

City of Sacramento
Civil Service Board Report
915 I Street Sacramento, CA 95814
www.cityofsacramento.org

File ID: 2026-00688

3/16/2026

Appeal of the Disqualification of Wendy Guerrero from the Customer Service Specialist (Revenue Services) Recruitment

File ID: 2026-00688

Location: Citywide

Recommendation: Pass a **Motion:** 1) waiving formal rules for conducting the hearing pursuant to Civil Service Board Rule 4(11)(c)(7); and 2) adopting the Director's findings, determinations, and decision of disqualification in the appeal of Wendy Guerrero, for the Customer Service Specialist (Revenue Services) recruitment pursuant to Civil Service Board Rule 4.11(c)(6).

Contact: Abby Souza, Personnel Analyst, (916) 808-8907, asouza@cityofsacramento.org, Human Resources Department

Presenter: None

Attachments:

- 1-Description/Analysis
- 2-Job Announcement
- 3-Applicant's Application
- 4-Notice of Disqualification
- 5-Appeal from Applicant

Description/Analysis

Issue Detail:

BACKGROUND

A job announcement for Customer Service Specialist (Revenue Services) posted on December 8, 2025 (Attachment 2). On December 8, 2025, Wendy Guerrero submitted a timely application (Attachment 3) for the posting. On January 9, 2026, Appellant Guerrero received a notice of disqualification (Attachment 4) stating they did not pass the stated qualifications under the "Experience and Education" portion of the job announcement.

ISSUE RAISED BY APPELLANT

On January 9, 2026, Appellant Guerrero submitted an appeal response (Attachment 5) to the disqualification, citing Civil Service Board (CSB) Rule 4.10(c)(1): Erroneous interpretation or

application of the qualification standards prescribed for the classification. Appellant Guerrero's appeal states in part:

"I am writing to formally appeal the determination that I am not qualified for the position of Customer Service Specialist, based on the assertion that I did not disclose my qualifications in my original application.

I would like to clarify that my application included my resume at the time of submission, which fully outlined my qualifications, education, and relevant experience. I did not add or attempt to add new qualifications after submission, rather all information referenced was already provided and available for review during that initial evaluation process.

Additionally, I was notified via email that my application was accepted and that I ranked number one among the candidates. This communication reasonably indicated that my application and attached resume had been reviewed and that my qualifications met the requirements of the position.

Given this, I respectfully request clarification as to how my qualifications were initially deemed to acceptable-resulting in a top ranking- yet are now considered to undisclosed or insufficient. I believe this represents a discrepancy in the review process that warrants reconsideration to ensure fairness and consistency.

I remain very interested in the position and confident that my qualifications meet the stated requirements. I am more than willing to provide any clarification or documentation needed to support a fair review of my application."

CITY'S RESPONSE TO APPEAL

The City contends the qualification standards prescribed for the classification were correctly applied to Appellant Guerrero, and they do not meet the qualification standards as stated in the job announcement. The City responds to each item raised by Appellant Guerrero respectively, as follows:

- I. The minimum qualifications for the classification that Appellant Guerrero applied to are as follows:

EDUCATION and EXPERIENCE

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. Atypical way to obtain the knowledge and abilities would be:

Experience

Two (2) years of progressively responsible journey-level experience performing

customer service work responding to customer complaints and inquiries in a public service operation.

-AND-

Education

Equivalent to the completion of the twelfth grade.

II. The City interprets and consistently applies the minimum qualifications to mean:

Any combination of education and experience that demonstrates the ability to independently perform the full range of customer service duties as a primary function of the position, including responding to customer complaints and inquiries, and providing direct service to the public.

III. Appellant Guerrero's application primarily described transactional and administrative duties, such as processing payments, issuing permits, and administering established programs in accordance with defined policies and procedures. Although these functions may involve contact with the public, the duties as written do not demonstrate that customer service, specifically responding to customer complaints and inquiries as a primary or essential responsibility of the position.

The application also included the statement, "customer service on floor and I am also a backup cashier"; however, this description does not identify the level, scope, or context of the customer service performed. For minimum qualification purposes, qualifying customer service experience must clearly demonstrate responsibility for activities such as responding to inquiries, resolving complaints or disputes, providing guidance or interpretation, handling escalated issues, and exercising independent judgment in addressing customer concerns.

Minimum qualifications are evaluated solely by the experience detailed in the duties area of the Work Experience section of the application. As such, qualifying experience cannot be inferred from brief or general statements, nor from transactional or compliance-based tasks that do not explicitly demonstrate customer service as a primary function. Based on the information provided, the application did not show journey-level customer service experience involving the regular responsibility for responding to customer complaints and inquiries in a public service operation.

While Appellant Guerrero provided additional details in reference to their work experience within their appeal, this information could not be accepted or considered as it was received past the final filing deadline of December 22, 2025, in alignment with Civil Service Board

Rule 4.2.

“Applicants for examinations must meet the qualification standards for the classification by the date set forth in the announcement. Any license requirements, however, shall be met at time of appointment.”

IV. Additionally, in their appeal, Appellant Guerrero indicated, “I would like to clarify that my application included my resume at the time of submission, which fully outlined my qualifications, education, and relevant experience”. However, the clarifying details of Appellant’s work experience provided in their resume, and in their appeal statement, could not be accepted or considered because minimum qualifications are determined by the information listed in the duties area of the Work Experience section of the employment application only. Appellant Guerrero answered yes to the supplemental question on their application (Attachment 3) indicating they understood they must list current and/or past job-related experience in the duties area of the Work Experience Section of their application.

