

## Traveling to San Luis Obispo

### **FROM THE NORTH:**

Traveling South on Hwy 101 take Santa Rosa exit, At Santa Rosa Street turn Left, Continue on Santa Rosa to Monterey Street, turn Right on Monterey Street.

The County Government Center is on the corner of Santa Rosa and Monterey Street. 1055 Monterey Street, Suite D-250. We are located on the 2nd floor.

### **FROM THE SOUTH:**

Traveling North on Hwy 101 take Osos Street exit, (Not Los Osos Valley Road), Continue on Osos Street to Monterey Street, turn Left on Monterey Street.

The County Government Center is on the corner of Santa Rosa and Monterey Street. 1055 Monterey Street, Suite D-250. We are located on the 2nd floor.

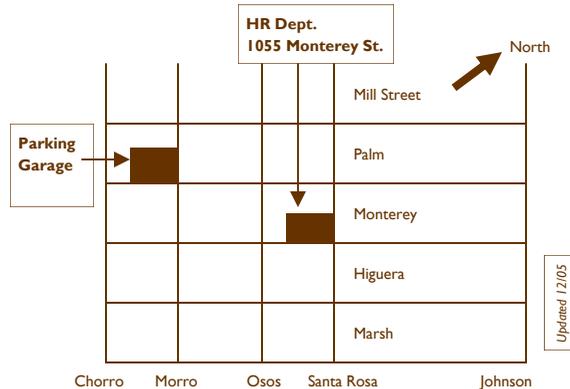
### **FROM MORRO BAY:**

Traveling on Hwy 1 continue as Hwy 1 becomes Santa Rosa Street in San Luis Obispo, Continue on Santa Rosa to Monterey Street, turn Right on Monterey Street.

The County Government Center is on the corner of Santa Rosa and Monterey Street. 1055 Monterey Street, Suite D-250. We are located on the 2nd floor.

## Where to park

Parking is available in the parking garage on Palm Street, just a short distance from the new Government Center. Bring your parking stub into the Personnel Department and we will provide parking passes.



# Guide for Oral Board Members

## County of San Luis Obispo

*Partnering to fulfill County human resource needs to support excellence in public service and sustain a well-governed community.*



County of SLO Human Resources  
1055 Monterey Street, Suite D-250 San Luis Obispo, CA 93408  
(805) 781-5959, (805) 781-1044 fax  
[www.slocounty.ca.gov/hr](http://www.slocounty.ca.gov/hr)  
E-mail address: [hr@co.slo.ca.us](mailto:hr@co.slo.ca.us)

## Thank you for your participation.

**Your participation** in an oral board will be a critical part of the employee selection process. We take seriously the process of selecting new employees, so your part in it is important. We appreciate the time you have set aside to serve on the oral board, and to help you prepare for it, we have prepared this guide.

**The purpose** of the oral board is to evaluate the relative fitness of the candidates for a given job. The oral may be one of several steps in an examination process. For some job classifications, there is a written or performance exam in addition to the oral. For others, the oral board may be the primary step. In any case, the oral is actually an examination, and should reveal the applicants' skills and abilities in relevant areas.

**How have we prepared** for the oral board? To ensure that we do test for job-related areas, we have consulted with experts in the field to determine what is essential to the job. As a result, you will be rating candidates on certain areas, and you'll be provided with a list of questions in each area. The questions should be adhered to in the interview, but feel free to ask follow-up questions after the candidate has responded. Sometimes these are the most revealing questions. If you find that a question needs reworking, go ahead and revise it, but try to be consistent with all the applicants.

### **You and the other oral board members**

will decide who will ask which questions before you get started. The questions are intended to let the candidate do most of the talking. Try to ask them as if you were interested in the response, rather than just by reading them. You will have the candidate's application to pass around before the interview. You should give it enough attention to get a general idea of the person's qualifications, so you won't have to waste time covering the same ground. Here again, follow-up questions based on the application can be revealing.

