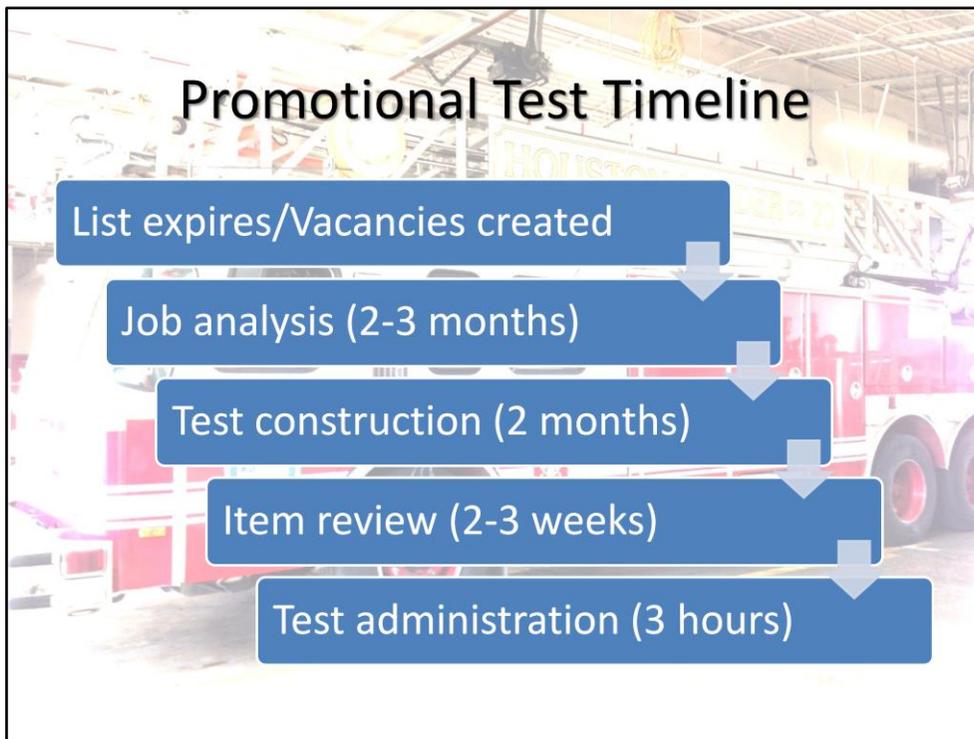




Classified Testing wants to be as transparent as possible. Members are always free to call to learn about the process or any questions regarding Chapter 143 pertaining to testing.

We are here to help HFD learn, grow, and have fair and job relevant tools to use in it's selection and promotion processes.

One can look at Classified Testing as a consultant to both HPD and HFD. We are part of Human Resources. We are not HPD nor HFD. This is beneficial as it maintains our objectivity of the process.



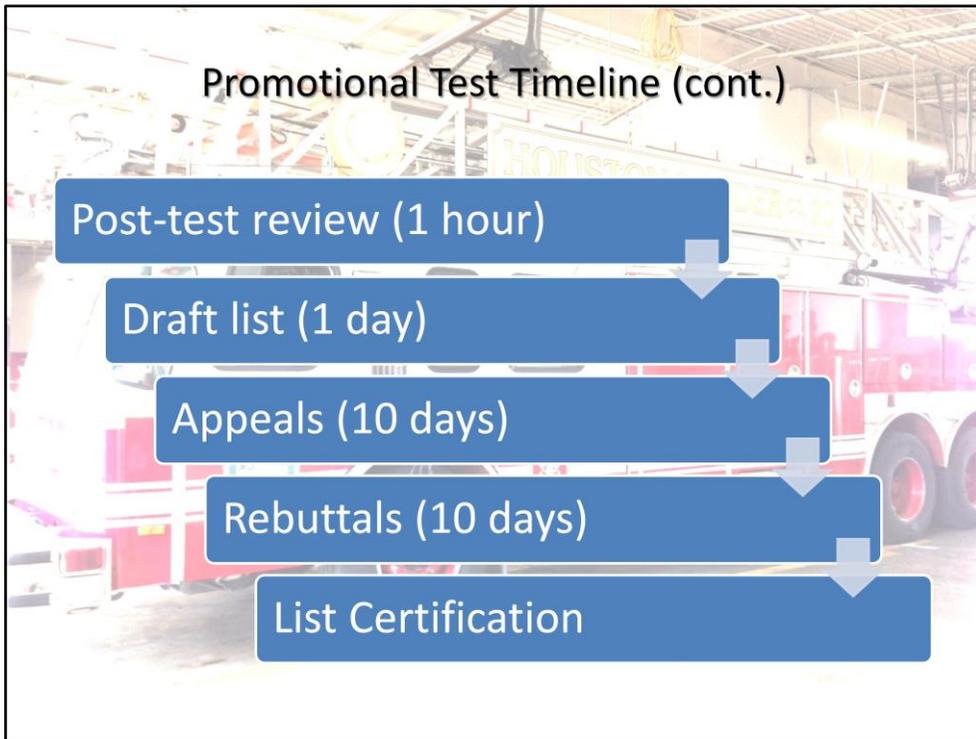
Once a list expires or a vacancy occurs, the clock starts for Classified Testing. Once the clock starts, the testing construction process begins.

First, a job analysis is conducted. This entails “ride-a-longs” with Engineer/Operators, interviews with E/O’s, surveys completed by E/O’s, and observations of E/O’s doing their daily routines.

Once all the data is collected, it is analyzed so that job tasks are identified and test items can be constructed.

When the test items are complete, they are reviewed by HFD Subject Matter Experts to ensure they are accurate and as applicable to HOUSTON FIRE as possible.

When 100 items are secured, the test is created and administered.



