will usually state whether a practical examination will be given. While written tests measure your knowledge of a job, practical tests can be used to measure a person's ability or skill to perform a job.

Measuring performance involves the actual demonstration of a skill in a realistic setting, using the actual techniques, materials, or equipment involved. A practical test closely resembles the job itself. Frequently, this type of test is a work sample or simulation of a portion of the job.

In a practical test you may be judged not only on the end product of your work, but also by the way in which you go about doing your work.

If the job announcement says that there will be a physical agility test, wear old or comfortable clothes and rubber soled or casual shoes. These tests may include light to heavy manual labor. You should not participate unless you are in good physical condition.

PROBATIONARY (TRIAL) PERIOD

Your first six or 12 months (depending on the position) on the job after appointment is a probationary (or trial) period. During this time your supervisor will determine whether or not you are performing satisfactorily in your job. Your supervisor will observe your performance and either indicate that you have met his/her expectations in doing the job or remove you from the position. To remove you, the department head simply notifies the Civil Service Commission in writing, stating the reasons. The probationary employee has no right of appeal unless he/she is a veteran.

After completing the probationary period and your work is satisfactory, you achieve permanent status. You will not be eligible to take a promotional examination until you have achieved permanent status. Successful completion of the probationary period is one step in your preparation for promotions in the City of Minneapolis.

BENEFITS OF CITY EMPLOYMENT

Vacations, Holidays, and Sick Leave

All permanent City employees earn 12 days vacation each year. After 7 years of continuous service, the annual vacation is 16 day; after 15 years, it is increased to 21 days a year. Upon completion of 20 years of service an employee receives 26 days annually.

There are 10 paid holidays a year, and all permanent City employees accrue 12 days of sick leave per year with unused days accumulative indefinitely.

Insurance

All City departments offer participation in group hospital and medical as well as life insurance programs for you and your departments.

Pension

New City employees must belong to a retirement plan coordinated with Social Security. Under this plan, employees participate in Social Security, and also earn an annuity based on their length of service and the average of their highest five successive years of covered salary. If a City employee becomes disabled, application may be made for a disability allowance.

For more information regarding retirement benefits inquire at the Public Employees Retirement Association (PERA) – (651) 296-7460.

Job Security

After completing probation, Civil Service employees are protected by the Civil Service rules, which permit discharge only for cause and a hearing is held on all charges.

Advancement Opportunities

Promotional opportunities are available in City service through competitive examinations.

Merit Increases

Annual salary increases may be granted for satisfactory service on the anniversary of your employment date.



We hope this pamphlet will be a useful tool for you
in **Getting A Job With The City of Minneapolis.**

The City of Minneapolis is an
Affirmative Action Equal Opportunity Employer.

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