COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

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MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

September 8, 2005

To: Each Supervisor

From: Michael J. Henry
Director of Personnel

Subject: **REPORT ON COUNTY CLERICAL NEEDS**

On June 20, 2005, your Board, on a motion by Supervisor Burke, directed the Director of Personnel to address the County-wide shortage of clerical staff, including deployment, recruitment and retention and the continuing need for clerical support at the Department of Children and Family Services (DCFS).

Recruitment for County-wide classifications, such as clerical, are typically conducted centrally by the Department of Human Resources (DHR). DHR has been very active in the recruitment and examining of clerical positions, and work closely with departments on their clerical needs. When clerical positions are open for filing the job bulletins are sent to a wide variety of organizations including: minority, schools, community-based, libraries, other governmental jurisdictions, employment development offices, etc. Additionally, bulletins are made available at job fairs attended by the Department and are posted on the DHR website.

Our recruitment efforts have proven to be very successful as evidenced by the large volume of applications we received during the past year for the examination of the Intermediate Clerk (IC) – Light Typing, Intermediate Clerk, and Intermediate Typist Clerk (ITC). These three examinations resulted in approximately 10,000 applicants, and there are currently over 2,000 eligible candidates available on these lists. To assist candidates in passing the written test for these examinations, the DHR website has study guides available, as well as an Interactive Online Test Preparation System.

We have provided DCFS with eligible lists to fill their remaining clerical vacancies, which are primarily in the North County area. Additionally, we have offered to assist them in contacting candidates on the eligible clerical lists. DCFS has been actively contacting these candidates.

Additionally, to address departments' specific clerical needs, specialty clerical exams have been conducted. The Department of Health Services (DHS) is currently conducting the ITC and IC examinations for the Harbor-UCLA Medical Center and the Martin Luther King/Drew Medical Center. We have worked with DHS-HR to assure a wide dissemination of these bulletin announcements. DHR is also conducting a specialty exam for Intermediate Clerk/Nursing Unit Clerk, which addresses needs in the hospitals.

To ensure a continuing availability of qualified candidates, we reopened the Typist Clerk and Intermediate Typist Clerk examinations on September 6, 2005. We will continue to assist departments in filling their clerical vacancies.

If you have any questions, please contact me or Susan Toy Stern, Chief Deputy Director at (213) 974-2631.

MJH:STS
NA:smh

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Director, Department of Children and Family Services
Director, Department of Health Services

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