



Civil Service Commission Appeal

Applicant Name: Ana Fashing
Current Position and Grade: Animal Care Attendant GS 47
Position and Grade Applying For: Senior Animal Care Attendant GS 49
Exam Plan: 22370-0325

Reason for Disqualification: HR Policy-Failed Promotional Probation (after 30 days).

Minimum Qualifications:

High School Diploma or GED and one (1) year of animal control or attendant welfare experience; a valid Texas Class "C" Driver's License or equivalent from another state by the date of appointment.

Applicant Qualifications:

Education: High School Diploma

Experience:	Animal Care Attendant	06/2024 - Present	9 months
	Senior Animal Care Attendant	12/2023 - 06/2024	6 months
	Animal Care Attendant	10/2021 - 12/2023	2 yrs. 2 months

Comments:

Ms. Fashing promoted to a Senior Animal Care Attendant position on 12/10/2023. She was unsuccessful in passing promotional probation and returned to her previous position as an Animal Care Attendant on 06/05/2024 thus making her ineligible to take any Civil Service examination for 12 months in accordance with the City of El Paso Promotional Process Policy.

Ms. Fashing meets the minimum requirements for this position; however, she is ineligible to take a Civil Service examination due to failure to pass promotional probation and returning to her previous position as an Animal Care Attendant on 06/05/2024. She will become eligible to take a Civil Service examination again on 06/05/2025.

Applicable City Rules and Policies:

Ordinance 8065 – Civil Service Commission Rule 5, Section 1 (a). (Please refer to Attachment A)
(Please refer to Attachment B)

Application and Appeals Policy, Promotional Process Policy

Prepared By: Erika Marquez
Reviewed By: Erica Salamanca

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Civil Service Commission Appeal

HR-HCM Review: *Erica Salamanca*

Date: 04/21/2025

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Rev. 07/18/2024

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Civil Service Commission Appeal

Recruitment Factsheet

Exam Plan Title: Senior Animal Care Attendant 22370-0325

Recruiting Department: Animal Services

Total Applications

Rec'd: 34

of Internal Applicants: 13

of External Applicants: 21

Total # of Applicants Failed

Minimum Qualifications: 23

Lacked Education: 0

Lacked Experience: 23

Lacked Ed & Exp: 0

Other: 0

Total # of qualified to taking

Exam: 11

Total # Failed the

Exam: 9

of Internal Applicants: 9

of External Applicants: 2

No-Show to Exam: N/A

of Internal Applicants: N/A

of External Applicants: N/A

Total # of Applicants who

passed the Examination 11

Qualified City Employees: 9

Qualified External Applicants: 2

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Appeal Form

To Whom It May Concern:

I, Ana K. Fashing, hereby appeal my disqualification to take the examination for: **Senior Animal Care Attendant [Examination Title]**

Date notified of disqualification: 4-1-2025

Disqualified Under **CIVIL SERVICE RULE (C.S.C.)** and/or **HUMAN RESOURCES (HR) POLICY**: Check all boxes that are applicable.

Lacks Minimum Qualification – Rule 5.1.(a) ☐ Convicted of a felony, or a misdemeanor – Rule 5.1.(b) ☐
Human Resources Policy: Dismissed from Public Service ☐ Dismissed from City Employment ☐
OTHER ☒ Promotional Process Policy Section III, B 5 (a) (write specific C.S.C. Rule or HR Policy you are appealing)

C.S.C. Rule 5.1.(a) Applicant Does Not Meet Minimum Qualification	YES	NO
Do you meet the educational requirements as stated in the job specification for this position?	<input type="checkbox"/>	<input type="checkbox"/>
Can you provide official proof of Education or other requirements, official transcripts, original or certified copies of diplomas?	<input type="checkbox"/>	<input type="checkbox"/>
Do you meet the minimum required experience as stated in the job specification for this position?	<input type="checkbox"/>	<input type="checkbox"/>
Did you list your education and/or experience on your application?	<input type="checkbox"/>	<input type="checkbox"/>

Detail your qualifying experience (use additional paper if necessary)

C.S.C. Rule 5.1.(b) Conviction of Felony or Misdemeanor	YES	NO
Is your conviction job related to the position sought?	<input type="checkbox"/>	<input type="checkbox"/>
Will the conviction hinder your ability to perform the duties of this position?	<input type="checkbox"/>	<input type="checkbox"/>

Please detail why your conviction will not affect your job performance. Please submit any supporting documentation regarding this issue.

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HR Policy: Dismissed from Public Service HR Policy: Dismissed from City Employment	YES	NO
Are the circumstances of your dismissal related to the duties of the position being sought?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please detail the circumstances involving your dismissal from public service. Please provide any supporting documentation regarding this issue.		
Other Promotional Process Policy Section III, B 5 (a) (cite specific Rule or HR Policy you are appealing).		
Please explain what you are appealing A regular employee who is involuntarily removed is ineligible to take any civil services examination for a period of 12 months from the date of removal.		

Name: Ana K. Fashing	Address: [REDACTED]	City/State/Zip El Paso TX, [REDACTED]
Telephone: [REDACTED]	Person ID #: [REDACTED] (Neogov)	Stamp
Applicant Signature: Ana Fashing Date: 4-4-2025		Received by CSC Recorder
Please note: In accordance with the <u>Texas Public Information Act</u> , information from your application and/or résumé is subject to release to the public.		
The electronic transmission of this appeal form via e-mail will constitute a signature:		
Check signifies electronic signature <input checked="" type="checkbox"/>		



While I was removed from the Senior ACA position on 6-5-2024, I have grown in knowledge and experience since then.