8. I understand that I **must list** current and/or past job-related experience in the **duties area of the "Work Experience"** section of the employment application. The experience I list will be used to determine if I meet the minimum qualifications as stated on the job announcement. Applications that do not list current and/or past job-related experience will be considered incomplete and will be rejected; omitted information cannot be considered or assumed. A resume, responses to the supplemental questions, or employment history listed elsewhere in the application or attachments **will not substitute** for the information required in the "Work Experience" section of the employment application. Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week). Internships and/or volunteer experience, whether paid or unpaid, will be counted as qualifying experience, but must be listed in the Work Experience section of the employment application.

Yes

V. The minimum qualifications for this classification permit any combination of education and experience that would provide the requisite knowledge and abilities. Meaning, applicants may meet the minimum qualifications through relevant educational coursework applicable to the classification only. However, Appellant Guerrero did not report completion of any units from an accredited college or university in response to Supplemental Question #3 on their application. In the absence of qualifying education, the applicant would need to meet the minimum qualifications through relevant work experience, which was not demonstrated in the duties area of the work experience section of their application.

3. **EDUCATION CONFIRMATION:** If I am using education to qualify for this position, I attest I possess or will possess the following level of education by time of appointment if I am selected for this position.

No units from an accredited college or university

VI. In their appeal, Appellant Guerrero states, “I was notified via email that my application was accepted and that I ranked number one among the candidates. This communication

reasonably indicated that my application and attached resume had been reviewed and that my qualifications met the requirements of the position". To clarify, the ranking referenced by Appellant Guerrero reflects a candidate's relative position on the eligible list based solely on their final examination score, not a determination that the candidate meets the minimum qualifications for the classification. The Training and Experience (T&E) Examination evaluates the depth, recency, and relevance of an applicant's training and experience in relation to the most critical knowledge, skills, and abilities for the classification. A candidate's placement on the eligible list therefore indicates only how their examination responses compare to those of other candidates. Consistent with Step 2 (Training and Experience Exam) of the Selection Procedure outlined in the job announcement (Attachment 2), the establishment of the eligible list occurs prior to and separate from a minimum qualifications review.

2. Training and Experience Exam: (Weighted 100%) – The questions located at the end of the application are the Training and Experience (T&E) Exam. Responses to the T&E questions will be rated and scored. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. **The exam score will determine your ranking on the eligible list for this job.** When completing the T&E questions, please note:

- Responses to the T&E questions must be submitted online; paper questionnaires will not be accepted.
- A resume will not substitute for the information required in the T&E questions.

Pursuant to Step 4 (Screening Committee) of the Selection Procedure within the job announcement (Attachment 2), Human Resources evaluates minimum qualifications only for candidates selected by the hiring department after the department has reviewed all applicants who passed the examination. Accordingly, Appellant Guerrero's rank placement reflects their examination score only and does not indicate that their minimum qualifications had been reviewed or confirmed at that stage of the process.

4. Screening Committee: (Pass/Fail)– All candidates that pass the examination and are in one of the top three ranks will have their application forwarded to the hiring department for review. The hiring department will select the most competitive applications for further consideration. **Human Resources will only evaluate employment applications for the minimum qualifications, as stated on the job announcement, for applications selected by the hiring department.**

VII. Based on the work experience provided on the application, Appellant Guerrero failed to demonstrate they met the minimum qualifications for the classification. As stated in the job announcement, and in alignment with Civil Service Board Rule 4.3(a), Appellant Guerrero is not eligible for further consideration as their application failed to demonstrate they met the minimum qualifications for the job announcement.

“Failure to meet any of the requirements or qualifications established for the examination, as published in the announcement.”

Appellant Guerrero will have the ability to re-apply when this classification is recruited for again. Recruitments are conducted on an as-needed basis based on Department needs.

VIII. The same evaluation standards prescribed for the classification were applied to all applicants.

As such, the Director of Human Resources recommends that the Board adopt the Director’s findings, determination, and decision of disqualification pursuant to Civil Service Board Rule 4.11(c)(6).

Policy Considerations: Civil Service Board Rule 4.3 Disqualification (a) Failure to meet any of the requirements or qualifications established for the examination, as published in the announcement. Appeals for disqualification shall be heard by the Board unless the Board requests and receives permission from the City Council to utilize the services of a hearing officer. (Civil Service Board Rule 4.11). When the Board hears the appeal itself, the Board may waive the formal rules of procedure in the interest of justice in individual cases and may adopt its own findings, determinations, and decision for adoption and incorporation into the official Board minutes. (Civil Service Board Rules 4.11(c)(6) and (c)(7)).

Economic Impacts: Not applicable.

Environmental Considerations: The recommendation does not constitute a “project” as defined by the CEQA Guidelines as the recommendation is a continuing administrative or maintenance activity and an organizational or administrative activity of the City that will not result in a direct or indirect physical change in the environment. (CEQA Guidelines sections 15378(b)(2) and 15378(b)(5)).

Sustainability: Not applicable.

Commission/Committee Action: None.

Rationale for Recommendation: The City strives to ensure the qualification and evaluation

standards prescribed for recruitment processes and practices are correctly and consistently applied to all applicants. Based on the information provided with Appellant Guerrero's application, Appellant Guerrero did not meet the qualification standards as stated in the job announcement for this position.

Financial Considerations: Not applicable.

Local Business Enterprise (LBE): Not applicable.



City of Sacramento
Customer Service Specialist (Revenue Services)

SALARY	\$25.20 - \$35.45 Hourly \$2,015.77 - \$2,836.39 Biweekly \$4,367.50 - \$6,145.51 Monthly \$52,409.99 - \$73,746.12 Annually	LOCATION	Sacramento, CA
JOB TYPE	Full-Time Career	JOB NUMBER	016973-25-FIN
DEPARTMENT	Finance	DIVISION	Revenue Services
OPENING DATE	12/08/2025	CLOSING DATE	12/22/2025 11:59 PM Pacific

THE POSITION

With supervisor approval, incumbents may be eligible for intermittent remote work; however, they must physically reside within the Sacramento region or have the ability to regularly report to a City of Sacramento physical worksite with little notice.

