

**CITY OF LOS ANGELES
PERSONNEL DEPARTMENT**

**INTERVIEW PROCESS
CANDIDATE GUIDELINES**

INTERVIEWS The names and titles of the interviewers will be presented to you for your review at the time you check in for your interview. If you know an interviewer and believe that you could not receive a fair and impartial rating because of this relationship, tell the examination analyst or proctor immediately. The interviewer may only be excused from your interview.

INTERVIEW QUESTIONS Candidates are strongly discouraged from discussing the questions asked during an interview with or around other candidates. During the interview process you are evaluated in comparison to the other candidates. Many City examinations have several days or weeks of interviews. In addition, candidates may also be granted a late interview after all the scheduled interviews have concluded. Therefore, until the examination results have been approved by the General Manager of the Personnel Department, do not discuss the interview process or the interview questions with or around other candidates, as this may give other candidates an advantage in the examination.

CONTACTING INTERVIEWERS If you attempt to contact an interviewer at any time regarding your interview, you will be disqualified for this examination.

SUPPLEMENTAL MATERIALS During your interview, do not display to the interview panel work samples, resumes, and/or references unless you have been told to do so by the Personnel Department. This includes performance evaluations, reports, drawings, brochures, letters of recommendation, etc. Interviewers have been told to disregard such materials displayed to the interview panel by candidates.

INTERVIEW TAPING Any taping of the interviews by the candidates or anyone else is improper and not allowed. If you tape, or try to tape the interview, you will be disqualified from this examination. You will also be subject to disqualification from all examinations in progress, from all eligible lists, and from taking future examinations with the City of Los Angeles for a period not to exceed five years.

REVIEW PERIOD During the two working days following your interview, you may file a protest on the way your interview was conducted and/or the competency of the interviewers. This review period is the only time protests will be accepted about the way the interview was conducted, the questions asked by the interviewers, and the interviewers' qualifications. Protests must be in writing and must state the reason(s) for the protest, including what happened and what remedy you believe would be appropriate. Since granting a protest may result in re-interviewing all the candidates, clear evidence of impropriety is required. A protest that is timely and supported will be reviewed by the staff. Any disagreement with the staff's recommendation may be appealed to the Civil Service Commission.

If you do not support your concerns, or if you submit your concerns after the two-day time limit, they will not be reviewed. The General Manager of the Personnel Department will make the final decision on all such claims and the Civil Service Commission will not hear appeals on the General Manager's decision.

A written protest must be filed in the Examination Review Room, at the City Personnel Department Building, 700 East Temple Street, Room 130, from 12:00 to 4:00 p.m. or submitted by fax to the Central Services Section at (213) 473-9466.

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GRADER COMMENTS ON INTERVIEWS, ESSAYS, PROBLEMS, AND/OR PERFORMANCE TEST In the past, an examination analyst was available to provide candidates with paraphrased comments made by interview, essay, and/or performance test graders. On April 8, 1994, the Board of Civil Service Commissioners determined that this service would no longer be provided to candidates due to decreased staffing.

INTERVIEW SCORING Prior to all examination interviews, an examination analyst develops and provides rating sheets to the interviewers. These rating sheets describe the qualifications to be evaluated during the interviews. The factors stated on the rating sheets were identified through an analysis of the jobs and were determined to be the most important areas in which to evaluate the candidates' qualifications.

After an interview concludes, each interviewer independently assigns one interview score, which reflects that interviewer's evaluation of your overall qualifications based on all the rating factors. The interview scores are then averaged to yield your final score in the interview portion of the examination.

Interview scores generally fall into one of the four broad ranges identified below:

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| Outstanding | A score from 90-100 reflects that your qualifications were evaluated to be consistently strong and that you are among the highest qualified candidates. |
| Good | A score from 80-89 reflects that the interviewers evaluated your qualifications as well qualified. |
| Satisfactory | A score from 70-79 reflects that your overall qualifications were acceptable as presented but may require further development. |
| Below 70 | A score below 70 reflects that your qualifications in one or more of the rating factors need additional levels of development in order to be considered for the job. |