



CAREER SERVICE AUTHORITY

New Hiring Practice for ASA Positions Supervisor FAQ's

As of February, 2011, job openings within the Administrative Support Assistant (ASA) job series will no longer be posted individually. Tests will be administered once a posting opens for the entire ASA job series. CSA will test and qualify candidates for every level within the job series so lists of qualified candidates will always be available to hiring managers.

Frequently Asked Questions:

How can I be sure I have a fresh list of candidates?

The ASA series will be posted as needed each year and candidates must reapply each time to indicate interest and take the opportunity to update skills. Only the most recent lists will be provided to hiring managers.

What if I require a special area of expertise for my work unit?

Candidates will be asked to indicate areas of experience on their application specific to ASA's in the City environment. You will have the opportunity to speak with the recruiter to identify options on testing before receiving a list of candidates, or testing at time of interview for a variety of special skills.

I may need to have an ASA who is skilled in a certain area, such as PowerPoint. Since not all ASA's have this skill, how can I ensure I receive a candidate with this skill when I get the list? A testing toolkit will be available for use during the interview process. CSA can test on-site or facilitate testing at the work site for specific skills, such as PowerPoint. Results will be provided upon request to aid in the interview process.

Are training classes related to the work going to be made available?

CSA is beginning to work with the Training team to provide information on areas of need Citywide. Additional information will be given as it becomes available.

Can I see how my candidate performed on the test?

Candidate scores can be sent to the hiring authority, but must be discussed with the recruiter at the time of certification to ensure a complete understanding of candidate results.

What are candidates being tested for?

Tests will emphasize customer service, targeted clerical skills and computer skills.

Computer skills are becoming more and more critical to ensuring work is completed in an efficient manner. How do we know the competency level of the list for computer skills?

All candidates have the option to test for Outlook, Word and Excel in order to be eligible for positions in the ASA series requiring these specific skills.

What do I tell the ASA's in my division about the new hiring practice?

All current ASA's were sent an email in February 2011 about the change in ASA recruiting. That email suggested that they read this [FAQ document](#), as it was developed to answer the most common questions. For additional questions, they may contact Susan Maxfield at 720-913-5616 or Liz Lightfoot at 720-944-2928.

Who will I talk to now about my ASA vacancy?

The recruiter delegated to this ASA series recruitment will contact you once an ATF is received. Your regularly delegated recruiter will still be informed when an ASA ATF comes in for your agency, however, he/she will not be directly involved with the ASA recruitments. This will allow your recruiter more time to spend on hard to fill vacancies. For any on-call ASA vacancies, continue to send requests for lists to your recruiter.

Do the applicants know that they are being referred for my specific position?

No. It is best practice always to introduce the job while calling applicants in for interviews. Let them know the location of the job, the basic job function (customer service, data entry, assistant to high level manager ect.), hours (if abnormal), and any other unusual characteristics of the position. This way you have pre-screened the candidate for interest in the position –saving the applicants time as well as your own.

Questions about the new ASA hiring practice?

Contact [Susan Maxfield](#) at 720-913-5616 or [Liz Lightfoot](#) at 720-944-2928