To perform difficult and complex technical public contact and record keeping work related to billings, taxes, fees, and services; processes transactions and independently resolves problems related to complaints and inquiries according to established City standards and procedures.

This is the advanced-journey level class in the Customer Service series. The Customer Service Specialist class works under minimal supervision, and is considered the technical expert of the series having the knowledge and authority to handle issues beyond the first attempts of lower-level Customer Service staff. The Customer Service Specialist level may be assigned to lead lower-level Customer Service staff. This class is distinguished from the Customer Service Supervisor class in that the latter is the full supervisory class, responsible for a customer service unit, operation, or special program. This class is distinguished from the Customer Service Representative class in that the latter is the journey-level class in the series where incumbents work under immediate supervision.

General supervision is provided by a Customer Service Supervisor or higher-level management staff. The Customer Service Specialist may provide lead direction as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide lead supervision of staff, and adjust work schedules and assignments as needed to ensure adequate coverage of telephone and public counter operations; assist supervisor in overseeing the completion of daily assignments and special projects.
- Represent the City and the department to the public, callers, and visitors in a professional and effective manner over the telephone and at a public counter; answer and respond to a high volume of phone calls; follow general customer service policy and procedure.
- Interact with customers to respond to complaints and inquiries; contact customers as needed regarding service

accounts, fees, licenses, permits, and service level; assist staff in the resolution of complex and difficult customer service problems; transfer call, and/or direct callers to department/unit as requested.

- Calculate and collect payments for various City services, and ensure all requirements are met; initiate billing; collect opening, current, and closing payments and fees; perform collection efforts on delinquent accounts for City services; complete refund request; and calculate and process claims on bankrupt and deceased creditors; interface with department staff as needed.
- Research and retrieve information, and analyze accounts to reconcile errors and modify account transactions; review and interpret billing statements; authorize the removal of penalties and issuance of credits or refunds; and recommend extensions on delinquent accounts; correct service records and repair orders received from field crews.
- Make change and issue receipts; pro-rate accounts for established, changed or stopped service; prepare documents for recording and transmitting fees received; maintain daily balances; input debit applications and cancellation information to customer accounts.
- Perform a variety of general accounting duties, including accounts receivable, accounts payable and bank deposits; verify accuracy of checks, payment cards and bank deposits; locate, gather and compile information regarding payments received without payment cards to identify account to be credited; maintain petty cash, daily cash and daily revenue records; and submit daily records; and maintain files and records.
- Perform specialized work involving independent judgment, including database maintenance and customer information billing system activities, as required; update databases to reflect relevant legal information; research and compile information and data for statistical and financial reports/charts from oral direction, rough draft, forms, copy, or notes; maintain a variety of statistical records; and check and tabulate statistical data; perform notary services.
- Calculate required fees in accordance with established policies; calculate, issue and collect payments for various service accounts; ensure accuracy, and all other requirements are met; issue licenses and other business related citations
- Prepare and enter a variety of detailed commands into a computer in order to set parameters for a variety of billing services and reports; produce account statements; prepare backup files for protection of a department database; and update official City maps and records as required.
- Utilize various systems to locate information, retrieve, research and review; determine the status of accounts and conditions; create or make adjustments to service requests; route work requests, follow-up and monitor posting of labor and materials billing; operate 2-way radio or other telecommunication device.
- Create or make adjustments on property/parcels; research and verify correct lot splits, lot mergers, and lot line adjustments; update accounts to provide accurate billing information; update systems and run reports of various computer systems; research and establish correct ownership, change ownership information and deed date; generate inspections; process service records and repair orders received from field crews.
- Confer with management staff regarding division and/or unit operations, procedures and regulations; provide responsible operational support to technical staff, unit supervisor, and lower-level staff; may assist higher level staff with development and revision of procedures; interpret City codes and ordinances, policies, procedures and regulations.
- Participate in the training of staff in various systems, procedures and operations; provide functional direction of lower-level personnel as assigned; participate in the evaluations of subordinate staff; attend meetings as directed.
- Perform notary duties.
- Provide exceptional customer service to those contacted in the course of work.
- Other related duties may also be performed; not all duties listed are necessarily performed by each individual.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Basic bookkeeping and record keeping methods.

- Mathematical procedures and calculations, including percentages, calculations, and pro-rations.
- Methods of researching and recording.
- City codes and ordinances, policies, procedures, and regulations of assigned division/department.
- Various rates and fees schedules.
- Assessing maps, as assigned including geographic information system (GIS), parcel, subdivision, etc.
- Methods and equipment used in processing payments.
- Modern office methods, practices, procedures for billing purposes.
- Computer operations, including computer software applications and other specialized business applications.
- Principals of supervision and training.

Skill in:

- Computer keyboard, typewriter and 10-key calculator.
- Working as part of a team.
- Phone skills and diplomacy.
- Computer and Internet searches.

Ability to:

- Exercise tact, judgment and patience in dealing with the public, staff and client departments.
- Utilize specialized computer business applications and systems for account and billing purposes.
- Analyze, read, and prepare schedules, maps, permits, reports, and statements regarding municipal operations.
- Analyze and prepare schedules, reports and statements regarding municipal operations.
- Interpret and apply City regulations and procedures as applicable to billing, fees and collections.
- Work independently with minimal supervision.
- Work any shift, including weekends and holidays is mandatory for some assignments.
- Perform specialized technical work involving independent judgment.
- Type at a speed of not less than 35 net words per minute.
- Perform mathematic calculations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform concurrently multiple complex customer service related duties.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years of progressively responsible journey-level experience performing customer service work responding to customer complaints and inquiries in a public service operation.

Education:

Equivalent to the completion of the twelfth grade.