My time back as an ACA has provided me with a valuable opportunity to reflect my leadership style, as well as areas where I needed improvement.

Throughout my career at Animal Services, I've always made it a point to prioritize the well-being of the animals and the growth of the team. I've learned the importance of aligning my approach with the broader vision of the team and expectations of leadership.

I do recognize that stronger communication and mutual understanding could have led to a more successful experience for all involved.

Since the day I was removed from the Senior ACA position, I've taken these lessons to heart and have actively sought ways to grow both personally and professionally.

I am grateful for the experience and I am confident that my ability to stay focused on the core values and the development of the team has only strengthened.

I would love the chance to bring my new mindset into a role like this, where collaboration and shared vision are key.

Furthermore, I acknowledge that the policy stipulates a 12 month waiting period from 6-5-2024 before I am able to be reconsidered for this position.

However, with only two months remaining to fulfill this timeframe I would greatly appreciate your consideration for reassessment of my candidacy.

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City of El Paso

300 N. Campbell undefined

El Paso, Texas 79901

<http://www.elpasotexas.gov>

APPLICATION FOR

Ana Fashing

(22370-0325) Senior Animal Care Attendant

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Contact Information

Person ID

[REDACTED]

Address

[REDACTED]

Home Phone

[REDACTED]

Text Messaging Mobile No

[REDACTED]

Email

[REDACTED]

Alternate Phone

Former Last Name

[REDACTED]

Month and Day of Birth

[REDACTED]

Personal Information

Driver's license

Yes, Texas, [REDACTED]

Can you, after employment, submit proof of your legal right to work in the United States?

Yes

What is your highest level of education?

Some College

Preferences

Are you willing to relocate?

Preferred Type of Work

Full Time

Preferred Shifts

Day, Evening, Night, Rotating,

Weekends, On Call (as needed)

Preferred Type of Position

Regular

Objective

Highly motivated and detail-oriented professional with hands-on experience in animal care, team leadership, and customer service. Currently employed by the City of El Paso, with a proven

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ability to train, guide, and manage teams. Known for a strong work ethic, reliability, and ability to learn quickly in dynamic environments. Seeking to leverage my knowledge in animal care and leadership skills to contribute to an organization's growth while advancing my expertise.

Work Experience

Animal Care Attendant/Kennel Attendant

10/2021 to Present

Employer	Address	Website
El Paso Animal Services	5001 Fred Wilson Ave. EL PASO, Texas, 79906	https://elpasoanimalservices.org/
Phone Number	Hours Worked Per Week	Monthly Salary
(915)212-7297	40	\$3,026.80
Name of Supervisor	May we contact this employer?	
Jose Cortez - Community Program Manager	Yes	

Duties

- Care for impounded animals - involving but not limited to; feed and water animals according to schedule, cleans and disinfect cages, pens and yards. Disinfect equipment and instruments used.
- Log in impounded animals and monitor quarantined animals daily.
- Assist public in identifying and redeeming pets.
- Check animals for obvious signs of illness or injury and follow veterinarian instructions.
- Transfer animals between holding areas.
- Record information according to instructions, such as vital statistics, diet, weight, medications, food intake, license number and behaviors.
- Dip and groom animals as directed.
- Hold animals and assist in euthanasia.
- Dispose of animal carcasses, aid in preparing and delivering animal brains for rabies examination.
- Performs general custodial and maintenance duties.

Senior Animal Care Attendant

12/2023 to 6/2024

Employer	Address	Phone Number
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El Paso Animal Services

501 E. Mills & 5001 Fred Wilson

9152127297

Ave.

El Paso, Texas, 79901

Hours Worked Per Week

40

Monthly Salary

\$2,463.07

No. of Employees Supervised

20

Name of Supervisor

Janette Martinez - Operations
Supervisor

May we contact this employer?

Yes

Duties

• In addition to the everyday duties as a SR. ACA, due to understaffing issues, I also took on the role of an Adoptions Counselor as well as picked up on some aspects of a Veterinary Technician's duties while at our Downtown Facility and those of a Population Manager while in our Main Facility.

This entails but is not limited to:

- Serve as designated lead worker.
- Guide, monitor, and train less knowledgeable employees.
- Schedule and assign work.
- Review and check work.
- Guide others in work processes.
- Recommend areas for employee skills improvement.
- Provide input to employee performance evaluation process.
- Under general supervision provide basic animal health care.
- Deliver routine treatments and routine parasitic control, schedule, prepare and dispense prescribed medications and Other pharmaceuticals.
- Write, input and archive data into medical records.
- I've also assisted in behavioral assessment, evaluation, handling, and successful rehabilitation of aggressive/feral K9s and Felines.
- Evaluate animals' capabilities of living with other animals and ensuring canines and felines are grouped together for cohousing based on criteria such as temperament, similarity in size and length of stay.
- Work with various supervisors/managers to ensure appropriate housing of animals and assist them with the completion of missing animals from inventory.
- Maintain daily inventory and ensure that computer inventory matches physical animal locations.
- Plan, coordinate and ensure animal movement throughout facility/ies including the safe transportation and relocation of said animals.