After the exam, there will be a review that last one hour.
A draft list will be produced and posted within 24 hours of the test completion time.
This rank has a 10 day appeal process as well as a 10 day rebuttal process.
Once all the appeals and rebuttals have been heard and decided, the list will go to the Civil Service Commission to be certified.

Testing Industry Standards

- Uniform Guidelines on Employee Selection Procedures (1978)
- SIOP Principles for the Validation and Use of Personnel Selection Procedures (2003)

Characteristics of a good selection test:

Fair
Job Relevant
Reliable
Valid

The two main standards Classified Testing adheres to are:

The Federal Uniform Guidelines for Employee Selection as well as the Society for Industrial/Organizational Psychologists (SIOP) Principles for Validation and Use for Selection. By using these two standards, we are able to deliver a job related and valid selection tool for promotional testing use.

The main goal of Classified Testing is to make sure your test is Fair, Job Relevant, Reliable and Valid.

We want to ensure fairness across the board which means the EXACT same reading materials are available to all applicants, the EXACT SAME amount of time to study is available to all applicants, and the same or equivalent tests and test settings are provided to all applicants. Any time there may be a problem or issue regarding source materials, Classified Testing seeks to make sure all applicants are aware of any changes. These could be changes in the Guidelines to read or problems in the text books.

Study Aide

To inform your performance of the 9 primary Job Tasks listed below:	Study Source 1	Study Source 2	Study Source 3	Study Source 4	Study Source 5	Study Source 6
	25 to Survivor, Reducing Essential Injury and LODD (Chap. 1-2, 4-7, 9, 10, 12, 14, 17-23, 25)	Aerial Apparatus Driver/Operator Handbook (Chap. 1-10)	Pumping Apparatus Driver/Operator Handbook (Chap. 1-15)	Emergency Medical Responder: 1st on Scene (Chap. 2, 3, 5, 6, 8-10, 12, 14, 17, 19-21, 25)	HFD Guidelines Volumes I, II, and III	Executive Orders and HFD Accountability Manual
1 Drive the apparatus/ ambulance to the emergency scene using the quickest and safest route.	Chapters 4, 9, and 20	Chapters 1 thru 10		Chapter 25	Vol. I-10, I-16 and Vol. II-06, II-07, II-12, II-15, II-18, II-24, II-46	
2 Inspects assigned apparatus/ ambulance to ensure proper operation and readiness of apparatus and equipment.	Chapters 2, 5, 17, and 18	Chapters 1 thru 10	Chapters 3 thru 15	Chapter 5	Vol. I-16 and Vol. II-07, II-23, II-28, II-32, II-33, II-36, II-43, II-46 and Vol. III-01	
3 Positions the apparatus/ ambulance properly at emergency scenes in order to gain efficient access to the building and maximize utilization of equipment.	Chapters 6, 7, 9, 20, 22, and 25	Chapters 1 thru 10	Chapters 4 thru 9 and 11 thru 15	Chapters 5, 12, and 25	Vol. I-16 and Vol. II-05, II-07, II-09, II-10, II-11, II-12, II-15, II-18, II-24, II-28, II-32, II-33	
4 Watches for and proactively intervenes to ensure the safety of self, personnel and citizens at the scene.	Chapters 1, 2, 4 thru 7, 10, 12, 14, and 20 thru 23	Chapters 1 thru 10	Chapters 1, 2, and 4 thru 15	Chapters 3, 5, 6, 12, and 25	Vol. I-16, I-23 and Vol. II-05, II-06, II-07, II-09, II-10, II-11, II-12, II-15, II-18, II-21, II-24, II-28, II-32, II-37, II-41, II-42, II-43, II-46 and Vol. III-01, III-09	
5 Operates and monitors apparatus/ ambulance and equipment while in use.	Chapters 2, 5 thru 7, 10, 14, 22, 23, and 25	Chapters 1 thru 10	Chapters 1, 2, and 4 thru 15	Chapters 5, 8 thru 10, 12, 14, 17, 19 thru 21, and 25	Vol. I-16, I-23 and Vol. II-05, II-09, II-10, II-11, II-12, II-15, II-18, II-23, II-24, II-28, II-32, II-33, II-36, II-37, II-41, II-42, II-43, II-46 and Vol. III-02	
6 Follows established HFD guidelines on Infectious Disease and Control when involved with patient care and apparatus/ ambulance cleanliness.	Chapters 2 and 22	Chapters 1 thru 10		Chapter 3	Vol. II-05, II-24 and Vol. III-03, III-09	
7 Collaborates and cooperates with all team members including Fire, Police, EMS, and citizens.	Chapters 1, 4, 9, 12, 20	Chapters 1 thru 10	Chapters 1, 3 thru 9, 11, 13 and 15	Chapters 2, 3, 6, and 25	Vol. I-01, I-03, I-04, I-06, I-09, I-10, I-23, I-33 and Vol. II-05, II-06, II-07, II-09, II-10, II-11, II-12, II-15, II-18, II-21, II-23, II-24, II-28, II-29, II-30, II-32, II-36, II-37, II-41, II-42, II-46 and Vol. III-01, III-02, III-09, III-10	EO 1-18, EO 1-39, EO 1-50, and Accountability Manual
8 Assists personnel on the scene by providing needed equipment from apparatus/ ambulance.	Chapters 14 and 19	Chapters 1 thru 10		Chapters 5, 8 thru 10, 14, 17, 19 thru 21, and 25	Vol. II-05, II-06, II-07, II-09, II-10, II-11, II-12, II-15, II-18, II-21, II-23, II-24, II-28, II-29, II-30, II-32, II-33, II-36, II-37, II-41, II-42, II-43, II-46 and Vol. III-01, III-09	
Estimated PERCENTAGE of questions on the Examination from this source:	9	14	16	12	42	7