PROOF OF EDUCATION

Should education be used to qualify for this position, then proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with your application and **will be required at the time of appointment**. Unofficial documents and/or copies are acceptable.

An applicant with a college degree obtained outside the United States must have education records evaluated by a credentials evaluation service. **Evaluation of education records will be due at time of appointment.**

PROBATIONARY PERIOD:

Employees must complete twelve (12) months of probation at a satisfactory performance level prior to gaining permanent status.

THE SELECTION PROCEDURE

Please note, the City of Sacramento's preferred method of communication with applicants is via e-mail. As such, please ensure you verify the e-mail address on your application, and check your e-mail frequently, including your spam and junk folders. All e-mail notifications can also be accessed through the governmentjobs.com applicant inbox.

1. Application: (Pass/Fail) – All applicants must complete and submit **online** a City of Sacramento employment application by the final filing deadline;

- Employment applications must be submitted online; paper applications will not be accepted.
- Employment applications will be considered incomplete and will be disqualified:
 - If applicants do not list current and/or past job-related experience in the duties area of the "Work Experience" section. **Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week).**
 - If "see resume" is noted in the "Work Experience" section; a resume will not substitute for the information required in the "Work Experience" section.
- Proof of education such as, but not limited to, university/college transcripts and degrees should be submitted online with your application. Proof of education **will be required at time of appointment**.
- Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position.
- If you're requesting Veteran's credit, a copy of your DD214 must be submitted online with your application or emailed to the Employment Office by the final filing deadline. Information regarding the use of Veteran's credit can be found in the Civil Service Board rules under rule 4.9C. ([Download PDF reader](#)).
- Applicants are responsible for attaching a copy of their DD214 to each position for which they apply.

2. Training and Experience Exam: (Weighted 100%) – The questions located at the end of the application are the Training and Experience (T&E) Exam. Responses to the T&E questions will be rated and scored. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. The exam score will determine your ranking on the eligible list for this job. When completing the T&E questions, please note:

- Responses to the T&E questions must be submitted online; paper questionnaires will not be accepted.
- A resume will not substitute for the information required in the T&E questions.

3. Eligibility: Candidates who pass the Training and Experience Test will be placed on the eligible list. The hiring department may contact candidates for interview at any time during the life of the one-year list. Candidate's eligibility expires one year from the date of notification of a passing score for the Customer Service Specialist examination.

4. Screening Committee: (Pass/Fail)– All candidates that pass the examination and are in one of the top three ranks will have their application forwarded to the hiring department for review. The hiring department will select the most competitive applications for further consideration. Human Resources will only evaluate employment applications for the minimum qualifications, as stated on the job announcement, for applications selected by the hiring department.

5. Conditional Hire: Upon receipt of a conditional offer, the selected candidate must complete and pass Live Scan/fingerprinting. If applicable, candidates may also need to pass a pre-employment medical exam, controlled substance and/or alcohol test, and possess any required licensure or certification prior to receiving a start date from the Department. Failure to meet these prerequisites will be grounds for withdrawal of your conditional offer of employment.

QUESTIONS:

For questions concerning this job announcement and the application process:

- Please visit <https://www.governmentjobs.com/Home/ApplicationGuide> for a comprehensive, step-by-step guide to the application process.
- For technical support between 6 AM - 5 PM PT, contact Live Applicant Support at (855) 524-5627.
- Visit the City of Sacramento Human Resources Department website at <https://www.cityofsacramento.gov/HR/employment>;
- Send an email to employment@cityofsacramento.org; or
- Call the Human Resources Department at (916) 808-5726

Employer

City of Sacramento

Address

915 I Street
Historic City Hall
Sacramento, California, 95814-2604

Phone

(916) 808-5726

Website

<http://portal.cityofsacramento.org/HR>

Customer Service Specialist (Revenue Services) Supplemental Questionnaire

*QUESTION 1

APPLICATION: I understand my application must meet the minimum qualifications for consideration of employment with the City of Sacramento. The experience I list in the duties area of the "Work Experience" section of the employment application will be used to determine if I meet the minimum qualifications as stated on the job announcement. A resume, responses to the supplemental questions requiring a narrative response, employment history listed elsewhere in the application or attachments will not substitute for the information required in the "Work Experience" section of the employment application. **Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position. Note: Qualifying experience is based on full-time experience (40 hours per week). Qualifying experience is calculated to the full-time equivalent (pro-rated if less than 40 hours/week).** Please refer to the City of Sacramento's Applicant Resources Page for Screening Instructions: <https://www.cityofsacramento.gov/HR/employment>

Yes

***QUESTION 2**

PROOF OF EDUCATION: To qualify for this classification you may use any combination of education and/or experience as listed to provide required knowledge, skills, and abilities. I understand proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with my application and **will be required at the time of appointment** if I am using education to qualify for this position. Please refer to the City of Sacramento's Proof of Education Requirements (<https://www.cityofsacramento.gov/HR/employment>) for information on accepted documentation.

Yes

***QUESTION 3**

EDUCATION CONFIRMATION: If I am using education to qualify for this position, I attest I possess or will possess the following level of education by time of appointment if I am selected for this position.

- No units from an accredited college or university
- Less than 30 semester or 45 quarter units from an accredited college or university
- 30 semester or 45 quarter units from an accredited college or university
- 60 semester or 90 quarter units from an accredited college or university
- Associates Degree
- 90 semester or 135 quarter units from an accredited college or university
- Bachelors Degree
- Masters Degree
- Doctorate

***QUESTION 4**

TRAINING AND EXPERIENCE EXAMINATION: The following questions are the Training and Experience (T&E) Examination. In addition to the City of Sacramento employment application, applicants must complete and submit online responses to the T&E questions. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. Therefore, your responses to the T&E Exam questions should be thorough and complete because the exam score will determine your ranking on the eligible list for this job. In accordance with the City of Sacramento's Racial and Gender Equity Action Plan (RGEAP), this examination contains non-binary names and pronouns. For additional information regarding the City's RGEAP, please copy and paste the following link into a web browser: <https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/ode/workforce-equity-documents/Full-RGEAP.pdf> I understand and agree to the above instructions.