Shift Lead/Acting Senior Animal Care Attendant

2/2023 to 8/2023

Employer

El Paso Animal Services

Address

5001 Fred Wilson Ave.
El Paso, Texas, 79906

Phone Number

(915)212-7297

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Hours Worked Per Week	Monthly Salary	No. of Employees Supervised
40	\$2,463.07	7

Name of Supervisor	May we contact this employer?
Ally Aguilar - Shift Supervisor	Yes

Duties

- In addition to the everyday duties as an ACA I absorbed the role of Shift Lead/Acting Senior Animal Care Attendant; this entails but is not limited to:
- Serving as designated lead worker.
- Guiding, monitoring, and training less knowledgeable employees.
- Schedule and assign work.
- Review and check work.
- Guide others in work processes.
- Recommend areas for employee skills improvement.
- Provide input to employee performance evaluation process.
- I've also assisted in behavioral evaluation, assessing and handling of K9s and Felines

Reason for Leaving

Re-location

Cashier/Manager

3/2021 to 9/2021

Employer	Address	Phone Number
L & S Depot	3404 Altura Ave El Paso, Texas, 79930	(915)444-8745

Hours Worked Per Week	Monthly Salary	No. of Employees Supervised
30	\$480.00	2

Name of Supervisor	May we contact this employer?
Angela Sanchez - Owner	Yes

Duties

- Opening & closing procedures
- Sell alcohol in accordance with the law
- Complete transactions with Guests
- Stock, cashier, and clean
- Count register drawers and the safe at night per protocol
- Receive, inspect, and properly store deliveries
- Manage books
- Maintain stock replenishment
- Manage levels of inventory of product lines to meet demand
- Deliver exceptional level of customer service



- Maintain work area presentable
- Attend to customers, sell wine and liquor, mark prices on liquor products, arrange and stock liquor products
- Complete register transactions and sales

Reason for Leaving

Better work opportunity

Pool Attendant

2/2020 to 6/2020

Employer	Address	Website
City of El Paso	801 Texas Ave. El Paso, Texas, 79901	https://www.epcountyparks.com/aquatics

Phone Number	Hours Worked Per Week	Monthly Salary
(915)212-0092	33	\$1,794.00

Name of Supervisor	May we contact this employer?
Amy Wheeler - Recreation Coordinator	Yes

Duties

- Perform pool opening and closing procedures
- Greet patrons and provide information regarding city-wide pool operations & locations, programs, classes, and fees
- Receive and process transactions using unique/encrypted Point of Sale (POS)
- Inspect equipment to make sure it is safe for guest to use
- Check patrons and City employees in using membership ID card reader
- Receive and respond to in-person and telephone inquiries and requests from the public as well as City employees
- Maintain and prepare facility and reports as required
- Water quality testing and records keeping
- Maintain records concerning learn to swim classes and facility rentals
- Clean dressing rooms and pool area
- Assist in monitoring pool activities
- Enforce swimming pool safety rules and regulations

Reason for Leaving

Furloughed due to COVID-19

Manager/Associate

4/2019 to 8/2019



Employer	Address	Phone Number
The UPS Store	145 E. Sunset Rd. El Paso, Texas, 79922	(915)234-2596
Hours Worked Per Week	Monthly Salary	No. of Employees Supervised
27	\$0.00	4
Name of Supervisor	May we contact this employer?	
Stephanie Zaragoza - Franchisee	No	

Duties

- Welcome and aid customer to satisfy needs and/or doubts
- Demonstrate consultative knowledge in retail and printing (banners, signs, graphics, etc.)
- Memorize entire line of company products & services, including prices and special discounts
- Provide basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remain courteous and calm, even during moments of customer dissatisfaction
- Handle, assemble, and packed items to be shipped as well as weighing and affixing labels to packages
- Keep record of inventory and identify when products must be re-ordered as well as maintaining inventory neat, clean, and organized
- Train new employees and report progress to manager/franchisee
- Carefully handle customer's non-/confidential documents and packages
- Processed financial transactions via Point of Sale (POS) terminal
- Follow standard procedures to maintain and improve day to day functions
- Opening and closing the center
- Managing the productivity and world-class customer service delivery of the team
- Monitoring cost control and expenses, providing weekly/monthly reports to the franchise owner.
- Exceptional customer service skills and the ability to manage a team for peak performance in a retail-service environment.
- Physical requirements include the ability to stand for several hours at a time and ability to lift 50-75+ lbs

Reason for Leaving

Personal safety/Conflict of Interest

Education

Dates	School	School Type
9/2018 to Present	University of Texas at El Paso	College/University
Location	Degree	Major/Minor
El Paso, Texas	Bachelor's	Bachelor of Engineering in Computer Science

Graduated



Dates 8/2012 to 12/2017	School University of Texas at El Paso	School Type College/University
Location El Paso, Texas	Degree Bachelor's	Major/Minor Biology
Graduated		

Dates 8/2008 to 5/2012	School Montwood High School	School Type High School
Location El Paso, Texas	Degree High School Diploma	Major/Minor
Graduated Yes	Highest Level Completed Other	Did you receive a GED? No

Additional Information

Certificates and Licenses

TYPE Notary Public	LICENSE NUMBER [REDACTED]	ISSUING AGENCY State of Texas
DATE ISSUED 4/2019	DATE EXPIRES 4/2023	

TYPE ARC CPR/AED PROFESSIONAL RESCUER	LICENSE NUMBER [REDACTED]	ISSUING AGENCY American Red Cross
DATE ISSUED 1/2020	DATE EXPIRES 1/2022	

Skills



Office Skills

Typing

Data Entry

Other Skills**Skill Name****Skill Level****Experience**

Microsoft Word

Expert

10 years, 2 months

ARC First Aid, & CPR/AED

Beginner

2 years

Languages

English: Speak, Read , Write

Spanish: Speak, Read , Write

References

City of El Paso has chosen not to collect this information for this job posting.