1. How the source material was chosen
 1. A job analysis study was done to determine which tasks, skills, knowledge and abilities are most important to this job within HFD
 2. HFD members helped us link the most used knowledge areas, skills, and abilities (KSAs) to each of the most important tasks and then we limited the test to only those tasks that are the most critical.
 3. Current HFD E/O s then picked the source materials they thought most relevant for learning how to do these tasks. They tried to pick among the most up to date materials only, but some materials are not updated frequently.
 4. E/Os reviewed each book and marked on a matrix of tasks, and KSAs exactly which part of that book should help you learn a knowledge, skill, or ability needed to do one or more of these tasks
 5. Books that do not help you learn at least 9 KSAs and are not related to at least 1 of the top 10 tasks are excluded.
 6. Source materials that relate to more of the most important tasks, or to tasks that are performed more often, are also more represented on the exam.
2. Why source materials need to come from the Announcement and the Quartermaster
 1. We use the exact materials the quartermaster has to write the test—so the QM has the definitive copy.
 2. If the QM has a 2005 copy of a guideline in the test packet, but you pull up a 2009 copy—you will not be studying the material that we are writing the test from but you are still responsible for all the info that was in the 2005 guideline (even if it wasn't in the 2009 copy anymore)
 3. The study aide is just an aide we offer to help guide your reading of the source materials (we may have made typing errors in the aide and left out part of the source for instance...if it is on the announcement, it can still be on the test.)
3. Who to contact when you have questions about source material
 1. If you have questions about source material... start with CT because CT is using the material to write the test questions.
4. How to use the study matrix
 1. What information in Chapter X might help you learn to do task 1? How would you use the info in Chapter X to do task 1 well?
 2. Use the percentage of Qs on the exam to guide your study time (E.g. 42% of exam is from Guidelines, so study Guidelines 42% of your study time).

3. Use the matrix to help you make up practice exam questions...

Bloom's Taxonomy

Level	Skill Demonstrated	Test Item Stem
1 – Knowledge	<ul style="list-style-type: none"> Recall factual information Knowledge of dates, events, & places 	<ul style="list-style-type: none"> List the three major... What is the definition of...
2 – Comprehension	<ul style="list-style-type: none"> Grasp key meanings Apply knowledge to a different context 	<ul style="list-style-type: none"> What is the difference between... Which of the following would occur...
3 – Application	<ul style="list-style-type: none"> Use information to solve problems Apply methods, theories, or calculations 	<ul style="list-style-type: none"> Apply the concept of X to solve Y... What are the steps for completing...
4 – Analysis	<ul style="list-style-type: none"> Detect patterns Comprehend in-depth meanings 	<ul style="list-style-type: none"> Analyze and determine... Which one of the following would not...

1. How to build practice tests for yourself?

1. Use Bloom's Taxonomy or the Levels of Knowing to ask yourself questions at each level of thinking related to the job.
2. E/O s do about 15% of thinking at the knowledge level, 80% at the comprehension and application level, and 5% at the analysis level on the job—the test questions will follow a similar pattern.

2. Study tips

1. Read 3 times, once for an overview understanding, the second time to build your own test questions, and the third time to answer and verify your own test questions.
2. Each time you read, change up the order of the materials-Example: If you read the Guidelines first last time, read them third the next time.
3. Ask yourself questions that mix and combine multiple materials, topic areas, and issues. Example: given what I read about equipment needed on a ladder truck and HFD patient guidelines, if a ladder truck was sent on to a mutual aid scene that might have exposed citizens to hazardous materials—what equipment would I want to be sure was on the ladder truck to handle that?
4. Make up funny mnemonics or create interesting visual associations to help you remember technical material and procedures with multiple steps. For example, to remember the eight planets of our solar system in order from the sun, I use the mnemonic "Mary's Very Evil Mother Just Showed Up Naked" (Mercury, Venus, Earth, Mars, Jupiter, Saturn, and Neptune... Pluto is now considered an orbiting asteroid/dwarf planet).
5. Ask current EOs and Captains how they use the information you are currently studying—this will help you rehearse the information and also help you catch errors in your understanding of the information... Just be careful to ask more than one person before you decide that must be the way it really is, as opinions and experiences differ.

Now let's look at what our exam questions really look like....

Sample Test Questions

1. Regardless of any other exits provided, assembly buildings must also have a main entrance and exit that is capable of accommodating how much of the total occupant load?

- A. One-half of the total occupant load.
- B. Two-thirds of the total occupant load.
- C. All of the total occupant load.

Source: Fire Prevention: Inspection and Code Enforcement, Chapter 7, Page 119.

2. In the event of severe inclement weather or emergency situations, who issues the proclamation that would suspend non-emergency services?

- A. Fire Chief.
- B. Personnel Assignment Office.
- C. Mayor.

Source: HFD Guidelines Vol. I, Reference I-22, Section 6.07B.

3. Your supervisor makes a decision with which you disagree. Which of the following options deviates furthest from the HFD Accountability Manual?

- A. Comply with the decision and keep the disagreement to yourself.
- B. Comply with the decision, but express your disagreement to your colleagues.
- C. Comply with the decision, but express your disagreement to the supervisor in private.

Source: HFD Accountability Manual, Section Rules of Conduct, Page 39.

4. Which statement about small power distance is correct?

- A. Employees are hesitant to question their supervisor or even offer up ideas.
- B. A person's title and rank is socially significant, and greatly impacts interpersonal relationships.
- C. There is more two-way communication between those in authority and subordinates.

Source: Diversity Consciousness, Chapter 7, Page 234.