Yes

***QUESTION 5**

Select the one option that best describes your experience performing transactional duties such as issuing invoices and receipts, or processing payments for various services, licenses, and permits.

- Four years or more
- At least three years, but less than four years
- At least two years, but less than three years
- At least one year, but less than two years
- Less than one year

***QUESTION 6**

Select all the software programs you are proficient in and use on a regular basis in the administration of your job and/or education.

- Microsoft Outlook or equivalent
- Microsoft Word or equivalent
- Microsoft Excel or equivalent
- Microsoft PowerPoint or equivalent
- Microsoft Access or equivalent
- Microsoft Visio or equivalent
- Adobe Acrobat Professional or equivalent
- Geographic Information System (GIS) software or equivalent
- Customer Relationship Manager (CRM) software or equivalent customer service software
- Accounting software or equivalent
- None of the above

***QUESTION 7**

Select the one option that best describes your experience analyzing and interpreting regulations and/or policies to calculate accuracy of a customer's bill or service charge.

- Four years or more
- At least three years, but less than four years
- At least two years, but less than three years
- At least one year, but less than two years
- Less than one year

***QUESTION 8**

Select all the boxes that best describe the strategies you have used to respond to a customer/client's inquiry and/or complaint.

- Ask customer/client open ended questions allowing time for the customer/client to respond to gather information
- Active Listening
- Write notes on customer/client's responses
- Determine which records, files, and/or databases need to be accessed/reviewed
- Research, review, and interpret any existing files, records, or billing statements
- Review any documentation provided by the customer/client
- Verify accuracy of documents and/or records
- Reconcile errors and modify account transactions
- Document any resolution or steps taken to resolve the question/complaint
- Confirm all questions have been answered
- None of the above

***QUESTION 9**

Select the one option that best describes your experience explaining complex rules, policies, fee structures, and/or permit requirements to a colleague seeking assistance in responding to a public/customer complaint or inquiry.

- Four years or more
- At least three years, but less than four years
- At least two years, but less than three years
- At least one year, but less than two years
- Less than one year

* Required Question

EMPLOYMENT APPLICATION



CITY OF SACRAMENTO
915 I Street, Historic City Hall
Sacramento, California, 95814-2604
(916) 808 5726
<http://portal.cityofsacramento.org/HR>

Guerrero, Wendy Person ID:
[REDACTED]
**016973-25-FIN CUSTOMER
SERVICE SPECIALIST (REVENUE
SERVICES)**

Received: 12/8/25, 1:35
PM

For Official Use Only:

QUAL:

DNQ: _____

Experience

Training

Other: _____

PERSONAL INFORMATION

POSITION TITLE: CUSTOMER SERVICE SPECIALIST (REVENUE SERVICES)		EXAM ID#: 016973 25 FIN
NAME: (Last, First, Middle) Guerrero, Wendy		SOCIAL SECURITY NUMBER: XXX XX
ADDRESS: (Street, City, State/Province, Zip/Postal Code) [REDACTED]		EMAIL ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]		NOTIFICATION PREFERENCE: Email
DRIVER'S LICENSE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DRIVER'S LICENSE: [REDACTED]	LEGAL RIGHT TO WORK IN THE UNITED STATES? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
What is your highest level of education? Technical College		

PREFERENCES

WHAT TYPE OF JOB ARE YOU LOOKING FOR? Regular
TYPES OF WORK YOU WILL ACCEPT: Full Time
SHIFTS YOU WILL ACCEPT: Day

EDUCATION

DATES:	SCHOOL NAME: Rio Linda High School	
LOCATION:(City, State) undefined, undefined	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DEGREE RECEIVED: High School Diploma
DATES:	SCHOOL NAME: High Tech Institute	
LOCATION:(City, State) undefined, undefined	DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DEGREE RECEIVED: Certification
MAJOR: Dental Assistant	UNITS COMPLETED: - Quarter	

WORK EXPERIENCE

DATES: From 6/2014 To Present	EMPLOYER: City of Sacramento Department Revenue	POSITION TITLE: Revenue CSR
ADDRESS: (Street, City, State, Zip/Postal Code) 915 I St Rm 1214, Sacramento, California, 95814		
PHONE NUMBER: [REDACTED]	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED:	
DUTIES: I set up payment plans for parking citations. I also take payments for parking citations and other city departments. I issue permits for residential parking. I also set up parking for those whom wish to park monthly in city garages, as well as DEPP our city discount parking program. I issue construction permits, emergency parking permits and ally parking permits. At one point of my job duties I also set up Business Operations Tax Certificates(BOT), and Home Occupation Permits (HOP).		
REASON FOR LEAVING: Still with the department.		

DATES: From 10/2022 To 3/2023	EMPLOYER: HOME DEPOT	POSITION TITLE: GARDEN ASSOCIATE
ADDRESS: (Street, City, State, Zip/Postal Code) 3611 Truxel Rd, Sacramento, California, 95834		
PHONE NUMBER: [REDACTED]	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 27	# OF EMPLOYEES SUPERVISED: 0	

DUTIES:
CUSTOMER SERVICE ON FLOOR AND I AM ALSO A BACK UP CASHIER.

REASON FOR LEAVING:
STILL WORKING AS A SECOND JOB.

DATES: From 2/2003 To 6/2014	EMPLOYER: City of Sacramento Department	POSITION TITLE: Parking Enforcement Officer
ADDRESS: (Street, City, State, Zip/Postal Code) 300 Richards Blv , Sacramento, California, 95811		
PHONE NUMBER: [REDACTED]	SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED:	

DUTIES:
issued citations for all parking violations .
i was a field training officer .
i also did traffic control for events in the Sacramento area.