Attachments

ATTACHMENT	FILE NAME	FILE TYPE	CREATED BY	ACTION
Ana Fashing Resume.pdf	Ana Fashing Resume.pdf	Resume	Job Seeker	Edit View Redacted File

Resume**Text Resume**

City of El Paso has chosen not to collect this information for this job posting.

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Job Code	Job Title	Type of Position	Current Grade	Education Requirement	Experience Requirement	Lead/Supervisory Requirement
Animal Services Group						
22320	Animal Services Field Operations Supervisor	Classified	GS 61	HS/GED	8	4
U0648	Animal Training & Enrichment Coord.	Unclassified	GS 60	HS/GED	4	2
22321	Animal Services Operations Supervisor	Classified	GS 58	HS/GED	5	2
U0647	Population Manager	Unclassified	GS 58	HS/GED	5	0
22325	Animal Services Shift Supervisor	Classified	GS 56	HS/GED	4	1
U0650	Grant Animal Services Shift Supervisor	Unclassified	GS 55	HS/GED	4	1
U0651	Shelter Operations Coordinator	Unclassified	GS 60	HS/GED	8	0
U0655	Community Cats Coordinator	Unclassified	GS 56	HS/GED	4	0
22342	Animal Services - Training & Enrichment Specialist	Classified	GS 54	HS/GED	3	0
22340	Senior Animal Protection Officer	Classified	GS 54	HS/GED	2	0
22350	Animal Protection Officer	Classified	GS 52	HS/GED or 6 months Animal Control Attendant	1	0
22370	Senior Animal Care Attendant	Classified	GS 49	HS/GED	1	0
U0640	Animal Services Adoption/Outreach Specialists	Unclassified	GS 49	HS/GED	6 months	
22380	Animal Care Attendant	Classified	GS 47	HS/GED	0	0

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City of El Paso
Senior Animal Care Attendant

CLASS CODE	22370 GS 049	SALARY	\$18.71 - \$27.31 Hourly
			\$1,496.49 - \$2,184.87 Biweekly
			\$3,242.39 - \$4,733.89 Monthly
			\$38,908.69 - \$56,806.68 Annually
ESTABLISHED DATE	July 20, 2008	REVISION DATE	March 13, 2025

Minimum Qualifications

Education and Experience: High School Diploma or GED and one (1) year of animal control or attendant welfare experience. Experience includes but is not limited to companion pet care, husbandry, or animal training.

Licenses and Certificates: Valid Texas Class "C" Driver's License or equivalent from another state by the date of appointment.

General Purpose

Under general supervision, performs various animal welfare duties caring for impounded animals. While providing excellent customer service, and serving as a point of contact for the incoming and outgoing animals throughout the organization.

Typical Duties

Ability to work under indirect supervision to ensure animal welfare and daily duties are being carried out while overseeing the duties and work progress performed by Animal Care Attendants. Have the capability to work in a variety of specialized programs including the Foster, Transfer, and TNR programs with supervisors or in the absence of a supervisor. Required to assist in the training of all new Animal Care Attendants.

Care for a variety of animals involving feeding, watering, and daily observations. Responsible for the daily cleaning and disinfecting of assigned kennels, yards, and equipment. Maintain assigned equipment, and supplies, and reporting any needed repairs to a supervisor. Transporting/transferring animals within the shelter and between shelters, pairing, and enrichment of animals. Reporting any observed behavior or medical concerns to the Animal Services Supervisor. Assist the public in regards to reclaiming, adopting, fostering, and surrendering pets. Including administering microchips and preventative vaccinations. Daily record keeping of the animals in assigned areas, including daily inventory, diet, weight fluctuations due to food consumption, behavior, and medications.

Processing adoptions and fosters, by providing excellent customer service within the organization and off-site events. Involves: Reviewing adoption and foster applications submitted by the public based on written guidelines



and finalization of those applications electronically. Provide the public with resources and education about proper animal care, husbandry, and responsible pet ownership. This includes conversing with outside organizations and rescue groups. Also protecting all confidential information, including customers, animals, and internal communications. Additional duties include answering emails, and phones, taking photos and videos of adoptable pets, scheduling surgery appointments, and other administrative work.

Serve as designated lead worker. Involves: Guide, monitor, and train less knowledgeable employees. Schedule and assign work. Review and check work. Guide others in work processes. Recommend areas for employee skills improvement. Provide input to employee performance evaluation process.

Knowledge, Skills, and Abilities

- Application of good knowledge of animal behavior and deviations from normal animal behavior.
- Application of good knowledge of customer service principles for dealing tactfully with customers and the general public.
- Application of good knowledge of handling and husbandry of animals under adverse conditions.
- Ability to communicate clearly, both verbally and in writing.
- Ability to establish and maintain effective working relationships with supervisors, employees, and the general public.
- Ability to follow instructions.
- Ability to thrive in a fast-paced and challenging work environment.
- Ability to perform other duties when necessary to ensure continuity of operations.
- Ability to lift and/or carry heavy or bulky items, materials or supplies weighing up to 50 pounds.