These questions are examples from the last inspector's exams (that we will never use again), but they give you a good idea of how questions are structured. Let's read over number 2 together...As you can see, some questions are near verbatim from the materials and simply ask you to recall factual information at the Knowledge level of Bloom's Taxonomy.

Now let's read over number 1 together... Questions like this one are supported by all the testing materials, but are not verbatim recall. First you have to remember that assembly buildings are special cases, and then define the total occupant load according to exit requirements (all of these facts are explained on page 119 of that source). While not verbatim, the question is entirely factual in nature and asks you to comprehend the information given and apply the code requirements to identify the correct answer.

Why questions are multiple choice and have a best or most correct answer

1. Section 143 states FD promo exams must be multiple choice and on a 100 point **scale**
2. We pick 100 items to make scoring and understanding your score easy
3. We give three answer options, because the research on how to build tests shows that 3 choices work better than 2 choices, and just as well as 4 or 5 choices. Three options make the question as easy to understand and as good a test of your knowledge as it can be.

Why it is better for you when questions are not verbatim

1. If everyone answers all the question correctly, then giving a test is no better than flipping a quarter—it's a competition for a limited number of spots, and the idea is that the people smartest about the knowledge used on the job win the competition.
2. But we want it to be fair as possible, so each question only has one best, absolutely correct answer... every distractor answer to each question closely resembles a correct answer so that only those who are truly facile with the knowledge can spot the best answer. If you find yourself reading a test question and think that there are two answer or no correct answer, consider this a red flag and re-read the question to be sure you understand exactly what the question is asking .

Sample Test Questions

1. Regardless of any other exits provided, assembly buildings must also have a main entrance and exit that is capable of accommodating how much of the total occupant load?

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Source: Diversity Consciousness, Chapter 7, Page 234.

How we verify question accuracy and applicability to HFD

1. We know the source materials aren't 100% correct and don't apply perfectly to any job—so we also double check to make sure the question is truly knowledge someone in this job with HFD would actually use and that the right answer is not contradicted by HFD practices. We have at least 3 HFD members in that rank or above review, edit, and match the answers back to the source materials for each question. In fact, we make these folks review at least 150 questions and only keep the best, most job related 100 for the test.

Why test security is so important to you personally and how you can help keep it secure

1. As you can imagine, we make anyone who looks at possible test questions sign a confidentiality agreement and an honor code acknowledgement. Test security is important to us because it does take a culmination of 6 months or more of work by many people to make each test. Test security should also be important to you because it is a competition...giving away any test question on this exam could make someone you are going to compete against in a future exam a better test taker—and could be the difference between you or that person getting a promotion on a future exam. It is also important to you because the US and Texas governments recognize these testing as a business and these tests proprietary business products—like the recipe for Coca Cola. If you compromise the security of our test, or cheat the quality of the testing process—you are committing a crime and could be fined, imprisoned, and sued for damages to other test takers and the city. So don't risk your honor, record, and bank roll by looking for ways to game the test—you can win the competition by dedicating the same or less effort to actually studying for the test.

For many of the same reasons, it is also important to you to verify your points are correct before the exam....

Additional Points



- Calculating Points
- Whose responsibility is it?
- Deadline for Point Verification: 5/28/14

Contact:

Jennifer Nolan

Jennifer.Nolan@HoustonTX.gov

Classified Testing Services

832-395-4836

Points for the position of E/O are calculated by the hire date into the Houston Fire Department as a fire fighter trainee.

If you worked for another city department prior to working for the fire department as a HFD trainee that time in service will not be calculated.

If you worked for the Houston Fire Department in a civilian position prior to you joining as a HFD trainee that time will not be calculated into your time.

If you worked as a trainee up until a firefighter and left the department for any reason and came back, your time in service will be calculated accordingly. This means Classified Testing will capture your time when you started up until you left, then bridge your time when you were reinstated until present.

If you fail to acknowledge that you received more points than you should have received based on the examples mentioned - you will be held in violation of the honor code you signed at the time you signed up for this exam. Failure to notify a member of our staff of additional points can lead to disciplinary actions by the fire chief.

It's very important that everyone in this room takes the time to review your points thoroughly. Each member is ultimately responsible for verifying and correcting his/her own points.

Last day to correct points is **May 28, 2014**. There will be no exceptions after this date has passed.

Test Day

06/18/14



Please be on time to the test site. It may be a good idea to make a practice drive from your home or where ever you will be coming from to the E.B. Cape Center during weekday traffic.

The test instructions will be read at 9:00 am when doors will be closed.

Cell phones are strictly prohibited anywhere in the testing area. Please leave your cell phone in your vehicle. You may leave your phone at the registration desk, however we are not liable for ensuring its safe keeping.

If a cell phone is discovered in the testing area, regardless of whether it is off or on vibrate, the owner will be asked to leave and they will forfeit their opportunity for testing that day.

Be sure to bring a picture ID with you. You need this to check in at the registration desk.