REASON FOR LEAVING:
wanted to learn something new. And get a different point of view once the citi en has already had the citaiton and the steps to contest and options they recieved once a boot was issued to the vehicle.

DATES: From 4/1996 To 2/2003	EMPLOYER: Convention Center	POSITION TITLE: Maintenance Woker
ADDRESS: (Street, City, State, Zip/Postal Code) City of Sacramento Convention Center, California, 95814		
SUPERVISOR: [REDACTED]	MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No	
HOURS PER WEEK: 40	# OF EMPLOYEES SUPERVISED:	

DUTIES:
I set up for all events chairs, tables, floor and stage
after event we would brake down the set up to get ready for the next event.
during all events we maintained the facility keeping bathrooms, hallways and areas clean. if my equipment was needed we would take more and set up as fast as we could during an event.

REASON FOR LEAVING:
wanted to expand and learn new traits.

CERTIFICATES AND LICENSES

TYPE: High tech Institute	ISSUING AGENCY:
LICENSE NUMBER:	

SKILLS

OFFICE SKILLS: Typing: Data Entry:
OTHER SKILLS:
LANGUAGE(S): English : Speak , Read , Write

ADDITIONAL INFORMATION

Honors & Awards
Customer Service Satisfaction Award 2/2020

REFERENCES

REFERENCE TYPE: Professional	NAME: [REDACTED]	POSITION: Admin Analyst
ADDRESS: (Street, City, State, Zip/Postal Code) [REDACTED]		

EMAIL ADDRESS: [REDACTED]		PHONE NUMBER: [REDACTED]
REFERENCE TYPE: Professional	NAME: [REDACTED]	POSITION: Home Depot Garden Supervisor
ADDRESS: (Street, City, State, Zip/Postal Code) [REDACTED]		
EMAIL ADDRESS: [REDACTED]		PHONE NUMBER: [REDACTED]

Agency-Wide Questions

1. **Are you currently employed by the City of Sacramento? (Please Note: City employees are still required to indicate job related experience, including their city job related experience in the "Work Experience" section of this application.)**
Yes
2. **If 'No' to Question #1, have you ever been employed by the City of Sacramento?**
Yes
3. **If 'Yes' to Question #2, state which department(s) and date(s) you left. If 'No' or you are currently employed with the City, please enter N/A.**
Special Events, Convention Center, Parking Enforcement and Revenue
4. **Do you have a high school diploma or equivalent?**
Yes
5. **Please tell us how you heard about this job opening:**
Other
If you selected "other," please specify how you heard about this job. This can include community organization, event, professional organization, social medial or website, or any option not listed in the question above. Be specific. If you did not select "other," write N/A.
office email
7. **I understand that if the position for which I am applying requires proof of Education, Certification, and/or License I must provide documented proof at the time of appointment.**
Yes
8. **I understand that I must list current and/or past job-related experience in the duties area of the "Work Experience" section of the employment application. The experience I list will be used to determine if I meet the minimum qualifications as stated on the job announcement. Applications that do not list current and/or past job related experience will be considered incomplete and will be rejected; omitted information cannot be considered or assumed. A resume, responses to the supplemental questions, or employment history listed elsewhere in the application or attachments will not substitute for the information required in the "Work Experience" section of the employment application. Note: Qualifying experience is based on full time experience (40 hours per week). Qualifying experience is calculated to the full time equivalent (pro rated if less than 40 hours/week). Internships and/or volunteer experience, whether paid or unpaid, will be counted as qualifying experience, but must be listed in the Work Experience section of the employment application.**
Yes
9. **I certify that all statements in this application are true and complete. I agree and understand that any misstatements or omissions of materials facts herein will cause forfeiture on my part of all rights to employment by the City of Sacramento. I understand that if I do not meet the announced requirements, I will be eliminated from the examination. I hereby authorize the City to verify the accuracy of the information I have provided on this application.**
Yes
10. **I authorize any duly accredited representative of the City of Sacramento to obtain copies of all records relating to my driver's license from the California Department of Motor Vehicles and from any other state in which I have been licensed to drive.**
Yes
11. **I authorize any duly accredited representative of the City of Sacramento to obtain any information relating to my activities from prior and current employers and others. This information may include, but not be limited to, achievement, performance, attendance, personal history, and disciplinary information. I direct prior and current employers to release such information upon request to the duly accredited representative of the City of Sacramento regardless of any agreement I may have had with you previously to the contrary. I release any individual, including records custodians, from all liability for damages that may result to me on account of compliance or any attempts to comply with this authorization.**
Yes
12. **I understand my application must be submitted in English in order to be considered for employment.**
Yes
13. **I understand the City of Sacramento may use text messaging as a method of communication with applicants and I must opt in to receive text message communication through my governmentjobs.com account. Furthermore, I understand if I opt out of receiving text messaging through my governmentjobs.com account, I may forfeit my ability to receive pertinent information regarding the application process. ***Message and Data rates may apply.**
Yes
14. **I understand if I opted in to receiving text messages via my governmentjobs.com account, the City of Sacramento will contact me via text messaging on the number(s) provided in my application regarding employment opportunities, the examination process, and/or the on-boarding process. ***Message and Data rates may apply.**
Yes