Other Job Characteristics

- Follow safe animal handling and safety standard operating procedures in relation to being exposed to animal bites, scratches, and infectious or zoonotic diseases.
- Exposure to humane euthanasia due to surgical complications or animal behavior.
- Flexibility to thrive in a fast-paced and challenging work environment.
- Must be able to work in a variety of weather conditions.
- Loud working environment caused primarily by animal noises such as barking.
- Frequent exposure to fumes, dust, both chemical and animal odors, cleaners, disinfectants, and other irritant chemicals.
- Exposure to both animal dander and hair from dogs, cats, and other small mammals.
- Subject to on-call during non-working hours.
- Human Rabies immunizations are required as a condition of employment unless waived for religious or medical reasons.

Classification Status

(CC 07/22/08), (HR 07/04/10), (CC 07/29/12), (HR 12/14/16), (HR 05/22/22), (HR 09/11/22), (HR 03/12/23), (HR 09/10/2023), (HR 09/08/2024), (HR 03/13/2025).

As provided under Classification and Compensation Ordinance 8064, Section 2.2, General purpose and typical duties summarized are only illustrative of work customarily assigned and performed. Typical requirements shown may be more specifically defined by additional job analysis.

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City of El Paso Animal Care Attendant

CLASS CODE	22380 GS 047	SALARY	\$17.46 - \$25.15 Hourly
			\$1,396.98 - \$2,011.66 Biweekly
			\$3,026.80 - \$4,358.59 Monthly
			\$36,321.58 - \$52,303.08 Annually
ESTABLISHED DATE	November 18, 2007	REVISION DATE	March 13, 2025

Minimum Qualifications

Education and Experience: High School Diploma or GED.

Licenses and Certificates: Valid Texas Class "C" Driver's License or equivalent from another state by the date of appointment.

General Purpose

Under general supervision, performs simple tasks caring for impounded animals and assisting with the daily husbandry of animals. Serves as a first point of contact for incoming and outgoing animals.

Typical Duties

Cares for impounded animals. Involves: feeding and giving water to animals according to schedule. Cleaning and disinfecting cages, pens, and yards. Disinfecting equipment and instruments used. Moving, pairing, and providing enrichment to animals. Logs in impounded animals and monitors quarantined animals daily. Assists the public in identifying and redeeming pets. Assist in identifying sick, injured, or diseased animals; identify and contact appropriate staff and follow veterinarian instructions. Transfers animals between holding areas. Records information according to instructions, such as vital statistics, diet, weight, medications, food intake, license number, and behaviors. Dips and grooms' animals as directed. Assists in the performance of humane animal euthanasia by ensuring safe and humane handling of animals during the procedure. Disposes of animal carcasses. Aids in preparing and delivering animal brains for rabies examination. Performs general custodial and maintenance duties. Transport animals to various locations as needed.

Receive and impound animals. Involves: determines breed, sex, and temperament to place animals in appropriate kennel area; records, inputs, and updates animal information into a computerized database; generates necessary impound cards and forms.

Responsible for providing excellent customer service. Involves: Notifying owners when animals have identification; placing phone calls; preparing and sending notice of impoundment. Interacts with the public on a daily basis.



regarding protocols and operations questions. Assists clients in the adoption or reclaiming of animals; prepares necessary forms. Works with volunteers assigned to the intake areas.

Assist the community programs with adoptions and fosters, at the shelter and off-site locations. Involves: reviewing adoption and foster applications submitted by the public based on written guidelines; receiving adoption fees and updating the software system with information necessary to complete the adoption experience. Other tasks include submitting paperwork, scheduling surgery appointments, taking photos and videos of adoptable pets, assisting in adoption and foster events, and other administrative work. Performs other duties as assigned.

Knowledge, Skills, and Abilities

- Application of good knowledge of animal behavior and deviations from normal animal behavior.
- Application of good knowledge of customer service principles for dealing tactfully with customers and the general public.
- Application of good knowledge of handling and husbandry of animals under adverse conditions.
- Ability to communicate clearly, both verbally and in writing.
- Ability to establish and maintain effective working relationships with supervisors, employees, and the general public.
- Ability to follow instructions.
- Ability to thrive in a fast-paced and challenging work environment.
- Ability to perform other duties when necessary to ensure continuity of operations.
- Ability to lift and/or carry heavy or bulky items, materials, or supplies weighing up to 50 pounds.

Other Job Characteristics

- Functions in an animal kennel where there is regular and frequent potential for exposure to animal bites, scratches, and infectious or zoonotic diseases.
- Must be able to cope with the death of animals due to surgical complications and/or euthanasia.
- Must be able to work under stressful conditions.
- Must be able to assist and be present during surgical situations.
- Must be able to work in potentially extreme environmental temperatures.
- Frequent loud working environment caused primarily by animal noises such as barking.
- Frequent exposure to fumes, dust, chemical odors, and animal odors.
- Frequent exposure to cleaners, disinfectants, and other irritant chemicals.
- Frequent exposure to animal dander and hair.
- Frequent interaction with the public via telephone and in person.
- Handle intractable animals under adverse and potentially hazardous conditions.
- Exposure to both animal dander and hair from dogs, cats, and other small mammals.
- Exposure to humane euthanasia due to surgical complications or animal behavior.
- Subject to on-call during non-working hours.
- Human Rabies immunizations are required as a condition of employment unless waived for religious or medical reasons.

Classification Status

(CC 11/20/07), (HR 07/04/08), (HR 08/23/11), (CC 07/29/12), (HR 08/01/12), (HR 12/14/16), (HR 05/22/22), (HR 09/11/22), (HR 03/12/23), (HR 04/21/23), (HR 09/10/23), (HR 09/08/2024), (HR 03/13/25).