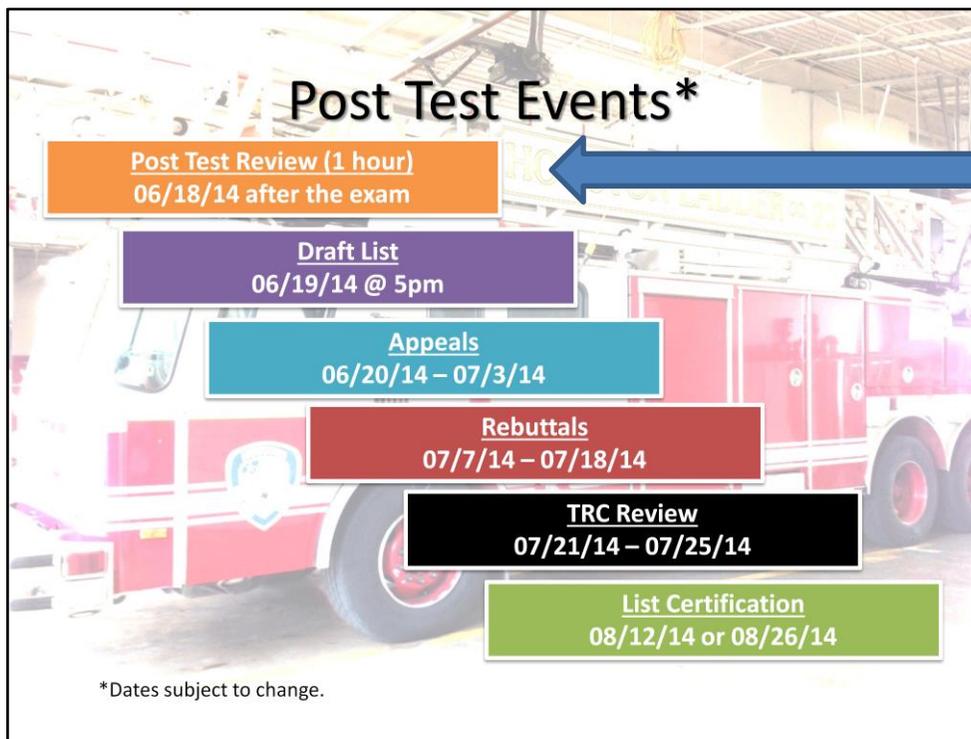
Be sure to bubble in the answer you want recorded on your Scantron answer sheet. Any blanks will be counted as wrong answers. Don't spend too much time on any one answer, they all count for 1 point.

Periodically check to ensure you are bubbling in the corresponding question number from the test booklet.

Bring a jacket, long sleeve shirt, etc. to make sure you are comfortable during the test. Very large assembly hall rooms are usually kept cooler than usual.

Proctors and City personnel may assist in bringing sharpened pencil and/or escort you for a bathroom break. They cannot assist in test question comprehension.

If you notice a possible typo on a questions, ex: "it" should be "at", let Classified Testing know and we will announce the typo to everyone, in order for everyone to have the same comprehension of the test question.



Post Test Review

Once everyone has completed the exam, there will be a review period the same day of the exam

Begins 30-45 minutes after the last applicant has finished the exam

We will notify everyone when it is time for the review to start.

You will be required to check into the review.

You will need to show your ID.

You will NOT be allowed to bring your phone or any other electronic device.

You may bring your books (but you cannot write in them or on anything).

You will be given your test packet and your Scantron.

Only lasts 1 hour

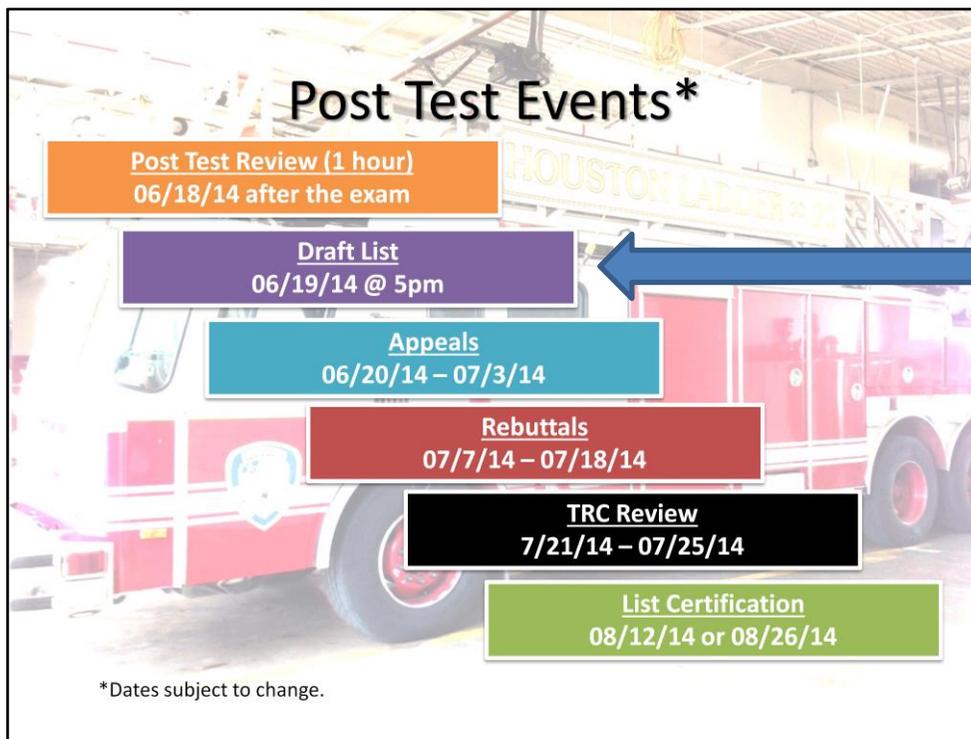
You are not allowed to appeal questions at this review (Classified Testing can no longer make any changes to the exam without the direction and consent of the TRC and CSC).

The post test review is simply for you to look at your exam.

Remember you are under the honor code.

No pencils, pens or recording devices of any type are allowed in the review area.

You should not be writing down any test information during the Post Test Review.