**The proctor** is a person on the panel, generally a County employee, designated by Personnel. This person should bring the candidate in and introduce the oral board members. The proctor will also give the candidate a concise introduction, covering topics such as the following:

- This is a structured exam, meaning that all candidates are given the opportunity to hear and answer questions in certain areas.



**An oral board is a critical part of the employee selection.**

# What we ask of you.

- Let them know how much time is allocated for the interview.
- Tell the candidate how many vacancies there are for the position, and that the top candidates will be certified to the department for a final selection interview.
- The candidates who pass the exam but are not among the top people certified to the department will remain on an eligible list for one year or until the list is depleted.
- Notices of the results of the oral exams will be mailed in about a week. The notice will include the score and the place the candidate has attained on the eligibility list.



*Questions are intended to let the candidate do most of the talking.*

**Interviewing the candidates** is done using a structured interview format, with prepared questions and a tailor-made rating sheet. This increases the objectivity and accuracy of the oral board. Obviously, if we have successfully identified the critical parts of a job and are testing for them, we will select the best qualified applicants.

The oral board should function as a relaxed, informal team. This will help the candidates feel at ease and enable them to make a good presentation of their

qualifications for the job. If you're not sure you understand the candidate's answer, rephrase the question or ask for additional information.

Sometimes board members are faced with the task of rating a person with whom they are acquainted. The rating given could result in the appearance of bias, either for or against the candidate. If you think this could be the case, you may disqualify yourself and step outside for that interview.

**Equal treatment** should be extended to each candidate. This means that the interview should be free of discussion of race, national origin, age, sex, religion, physical health, political affiliation or union membership. The oral board must not only be free of bias, but must avoid the appearance of bias. Other areas to be avoided are references to family size, marital status, social activities, spouse's occupation, success or previous examinations and similar questions. If a candidate brings up any of these areas, you should redirect the interview to more acceptable topics.

Rating the applicants should be done independently. We ask that you refrain from discussing tentative grades with other board members. Between interviews, board members should interact freely in discussing the behavior and answers of candidates; they should take advantage of each other's expertise but stop short of comparing actual scores. Following discussion of the interviewee's responses, each board member makes a final evaluation. The process is then repeated for the next candidate.

For each area on the rating sheet, there is a

comments section. Comments are helpful on all rating sheets. It is particularly important for you to write down the reason you rated a candidate very high or very low.

The candidates' application forms will be available to you, and part of the interview may concern their work histories and achievements. Experience and ability are interrelated, of course, but, rate abilities rather than experience only. We are more concerned with what the candidate can and will do on the job than with the tenure in past positions.

**Confidentiality is essential.** Problems could occur if you tell persons with an interest in the results that you plan to serve on an oral board. Candidates are not told who is on the board until they appear for the interview. They are asked not to contact board members to inquire about test results. If applicants ask you about the results, please refer them to the Personnel Department.



*Comments are helpful on all rating sheets.*

Your scores and comments will be kept confidential. Candidates often come in to review their results, but they are not shown your rating sheets. We summarize for them how they performed.

**Appeals and grievances** to the Civil Service Commission are filed occasionally. In the case of an appeal or grievance, examination results may be reviewed by the Commission. The comments section is an important part of the documentation

if that happens. This is why you must give comments if you give someone a failing score.

**Questions commonly asked** of Board members are listed below. If you're short of time or don't know the answer, refer them to Personnel staff.

- Q. What kind of retirement system does the County have? **A.** The County has its own retirement system which is not part of the Public Employees' Retirement System; however, there is reciprocity between the two.
- Q. How much vacation, sick leave and how many holidays? **A.** 10 vacation days per year for the first four years, 12 days sick leave, 13 paid holidays.
- Q. What health insurance is available to County employees? **A.** Employees have a choice of insurance plans offered by the California State Association of Counties Excess Insurance Authority (CSAC EIA).
- Q. When will I find out how I did in the oral examination? **A.** You will be mailed the results, including your place on the eligibility list, in about a week.

**Thanks!** You were chosen for the oral board because of your expertise. This is a valuable service you're providing to the public, and we appreciate the time you are devoting to it. If there is anything we can do to facilitate your job in helping select County employees, please let us know.