As provided under Classification and Compensation Ordinance 8064, Section 2.2., General purpose and typical duties summarized are only illustrative of work customarily assigned and performed. Additional duties may be assigned based on operational needs



RULE 5

Application and Promotional Process and Lateral Transfer Process

Section 1. Filing of Applications.

Except as otherwise provided for herein, applicants for all positions, must file an application with the Human Resource Department not later than the date specified in the job posting and in the manner prescribed in the job posting.

The Human Resources Director, subject to appeal to the Commission, will refuse to examine an applicant, or after examination to certify him as eligible and will remove his name from the eligible list for any of the following reasons, in each case to be fully documented:

- (a) He is found to lack any of the minimum requirements established in the classification for the position and grade for which he applies; or
- (b) He has been convicted of a felony, or a misdemeanor within seven (7) years from date of conviction, end of parole, or release from prison, which is determined to be job related to the position sought; or (Amended 8/25/09, 11/2/10)
- (c) He is found by the Commission to have committed any act, either while in the service of the City or otherwise, or to have any deficiency or disqualification which, in the judgment of the Commission, would be sufficient to constitute a just cause for discharge from the Civil Service as defined in Article VI, Section 6.13-3 of the Charter.

Section 2. Appeals from Disqualification from Examination.

a. Applicants who are disqualified from taking an examination may appeal to the Civil Service Commission provided they appeal within three (3) working days from the date of the notice. The three (3) working day period begins the date the notice was emailed. Individuals who appeal must file a written rebuttal in a format prescribed by the Human Resources Director. If the applicant fails to update their contact information or respond within the timelines set, no further action will be taken. (Amended 8/21/07, 8/25/09, 9/17/13)

b. Untimely appeals will not be accepted.

c. If the examination is held before the appeal is heard and determined by the Commission, the Human Resources Director may allow the applicant to take the examination conditionally pending the Commission's determination. If a conditional applicant fails to achieve a passing grade on an examination, the appeal shall be administratively dismissed and the appeal will not be forwarded to the Commission and no further action will be taken. (Amended 8/25/09)

Section 3. Frequency and Examination.

Examinations will be given whenever needed to fill a vacancy for which an adequate list does not exist. (Amended 12/11/84, 1/24/89, 8/21/07)

Section 4. Eligibility.

A person is eligible to take promotional examinations after actual service in a regular position for six months and when he fully meets the qualifications for the class as specified in the job description. The six months of actual service will be deemed to have been met if the employee successfully completes the six months of service by the date the first component of the examination is administered, and the employee is recommended for regular status. (Amended 10/21/97, 8/21/07, 8/25/09, 9/17/13)

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Section 5. Seniority and Efficiency Points

Seniority points will be awarded to the score of City Employees provided that the minimum passing grade is achieved on the examination or evaluation. City Employees may receive a maximum of five additional points that can be added to their score for seniority points. (Amended 3/6/12, 3/7/17)

Section 6. Special Credit

Ratings for Veterans

A veteran, who has obtained a passing score, shall have his rating on an original entrance examination advanced five points. A veteran is defined as any person who has served on active duty in the Armed Forces of the United States, or any division thereof, including the Coast Guard, for a period of 180 days and presents a DD 214 indicating an honorable discharge from said service. (Amended 8/21/07, 8/25/09)

- a. To qualify for an additional five-point increment based on disability, such disability must be at least 30 percent, certified by the most recent letter from the Veteran's Administration. (Amended 8/21/07)
- b. Nothing in this provision will be construed to authorize or direct the placing of the name of any person on any eligible list who does not meet the physical standards set by the Human Resources Director for the position for which the eligible list has been created.

Section 7. Penalty for Deceit in Examination.

Where deceit in an examination is alleged, and the examinee denies the fact of deceit, or if the examiner in charge of the examination believes extenuating circumstances to exist, the examinee will be permitted to finish the examination, and a full report shall be submitted immediately to the Human Resources Director, who will conduct an appropriate investigation. Should the Director find that the applicant engaged in deceitful conduct in connection with the examination, the applicant will be disqualified. (Amended 8/21/07, 9/17/13)

Section 8. Duration of Eligible Lists.

The Human Resources Director will compile lists of eligible promotional candidates for job classifications and maintain them as necessary and appropriate. Eligible lists other than reinstatement and transfer lists will normally expire 6 months from the date they are certified unless extended by the Human Resources Director.. (Amended 1/24/89, 8/21/07, 9/17/13)

Section 9. Removal from the Promotional List of Persons Permanently Separated from Service.

The names of persons permanently separated from the service on account of resignation, discharge or other cause, will be removed from all promotional applicant lists by the Human Resources Director.

Section 10. Removal from Lower List if Appointed from Higher List.

Regular employees whose names are on promotional eligible lists of different grades or lists with different salary schedules will be removed from the lower grade promotional eligible lists or promotional lists with a lower salary schedule upon promotion to a higher grade position or one with a higher salary schedule. (Passed 3/28/91 and Amended 8/21/07)

Section 11. Required Licenses or Certificates

All employees who are required to have a license or certificate as a condition of employment shall maintain such licenses or certificates in a current status as long as their job specification requires it. Failure to maintain or obtain such license or certificate as required by the employee's job specification shall constitute just cause for disciplinary action as described in Rule 8. (Passed 8/25/09)

REVISED 1/20/15; 11/15/16; 3/7/17; 9/19/17; 11/28/17

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Section 12. Transfer to Same Class and Grade.

