

Exams

Exam results are valid for a period of six months. Applicants are never given the answers to exam questions. Applicants may not remove any part of the exam from the office or test site and may not make any copies or make any notes. Candidates who do so will be disqualified and may be prosecuted.

Summary

This information has been provided to assist you in understanding the selection process for City of Madison positions. *Note: Nothing in the brochure shall serve to modify official documents, union contracts, or City of Madison Ordinances.* If you need further information or clarification, please contact the Human Resources Department, 210 Martin Luther King, Jr. Blvd., Room 501, Madison, WI 53703, (608) 266-4615.

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER

Department of Civil Rights
City-County Building, Rm. 523
210 Martin Luther King, Jr. Blvd.
Madison, WI 53703
General Office: (608) 266-4910
FAX: (608) 266-6514
E-mail: dcr@cityofmadison.com
Website: www.cityofmadison.com/dcr

Human Resources Department
City-County Building, Rm. 501
210 Martin Luther King, Jr. Blvd.
Madison, WI 53703
General Office: (608) 266-4615
FAX: (608) 267-1115
Job Opportunity Line: (608) 266-6500
E-mail: hr@cityofmadison.com
Website: www.cityofmadison.com/jobs.html

Getting a Job with the City of Madison

Important:
Please read before applying

City of Madison Department of Civil Rights

DCR

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Lucía Nuñez, Director
210 Martin Luther King, Jr. Blvd., Rm. 523
Madison, Wisconsin 53703-3346
(608) 266-4910 (Voice)
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If you need an accommodation in order to access this service or need materials in Braille, large print or an alternate format, please contact our office.

Recruitment

The City places ads in the Sunday edition of the Wisconsin State Journal, as well as many other local newspapers. Our jobs are listed with Wisconsin State Job Service and advertisements are on Madison City Channel. We offer a 24-hour Job Opportunity Telephone Line: (608) 266-6500, a website at www.cityofmadison.com/employment and jobs are posted at all Madison Public Libraries.

Civil Rights Recruitment Specialist

The Civil Rights Recruitment Specialist is available to work with affirmative action group members seeking employment with the City of Madison. Services provided to the public include: career counseling, resumé development, interviewing techniques, follow-up support and client advocacy. Applicants are strongly **encouraged** to contact Harper Donahue, the Civil Rights Recruitment Specialist, at (608) 266-6511.

Applying for Positions

Applications are accepted only when a recruitment effort is being conducted. All applicants must complete a formal City of Madison Job Application Form. A resumé is a welcome addition, but cannot replace the formal application document.

Critically read and review the job announcement prior to filling out an application. Carefully review the items found in the following sections:

- ◆ General Responsibilities;
- ◆ Examples of Duties and Responsibilities;
- ◆ Knowledges, Skills and Abilities; and
- ◆ Training and Experience.

Applications must be received in the Human Resources Department by the closing date and time listed (4:30 p.m.). Late applications **WILL NOT** be considered—even if late by a few minutes.

After the closing date, applications are reviewed to determine those that meet the minimum job qualifications. Those who do, may be invited directly to an interview process or required to participate in an exam process. Exams take many forms. They may be multiple-choice, essay, performance or oral panel processes.

Examination scores, in addition to some union procedures, will dictate how candidates are ranked and how many candidates are allowed to go to the department for an interview.

To prepare for an exam, read the job announcement and particularly review the “Knowledges, Skills and Abilities” section. Test items typically are created from this area. Your local public library offers books on studying for civil exams in a variety of areas from unskilled to clerical and technical positions.

The Interview

Preparing for the Interview:

- ◆ **Research the agency before the interview.** Thorough research will reveal what positions are available and what type of employee the Department/Division wants. Network with people already working at the agency; call professional organizations the agency is associated with, and ask people you know who work at the Department/Division about their experience.
- ◆ **Know the questions.** Be prepared for common questions such as, “Tell me about yourself.” Approach this from the employer’s point of view. Ask yourself, “If I were hiring someone for this position, what would I want to know?” Then answer those questions. And be ready for tough ones, too. Think of the most difficult questions you could be asked about your experience and abilities, then prepare positive responses.