Draft list

When to expect it

Will be posted within 24 hours

Where will it be posted

At 611 walker, city hall and on our website

Random Test Number

Each applicant will be given a random test number the day of the exam

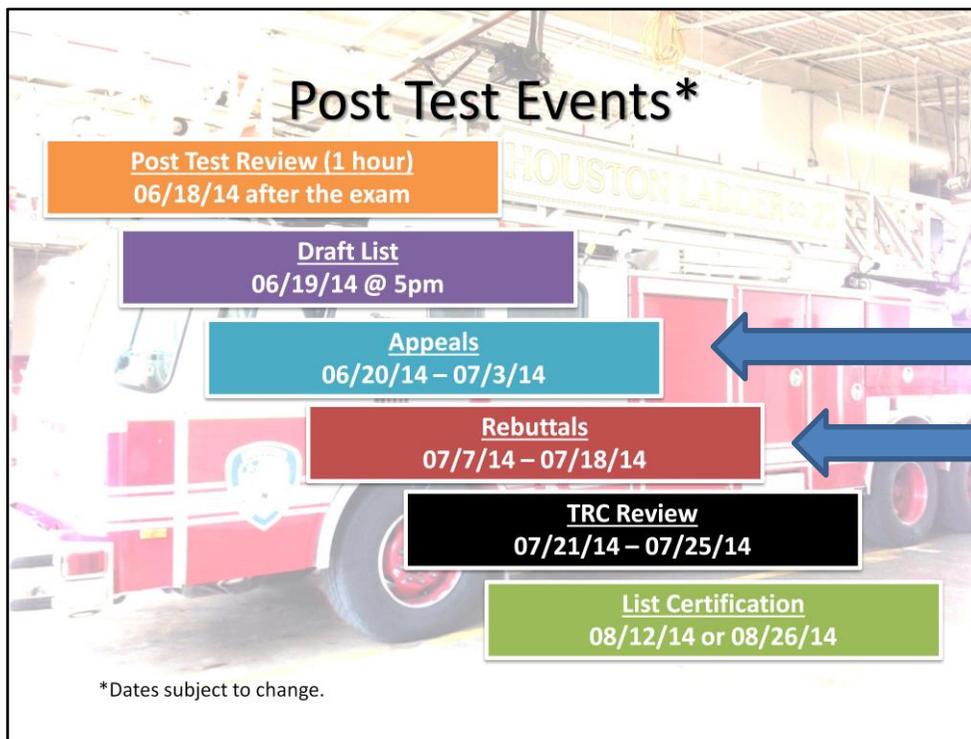
It is your responsibility to remember this number

This number will be used to identify your score on the draft list

CT will not provide you with your number so it is very important to remember this number

The list will be sorted in the following order

1. Total Score (test grade plus seniority points)
2. Raw Test Score
3. Days as an HFD employee
4. Number of questions correct is the 1st quadrant (questions 1-25)
5. Number of questions correct is the 2nd quadrant (questions 26-50)
6. Number of questions correct is the 3rd quadrant (questions 50-75)
7. Number of questions correct is the 4th quadrant (questions 76-100)
8. Alphabetical order



Appeals / Rebuttal Process Rules

You must make an appointment

No phones or electronic devices allowed

If you have e-books we will provide you with a copy of the source

Phones must be checked in

If you need to use your phone you must do so outside of the review room

You are still under the honor code

Representing HFD (act and dress appropriately)

You are allowed to bring your books.

Classified Testing will provide you will appeal/rebuttal forms, pens and scratch paper

You are only allowed to write on the materials provided to you by Classified Testing.

Writing in your book or on any other papers will be a violation of the honor code and could result in indefinite suspension.

Appeals (If you feel that a test question is incorrect or has multiple answers)

Dates: 6/20/14-7/3/14 (10 business days)

You can come more than once

Must be done in the presence of Classified Testing

You must have an appointment

Rebuttals (If you disagree with an appeal)

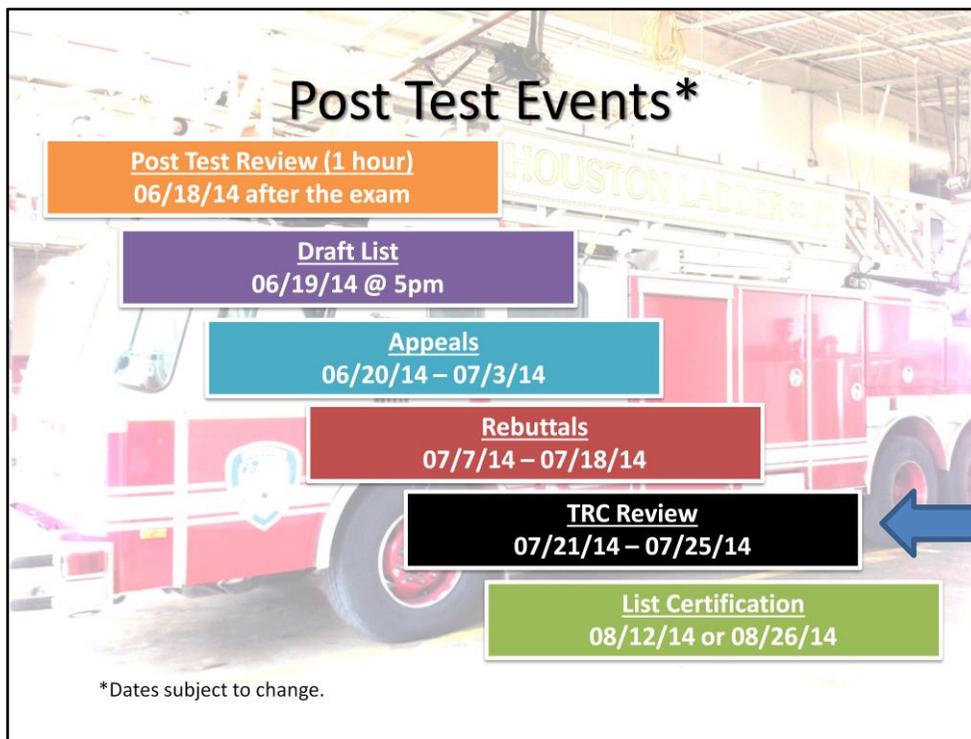
Dates: 7/7/14-7/18/14 (10 business days)

All appeals will be posted on the CT website

You can make an appointment and come to the Cape Center to file a rebuttal where you can see your test and the appeals

The form will also be on the CT website. You can fill it out and bring it in to a member of CT at the Cape Center, but don't sign the form until you are in the presence of a CT member.