15. **I attest the name(s) listed on the attached document(s) and/or Educational/Certification/Licensure documentation I am required to provide at the time of appointment the are the same person as listed on this application.**
Yes
16. **Are you in a familial, cohabitant, or amorous relationship with any current employee of the City of Sacramento? Examples of these relationships include: spouse, domestic partner, parent, child, sibling, uncle, aunt, nephew, niece, first cousin, grandparent, great grandparent, grandchild, or great grandchild. Relations may be by blood, marriage, adoption, or domestic partnership, including in-law, step- and half-relationships. (If yes, please answer the next question)**
Yes
17. **Please list name of relative, relationship and department that your relative works in. (If not applicable, please type N/A)**
sister n law works for YPCE and partner works for CODE
18. **The City of Sacramento is committed to a fair and equitable recruitment process. As part of our efforts to maintain consistency and transparency, please acknowledge that you understand the City does not provide individualized feedback to candidates regarding the interview or selection process.**
Yes, I understand the City of Sacramento does not provide feedback to candidates regarding the interview or selection process.
19. **California Senate Bill 1100 (SB1100) may impact the driver's license requirements for future job opportunities within our organization. I acknowledge and understand that if I am appointed to future opportunities within the City, the driver's license requirements may differ from the current position I am applying to and that I will be required to meet those specific requirements at the time of appointment.**
Yes
20. **I understand the attachment(s) submitted with my application do not automatically qualify me for an incentive or allowance. Furthermore, I understand I must submit the required supporting document(s) directly to my respective department personnel, who will review my eligibility and initiate an incentive or allowance pursuant to the applicable Labor Agreement or Unrepresented Resolution. Incentive and allowance eligibility requirements can be found in the respective Labor Agreement or Unrepresented Resolution posted on the City of Sacramento's website; please copy and paste the following URL into your browser: <https://www.cityofsacramento.gov/HR/labor-agreements>**
Yes

Job Specific Supplemental Questions

- APPLICATION: I understand my application must meet the minimum qualifications for consideration of employment with the City of Sacramento. The experience I list in the duties area of the "Work Experience" section of the employment application will be used to determine if I meet the minimum qualifications as stated on the job announcement. A resume, responses to the supplemental questions requiring a narrative response, employment history listed elsewhere in the application or attachments will not substitute for the information required in the "Work Experience" section of the employment application. Position/job titles will not be considered in determining eligibility for meeting the minimum qualifications for this position. Note: Qualifying experience is based on full time experience (40 hours per week). Qualifying experience is calculated to the full time equivalent (pro-rated if less than 40 hours/week). Please refer to the City of Sacramento's Applicant Resources Page for Screening Instructions: <https://www.cityofsacramento.gov/HR/employment>**
1. **PROOF OF EDUCATION: To qualify for this classification you may use any combination of education and/or experience as listed to provide required knowledge, skills, and abilities. I understand proof of education such as, but not limited to, university/college transcripts and degrees should be submitted with my application and will be required at the time of appointment if I am using education to qualify for this position. Please refer to the City of Sacramento's Proof of Education Requirements (<https://www.cityofsacramento.gov/HR/employment>) for information on accepted documentation.**
Yes
2. **EDUCATION CONFIRMATION: If I am using education to qualify for this position, I attest I possess or will possess the following level of education by time of appointment if I am selected for this position.**
No units from an accredited college or university
3. **TRAINING AND EXPERIENCE EXAMINATION: The following questions are the Training and Experience (T&E) Examination. In addition to the City of Sacramento employment application, applicants must complete and submit online responses to the T&E questions. This exam will evaluate the relevance, level, and progression of a candidate's education, training and experience. Therefore, your responses to the T&E Exam questions should be thorough and complete because the exam score will determine your ranking on the eligible list for this job. In accordance with the City of Sacramento's Racial and Gender Equity Action Plan (RGEAP), this examination contains non binary names and pronouns. For additional information regarding the City's RGEAP, please copy and paste the following link into a web browser: [https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/ode/workforce equity documents/Full RGEAP.pdf](https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/ode/workforce%20equity%20documents/FullRGEAP.pdf) I understand and agree to the above instructions.**
Yes
4. **Select the one option that best describes your experience performing transactional duties such as issuing invoices and receipts, or processing payments for various services, licenses, and permits.**
Four years or more
5. **Select all the software programs you are proficient in and use on a regular basis in the administration of your job and/or education.**
Microsoft Outlook or equivalent, Microsoft Excel or equivalent
6. **Select the one option that best describes your experience analyzing and interpreting regulations and/or policies to calculate accuracy of a customer's bill or service charge.**
- 7.

Four years or more

8. Select all the boxes that best describe the strategies you have used to respond to a customer/client's inquiry and/or complaint.

Ask customer/client open ended questions allowing time for the customer/client to respond to gather information, Active Listening, Write notes on customer/client's responses, Determine which records, files, and/or databases need to be accessed/reviewed, Research, review, and interpret any existing files, records, or billing statements, Review any documentation provided by the customer/client, Verify accuracy of documents and/or records, Reconcile errors and modify account transactions, Document any resolution or steps taken to resolve the question/complaint, Confirm all questions have been answered

9. Select the one option that best describes your experience explaining complex rules, policies, fee structures, and/or permit requirements to a colleague seeking assistance in responding to a public/customer complaint or inquiry.

Four years or more

The following terms were accepted by the applicant upon submitting the online application:

I CERTIFY that all statements in this application are true and complete. I agree and understand that any misstatements or omissions of material facts herein will cause forfeiture on my part of all rights to employment by the City of Sacramento. I understand that if I do not meet the announced requirements, I will be eliminated from the examination process, and that applications must be received by the City Employment Office at Historic City Hall, 915 I Street, Pla a Level, Sacramento, CA 95814, by 11:59 p.m. on the final filing date specified on the Job Announcement. I hereby authorize the City to verify the accuracy of the information I have provided on this application. I understand that applications that do not list related job experience in the "Work Experience" section will be considered incomplete and will be rejected.