Whenever an employee in any department of the City wishes to transfer to a position in another department, the employee must be recommended by the transferring department and must have not been disciplined or placed on a performance improvement plan in the last 12 months. Employee shall retain his grade and pay rate, provided: (Amended 7/31/07, 8/25/09, 9/17/13)

- a. The position is in the same class and grade as the one from which transfer is made; or
- b. The employee has been performing services substantially similar in nature and having similar requirements as to education and experience to those of the new position, as determined by the Human Resources Director. Seniority credit where applicable will be given to the employee for the number of years he has been performing similar work in the former department. (Amended 2/1/94 and 7/31/07)

Section 13. Transfer During Probationary Period.

- a. In order to have a request for a transfer approved, a person must have completed a probationary period in the class to which transfer is being requested, except as provided in paragraph b.
- b. In cases where a position is abolished, a transfer request may be made by either the employee or the City. In such cases, a transfer may be approved while the employee is still serving in a probationary period for the class to which transfer is requested, provided that the balance of the employee's probationary period not yet served be retained by the employee in the new department, and that the rules regarding transfer and the order of certification and all provisions regarding transfers are met. (Passed 1/2/85) (Amended 9/13/05)





ADMINISTRATIVE POLICIES AND PROCEDURES

Policy: Applications and Appeals Policy

Creation Date: October 18, 2011

Revision Date: August 5, 2013; May 30, 2015

Prepared By: HR Department

Approved By: City Manager

Legal Review: Elizabeth Ruhmann

DESCRIPTION: APPLICATIONS AND APPEALS POLICY

I. POLICY

It is the City's policy to allow all interested job seekers to apply for available positions and to provide a method for appealing a disqualification determination, pursuant to the procedures set forth in this policy.

II. PROCEDURES

A. Acceptance of Applications

1. The Human Resources Director or Designee will establish a filing period to accept applications for a particular position
 - a. All job seekers must complete an application for a particular position through the City's online application system.
 - b. A filing period with a specific closing date may be established for a job posting.
 - c. When the need exists for a limited number of applicants, the filing period will only remain open until an adequate number of applications have been received.
 - d. When necessary to fill positions for which there is a constant need for qualified applicants, or for hard to fill positions, the Human Resources Director may establish an open filing period and accept applications for employment on a continuous basis until all anticipated vacancies are filled, or the need for accepting and processing of applications no longer exists.

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B. Review of Applications

1. **Human Resources Director:** As required, the Human Resources Director or designee will review applications and identify candidates based solely on qualifications.

The Human Resources Director will permit education to substitute for experience as stated in the Equivalency Guidelines. Experience will be counted from the first day of entry into a qualifying job, to the day of the first component of the examination for which they have applied.

2. **Hiring Official:** When requested and as appropriate, applications may be referred to the hiring official to pre-screen.

C. Disqualification:

1. The Human Resources Director will refuse to examine an applicant, or after examination refuse to certify the applicant as eligible and will remove the name from the eligible list, for any of the following reasons, in each case to be fully documented:

- a) **Lacks Minimum Qualifications:** The applicant lacks the minimum qualifications established in the classification for the position:

- Applicants lacking three (3) months or less of the required job related work experience at the time of list promulgation may be placed on the eligible list. However, applicants lacking the required experience will not be certified for the appointment until after it is determined by the Human Resources Director that they have met the minimum experience required. Applicants may be asked to provide additional details concerning current or past work experience.

- b) **Criminal History:** The applicant has a criminal history within the seven (7) years preceding the date the application was submitted, which is determined to be job related to the position sought. For purposes of this subsection, criminal history includes conviction of a felony or misdemeanor. Additionally, the dates of release from prison, probation and/or parole for the relevant convictions will be evaluated and factored into the determination. *All applicants for Public Safety positions may be subject to more stringent criminal history standards deemed to be job related by the respective department or as required by regulatory agencies, or;*

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- c) Dismissed from Public Service: The applicant has been dismissed from public service (to include City employment) for delinquency or misconduct, which is determined to be job-related to the position sought.

D. False Statement on Application

1. Any false statement knowingly made by an applicant in an application for admission to an examination or any other fraudulent conduct related to the application process will cause the Human Resources Director to:
 - a) Exclude the applicant from such examination;
 - b) Remove the applicant's name from any eligible list;
 - c) Remove the applicant permanently from the position if the applicant has secured appointment from such examination; and/or
 - d) Exclude the applicant from consideration for any City position for a period of two (2) years from the date the falsified application was submitted or discovered, whichever is later.

E. Appeals from Disqualification:

1. Appeals for disqualification from taking an examination, or from not being certified after examination, or from being removed from an eligible list, may be submitted as follows:
 - a) Regular Employee: A regular employee may file a written appeal to the Civil Service Commission. The appeal must be filed within three (3) working days on a form prescribed by the Human Resources Director. The three (3) working days period begins the date the notice was emailed to the applicant. Late appeals will not be accepted.
 - b) Original Applicant: With the exception of C.1.(b) above, Criminal History, which applicants may file a written appeal to the Civil Service Commission in the form and manner described, original applicants who are not regular employees may file a written appeal to the Human Resources Director. The appeal must be filed within three (3) working days on a form prescribed by the Human Resources Director. The three (3) working days period begins the date the notice was emailed. Late appeals will not be accepted.
 - c) Appeal Form: Applicants may obtain an appeal form by visiting the Human Resources Department website or office.