You can come more than once.



Test Review Committee

Who is the TRC

- 2 members of HFD
- 2 union members
- 1 member that HFD and the Union vote on

What happens at the TRC

- TRC is provided with a copy of the exam, appeals, and rebuttals
- They review each test question and make a decision
- Their decisions are returned to CT and the list is re-ranked
- There will not be another draft list put out.

List Certification

The CSC meet the 2nd and 4th Tuesday of every month

Some exceptions with holidays

Estimated Certification Date: 8/12/14 or 8/26/14

They review the list and it becomes an official document

Once Classified Testing receives the certified list, it is sent to HFD and posted at 611 Walker, city hall, and on the Classified Testing website

Each list is active for 2 years from the day the list was certified.

If the list has to be recertified due to point error, the original certification day will remain the start day for the 2 year period.

Appeal Form

The image shows a scan of an 'Appeal / Rebuttal Form' with several red arrows pointing to specific fields. A green callout box on the right side of the form says 'Fill out the back of the form'. The form is divided into two main sections. The left section is titled 'Appeal / Rebuttal' and contains the following fields: 'Exams' and 'Question' (with an arrow pointing to the right), 'PLEASE CHECK ONE:' (with an arrow pointing to the left), a list of three options (A, B, C) with an arrow pointing to the left, and a section for 'Explanation' with a large ruled area and an arrow pointing to the right. The right section contains fields for 'Examination Test Number', 'Name', 'Employee Number', 'Phone Number', and 'Address', with an arrow pointing to the left. At the bottom of the form, there are fields for 'Examination Test Number' and 'DATE'.

Appeal / Rebuttal Form

Be sure to 1) Write the name/ rank of the exam and question number, 2) circle whether this is an appeal or a rebuttal to an appeal, 3) indicate what the test answer was according to they test key or your scantron, 4) circle all the answers you argue are correct , 5) give a logical argument or reason why your answer(s) are correct etc. (citing references to support is usually helpful), and 6) fill out both sides of the form.

You cannot write the test question.

There is no power in numbers (more forms don't equal a better chance).

Proving your point with references and good argument helps the most.

Promotions

- Vacancy creation
- Position timeframe:
ref. TLGC 143.036



To ensure HFD has your current contact phone numbers on file, please log into your ESS-employee self service system to check your phone numbers on file. The number on file is the number you will be contacted at. Please make an effort to verify your information.

Positions are created by the following:

Retirement, promotion, death, resignation, or an upheld indefinite suspension, and newly created positions (ICT) created by city ordinance.

Timeframe for promotional vacancies:

If an eligibility is in existence, HFD has 60 days from the date the vacancy occurred to promote a candidate from an eligibility. This means HFD can choose any date up to the 60th day.

If an eligibility list does not exist, according to the TLGC and your collective bargaining agreement, HFD HR has 95 days from the date the vacancy occurred to promote a candidate from the newly certified eligibility list. This means HFD can choose any date up to the 95th day.

It's very important that each candidate read the Texas Local Government Code 143.036 and your HFD Collective Bargaining Agreement regarding the rules associated with how vacancies are created and the timeframe HFD-HR has to fill them.

Classified Testing on the Web

The screenshot shows the City of Houston website. A red box highlights the browser's address bar containing the URL www.houstontx.gov/#. A green callout box with a red arrow pointing to the address bar contains the text "Go to houstontx.gov". The website header includes the City of Houston logo and navigation menus for Home, Government, Residents, Business, Departments, and Visitors. The main content area features a "can wait, Houston" campaign graphic, a contest winner announcement, and a welcome message to the eGovernment Center. The right sidebar contains a list of departments and a "Welcome" message from Mayor Annise D. Parker.

Visit our web site for announcements, eligibility lists, and more information.
Via the city web site....
Go to www.houstontx.gov

Classified Testing on the Web

The screenshot shows the City of Houston website at www.houstontx.gov/#. The navigation bar includes 'Home', 'I Want To...', 'Government', 'Residents', 'Business', 'Departments', 'Visitors', and 'En Espanol'. A search bar and 'MY ZIP' field are also present. The main content area features a large banner for 'it can wait, Houston' and a 'Welcome to the City of Houston eGovernment Center' section. A red box highlights the 'Human Resources' link in the 'Departments' menu. A green callout box on the right contains the text: 'Select "Human Resources" under Departments heading'.

Click on Departments and select Human Resources.

Classified Testing on the Web

The screenshot shows the City of Houston Human Resources website. The main navigation bar includes 'Human Resources', 'Employee News', 'About the Director', 'Contact Us', and 'Divisions'. The 'Divisions' list includes: Benefits, **Classified Testing**, Communications, Employee Relations, Safety, Salary administration, Selection Services, Training (E.B. Cape), and Workers' compensation. A red arrow points from a green callout box labeled 'Select "Classified Testing"' to the 'Classified Testing' link in the list.

Human Resources

Human Resources builds relationships with our customers, 68,000 people who rely on us for help. We do so by going the extra mile in providing support, services and resources to management, city officials and employees. We recognize human resources is about people and processes, but we firmly believe that people come first.

Employee News

HEAR

HEAR is here

HEAR, Houston Employee Assessment and Review, is a new system that will provide a clear, two-way channel of communication between employees and supervisors. Work plans will be aligned with department goals and the Mayor's five pillars. And employees will be able to track and monitor job performance, giving them a clear roadmap for success.