- ◆ **Know your job history.** Mentally review your past achievements and be prepared to describe your work experience in detail. Gather letters of reference and samples of your work to present to the interviewer as proof of your past accomplishments. Practice describing your experience in terms of your responsibilities and accomplishments at each job.
- ◆ **Communication skills.** Be prepared to talk with confidence and expertise about who you are and why you're the best fit. Practice the basics of communication before going to the interview, listening and responding and not talking over the other person. At the same time don't be dull or fear showing enthusiasm.
- ◆ **Know yourself.** Mentally review the skills and character traits you have that will help you secure the job. Think in terms of the value you can add to the position and the agency.
- ◆ **Grooming.** Clean hair and fingernails are essential. Hair should be styled conservatively. Avoid excessive make-up, jewelry or cologne.
- ◆ **Punctuality,** Do whatever it takes to arrive a few minutes early. If necessary, drive to the Department/Division the night before and time yourself. Allow extra time for traffic, parking and slow elevators.
- ◆ **Enthusiasm and eye contact.** Show your enthusiasm by making eye contact and keeping an interested expression. Nod and gesture in moderation; excessive body movement can distract and annoy the interviewer.
- ◆ **Body language.** Send the right message by standing straight, moving confidently, and sitting slightly forward in your chair.
- ◆ **Articulate needs and desires.** Agencies are hiring because they either need to solve problems or have opportunities that require more employees, which is why the best applicants are those who can articulate how their experience is best for the particular position.
- ◆ **Maintain professionalism throughout the interview.** Applicants often commit faux pas that can be excused among friends but that make them less desirable to interviewers. Examples of unprofessional actions include sharing personal information not relative to the job or making negative comments about a former employer.
- ◆ **Negative statements about previous jobs or employers.** NEVER make them. Be diplomatic. No matter how bad your last job or boss was, focus on what you gained from the experience - emphasize the positive!

During the Interview:

- ◆ **Treat the receptionist with respect.** The first person that you meet is usually a receptionist, this is also the first impression you'll make. Often, the receptionist will usher you into your interview. The receptionist has the power to pave your way positively or negatively before you even set eyes on the interviewer.
- ◆ **Communication skills.** Good grammar and articulate speech are essential. If this is an area where you're weak, work on it. Practice on your family, practice in front of a mirror, record your voice, take classes – do whatever it takes to become a more effective communicator.
- ◆ **Handshake.** A firm handshake is appropriate and projects confidence. Make eye contact when you shake.

After the Interview:

Send a thank-you note or letter to every person on your interview panel. In your letter, be sure to summarize a few key points from your interview and re-emphasize the skills you would bring to the position. Thank them for their time and encourage them to contact you if they would like to further discuss your qualifications or need you to provide them with any additional information that can be of use to them in their decision making process.

It is imperative that you are honest and forthright with regard to your arrest and conviction record—Applicants can be screened out for inaccurate information.

Tips

- ◆ Highlight all items that are pertinent to your experience and be sure to include those items on your application. Use key words reflecting the industry, profession and position you are seeking.
- ◆ If possible avoid leaving gaps between employment dates.
- ◆ Keep personal information to yourself - Do not put your social-network identification on your application or mention it in your interview.
- ◆ Make sure your voice mail message reflects a professional attitude.
- ◆ Use an email address with your name before the @ sign, from a professional email address provider.
- ◆ Proofread Application - Proofread, proofread, and then proofread. Correct punctuation, spelling, and grammar are vital to the impression your application will make. Also, proofread for typographical errors and ensure accuracy with all biographical and accomplishment-based information.
- ◆ If there is a change in your contact information (address, phone number) notify Human Resources immediately.

Frequently Asked Questions

- Q.** After I file an application, how long will it be before I hear anything?
- A.** You should receive written notification regarding the status of your application within two weeks of the job closing date.
- Q.** Can I take a Civil Service Test for the City?
- A.** The City doesn't have a standard civil service exam. Many of our positions require testing, but these tests are very job specific and are administered after a person files an application for an announced opening.

- Q.** I have a disability and need a reader for a test. What should I do?
- A.** There is an Occupational Accommodations Specialist who can assist you with the test accommodations process. The Occupational Accommodations Specialist can be reached at (608) 267-1156.
- Q.** Will I be notified even if I'm not going to be considered for the position?
- A.** ALL applicants are notified by mail of their status in the selection process.
- Q.** I can't make it to my scheduled test; can I have an alternate date/time?
- A.** If it is a written test, only in the case of a documented emergency will the request be considered. A conflict of work hours is not included as an emergency. If it is an oral board interview or performance exam, no reschedules are offered.
- Q.** Can I get a job with the City of Madison even though I have a criminal record?
- A.** Yes. However an agency may deny you employment if you are “subject to a **pending criminal charge and the circumstances of the charge substantially relate to the circumstances of the particular job.**” (MGO 39.03(8)(i)3a).

Veterans Points

Applicants who claim veterans points must have service within the targeted dates listed on the back of the application form. A DD214 form must be included or status will not be recognized. Ten points are given to those applicants who successfully pass the exam.

Disability Veterans Points

Fifteen points or more are available if an applicant is a disabled veteran and has a document stating the percent of their disability. No points are given if there is no approved documentation. Again, these points will only be assigned to applicants who pass an exam. They may not be added to help someone pass the exam.