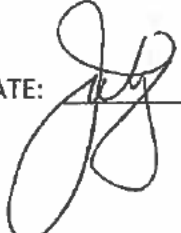


- d) **Timeline:** Untimely appeals will not be accepted. If the employee or applicant fails to update their contact information or respond within the timelines set, no further action will be taken.
- e) **Administrative Dismissal:** If the examination is held before the appeal is reviewed, the Human Resources Director may allow the applicant to take the examination pending the disposition of the appeal. If the applicant fails to achieve a passing grade on the examination, the appeal shall be administratively dismissed.
- F. **Application Retention and Reuse:** Applications and/or supporting documentation filed with the City will become the property of the City. Applications for one examination will not be used for any other or later examinations.
- G. **Contact Information:** An applicant may update contact information by logging onto their Personal Account Profile. All applicants have the responsibility to update their Personal Account Profile through the City's online application system with any changes in their contact information.
- H. **Non-Disclosure of Examinations:** Examination questions, and answers to test questions that do or may reveal examination questions, are exempt from public disclosure under the Texas Public Information Act (the "Act"). Accordingly, requests for a copy of the examinations and/or such examination answers will be denied pursuant to the relevant provisions of the Act.

APPROVED BY:

FOR 
TOMAS GONZALEZ, City Manager

DATE:

 14, 2015

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ADMINISTRATIVE POLICIES AND PROCEDURES

Policy ID: Promotional Process Policy

Date: October 18, 2011

Revision Dates: August 5, 2013; May 30, 2015

Prepared By: Human Resources Department

Approved By: City Manager

Legal Review: Elizabeth Ruhmann

DESCRIPTION: PROMOTIONAL PROCESS POLICY

The City of El Paso has guidelines for the promotion and internal recruitment of its employees. Many City positions are open to City employees before they are advertised, if at all, to the public. The purpose of this policy is to outline the requirements for the City's promotional and internal recruitment process.

I. DEFINITIONS:

Regular Employee: A classified employee who has completed an original probationary period.

II. PROCEDURES:

A. Promotion within City or Department: Examinations for promotional positions will be open to all regular employees.

1. City-Wide-Recruitments: Upon request of a Department Head, City-wide examinations may be limited to current regular city employees, so long as it is anticipated that there is a minimum of three (3) qualified candidates.
2. Department-Only Recruitments: Upon request of a Department Head, promotional examinations for promotional positions may be limited to employees presently working within the requesting department, so long as it is anticipated that there is a minimum of three (3) qualified applicants.

B. Eligibility and Qualifications:

1. Regular employee: A regular employee in the classified service is eligible to take a promotional examination:



- a) after successfully serving in a regular position for six (6) months; and
- b) upon fully meeting the qualifications of the position as specified in the job specification

2. Leave of absence: If otherwise qualified, a regular employee on leave of absence, or on a reinstatement list as a result of involuntary separation, through no fault or delinquency on his part, is eligible to take a promotional examination.

3. Effect of Demotion: An employee who is demoted for disciplinary reasons is ineligible to take a promotional examination within two years of the effective date of the demotion.

C. Voluntary Removal during Probationary Period:

- 1. First 30 Days: A regular employee who voluntarily seeks removal from a promotional position during the first thirty (30) working days of the probationary period is eligible to take a Civil Service examination for which he is qualified.
- 2. After 30 Days: A regular employee who voluntarily seeks removal from a promotional position after thirty (30) working days is not eligible to take any Civil Service examination for a period of twelve (12) months from the date of removal.
- 3. Placement: The employee will be placed in his former position if it is vacant. If the former position is not vacant, the Human Resources Director will attempt to place the employee at an equal or lower graded vacant position for which he is qualified. The refusal of an employee to accept an offer of placement to fill a vacancy will result in the employee being laid off and placed on a reinstatement list.

D. Involuntary Removal during Probationary Period:

- 1. A regular employee who is unsuccessful in completing a promotional probation is ineligible to take any Civil Service examination for a period of twelve (12) months from the date of removal.
- 2. Placement: The regular employee will be placed in his former position if it is vacant. If the former position is not vacant, the Human Resources Director will attempt to place the employee at an equal or lower graded position for which he is qualified. The refusal of an employee to accept an offer to fill a vacancy will result in the employee being laid off and placed on a reinstatement list.

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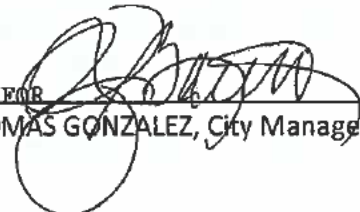
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E. Limited Placement Following other Causes for Removal during Probationary Period:

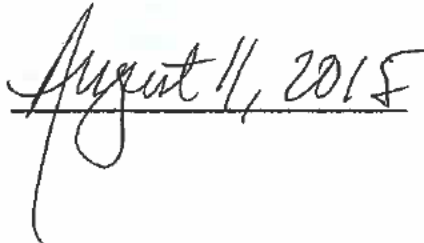
1. A regular employee who is unsuccessful in completing a probationary period for reasons other than those described in Sections II.C., (Voluntary Removal during Probationary Period), and II.D, (Involuntary Removal during Probationary Period), will be placed pursuant to Section II.E, above.
2. If unsuccessful in the first placement, the regular employee will be laid off and placed on a reinstatement list.
3. A nonexclusive example of a removal under this section is an employee who is laid off due to a lack of funding.

F. Internal Recruitment: When appropriate, the City may open an internal recruitment for a particular position, to otherwise ineligible employees, which may include, for example, employees who are temporary, provisional, unclassified, and grant funded, as well as to interns and vocational office education students.

APPROVED BY:


FOR _____
TOMAS GONZALEZ, City Manager

DATE:



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