The new administrative procedure for HEAR, AP 3-20, has been approved as well as the HEAR guidelines.

Training for supervisors has started. Learn more

Log on to the Learning Management System to take the web-based training on AP 3-20.

Learn more about HEAR implementation

WHAT WILL YOU IMPROVE FOR?

Improve & earn points with new wellness program

Discover a healthier you with the employee wellness program and earn a discount on your medical plan contributions. The Wellness Connection has developed a comprehensive 3-step plan with options for everyone.

1. Get your biometric measurements
2. Complete your annual health assessment
3. Earn 500 points through wellness activities

Employees who complete all 3 steps will receive a discount on their medical plan contributions.

In addition, employees will be eligible for prize drawings based on their points.

Visit website or download the Improve informational pamphlet or quick start guide for more info.

Health at Work AWARD

City praised for employee health and wellness plan

The city of Houston has been recognized as having one of the best employee health and wellness plans in the country.

ComPsych® Corporation, the world's largest provider of employee assistance programs, presented Houston with a silver award as part of its ninth annual Health at Work Awards program. Recipients were selected based on their wellness program's comprehensiveness, delivery, promotion, participation rates and results achieved. Only four organizations earned a gold award.

Read more about the award

About the Director

Human Resources had a great 2012. The department received the Texas Diversity Council's Corporate Commitment Award for diversity. We began the Grow Your Own Workforce initiative, introducing local students to careers in public service. We revamped the employee evaluation process, allowing more transparency between workers and supervisors. read more

Contact Us

Careers
Careers@houstontx.gov
Apply for a job
Job opportunities
Check the status of an application
Job-seeker FAQs

Employee Benefits
Benefits@houstontx.gov
832-393-6000

Retiree Benefits
Retireebenefits@houstontx.gov
832-393-6000

Employment verification
800-367-2854
www.theworknumber.com

Director's office
511 Walker, 4th Floor
Houston, TX 77002
Email: omar.reid@houstontx.gov

Divisions

- Benefits
- **Classified Testing**
- Communications
- Employee Relations
- Safety
- Salary administration
- Selection Services
- Training (E.B. Cape)
- Workers' compensation

Scroll down to the Division list and select Classified Testing.

Classified Testing on the Web

award

Divisions

- Benefits
- Client Relations
- **Classified Testing**
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- Training (E.B. Cape)
- Workers' compensation

Select
"Classified
Testing"

Classified Testing on the Web

The screenshot shows the City of Houston Human Resources website at the URL www.houstontx.gov/hr/classified-testing.html. The page features a blue header with the City of Houston logo and navigation links for Home, I Want To..., Government, Residents, Business, Departments, Visitors, and En Espanol. The main content area is titled "Human Resources" and "Classified Testing". A red arrow points from a green callout box to the "Eligibility lists" section under "Civil Service Exams".

Department Links

- HR Home
- Divisions
 - Benefits
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 - Classified Testing
 - Communications
 - Employee Relations
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 - Salary Administration
 - Selection Services
 - Training (E.S. Cape)
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 - Benefits Summary
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 - Meet the Staff
 - Make an Appointment
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 - Supervisor Information
 - FAQs
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 - Benefit Alert
 - Contact
- Employee Newsletters
 - City Savvy
 - Benefits Pulse
 - Extra Miles
- Links

Classified Testing

The Classified Testing Division develops and administers promotional exams for Class A personnel in Houston Fire Department (HFD) mandated by Chapter 143 of the Texas Local Government Code and the HFD Collective Bargaining Agreement; as well as assist HFD prepare their administration of Class A promotional exams that are mandated by Chapter 143 of the Texas Local Government Code and the HFD Meet and Confer Agreement.

Classified Testing also administers the Civil Service Entrance exams for both HFD and HFO.

Eligibility lists

Civil Service Exams

- Certified Fire Fighter Trainee - Paramedic**
 - Eligibility List

Promotional Exams

- Communications Senior Captain**
 - Eligibility List

Senior Investigator

- Eligibility List

Inspector

- Eligibility List

Senior Inspector

- Eligibility List

Senior Captain

- Eligibility List

Captain

- Eligibility List

Eligibility lists are posted here on this web site as well as at City Hall and the 611 Walker building.



Please ensure you are Eligible for this exam. Knowingly attempting to take an exam in which you are not eligible is a violation of the Honor Code and may result in disciplinary action at a minimum.

Please verify your seniority points. The information Classified Testing has is based on the official city database. There may be some errors within it, therefore it is your responsibility to let us know about any discrepancies. Even if you have too many points, you must correct the error or be subject to disciplinary action.

Utilize the study tips we covered in this presentation to focus your study time and what to study during your study periods.

Maintain strict test security while you are in the test environment and afterward during the appeal and rebuttal phases.

We hope this presentation was beneficial and helpful for you to understand the test process and the role Classified Testing plays for you and within the City of Houston.

Please feel free to call anyone in the Classified Testing Division. The contact information is listed at the end of this presentation.

Thank you for spending time with us, and we hope this review helps!

Classified Testing Services

E.B. Cape Center
4501 Leeland, Houston, TX 77023

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HFD Human Resources Contact

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HR Supervisor
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Danielle.Page@houstontx.gov

Questions that were asked during the physical presentation of this orientation, and our answers to these common questions, can be found at our website in another document. If you have more questions, please review this document for the most expedient answer.

Contact Jennifer Nolan **before 5/28/2014** if you have any questions or concerns about your points.

Please remember to make an appointment to do appeals or rebuttals with Classified Testing at the E.B. Cape Center (4501 Leeland).

Feel free to call or email any Classified Testing member with questions at any time.

Thanks again, and Good Luck!