AUTHORIZATION TO RELEASE EMPLOYMENT RECORDS AND OTHER INFORMATION

I authorize any duly accredited representative of the City of Sacramento to obtain any information relating to my activities from prior and current employers and others. This information may include, but not limited to, achievement, performance, attendance, personal history, and disciplinary information. I direct prior and current employers to release such information upon request to the duly accredited representative of the City of Sacramento regardless of any agreement I may have had with you previously to the contrary. I release any individual, including records custodians, from all liability for damages that may result to me on account of compliance or any attempts to comply with this authorization.

This application was submitted by Wendy Guerrero on 12/8/25, 1:35 PM



January 9, 2026



Dear Wendy Guerrero,

Upon review of the application submitted for the position of Customer Service Specialist (Revenue Services), 016973-25-FIN, with the City of Sacramento, the application submitted did not reflect the required minimum qualifications as stated on the job announcement.

Please review the City of Sacramento's Applicant Resources page for additional information on the City's screening practices and proof of educational requirements: <https://www.cityofsacramento.gov/HR/employment>

APPEAL PROCESS FOR CIVIL SERVICE EXAMINATIONS

Pursuant to Civil Service Board (CSB) Rule 4.10 (c), candidates who fail any part of the application or examination process may appeal in writing to the CSB within fifteen (15) calendar days after the date of this notice. The following are the grounds for appeal:

- (1) Erroneous interpretation of application of qualification standards prescribed for classification: or
- (2) Improper procedure in the administration of the test: or
- (3) Discrimination based on race, color, religion, national origin, political beliefs, sex, physical handicap, marital status, pregnancy, age, or sexual orientation.

A written appeal must state the grounds for appeal, the supporting facts, and the remedy requested. Appeals must be submitted to employment@cityofsacramento.org within fifteen (15) calendar days after the date of this notice.

We appreciate your interest in this position and encourage you to apply for other employment opportunities with the City of Sacramento at <https://www.governmentjobs.com/careers/saccity>. We wish you success in your professional endeavors.

Sincerely,

Phoua Thao
Human Resources Department
915 I Street, Sacramento, California 95814-2604
Call: (916) 808-5726
Email: employment@cityofsacramento.org
Website: <https://www.cityofsacramento.gov/HR>

Follow us on social media

LinkedIn: <https://www.linkedin.com/showcase/human-resources-department-city-of-sacramento/about/?viewAsMember=true>

Facebook: <https://www.facebook.com/CityofSacramentoHR/>

Instagram: https://www.instagram.com/thecityofsac_hr/?hl=en

Stay informed about City career opportunities

Review Applicant Resources:

<https://www.cityofsacramento.gov/HR/employment>

Sign up for job interest cards:

<https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/ECD/JobInterestCard.pdf>

If you do not want to receive emails please click on the following : [Unsubscribe from Emails](#)

From: [Wendy Guerrero](#)
To: [Employment](#)
Subject: RE: 016973-25-FIN
Date: Friday, February 20, 2026 4:19:18 PM
Attachments: [Screenshot 2026-02-20 161608.png](#)
[Screenshot 2026-02-20 161639.png](#)

To Whom it may concern,

The appeal fall's under (1) Erroneous interpretation of application of qualification standards prescribed for classification:

Please see attached email received stating that my application was accepted and was placed in rank 1.

Attach that email.

Thank you
Wendy Guerrero
Customer Service Representative

From: Employment <Employment@cityofsacramento.org>
Sent: Thursday, February 19, 2026 2:28 PM
To: Wendy Guerrero [REDACTED]
Subject: FW: 016973-25-FIN

Hello Wendy,

Your appeal is in process to be presented to the Civil Service Board at the March meeting, scheduled for March 16, 2026. To proceed with your appeal, we will need the specific Civil Service Board Rule in 4.10 which you are appealing. Please reply to this email to confirm which rule you are appealing under, as indicated below:

4.10(c): Grounds for appeal. The following are the grounds for appeal of disqualifications:

- (1) Erroneous interpretation of application of qualification standards prescribed for classification: or
- (2) Improper procedure in the administration of the test: or
- (3) Discrimination based on race, color, religion, national origin, political beliefs, sex, physical handicap, marital status, pregnancy, age, or sexual orientation.

Additionally, please note Civil Service Board Rule 4.4. states: "Notice of Qualification.

Applicants and candidates shall be sent written notice of the acceptance or rejection of their application and the results of their examination. If rejected, the notice shall state the reason. Said notice shall be mailed to the address of record on the application filed for the examination”. The notices reference in this appeal were sent via NeoGov to the email address submitted with your application. This Civil Service Board Rules does not offer grounds to appeal.

Please let me know if you have any questions.

Thank you,
Abby Souza

[Employment Services](#)

City of Sacramento | Human Resources

Historic City Hall

915 I Street, Plaza Level | Sacramento, CA 95814

(916) 808-5726 | classcompstudy@cityofsacramento.org

From: Employment <Employment@cityofsacramento.org>

Sent: Tuesday, January 20, 2026 11:28 AM

To: Wendy Guerrero [REDACTED]

Subject: RE: 016973-25-FIN

Hello,

This email is to confirm we are in receipt of your appeal. Your appeal will be presented to the Civil Service Board at the March meeting, scheduled for March 16, 2026. You will receive additional meeting details closer to the meeting date from Human Resources Administration. Please be aware, written appeals are heard by the Civil Service Board in a public meeting and on the public record. Written appeals, application materials, and correspondence will be posted publicly online as part of the meeting agenda.

Thank you,
Abby Souza

[Employment Services](#)

City of Sacramento | Human Resources

Historic City Hall

915 I Street, Plaza Level | Sacramento, CA 95814

(916) 808-5726 | classcompstudy@cityofsacramento.org

From: Wendy Guerrero [REDACTED]
Sent: Wednesday, January 14, 2026 10:46 PM
To: Employment <Employment@cityofsacramento.org>
Subject: RE: 016973-25-FIN

Dear Appeals Officer,

Thank you for your response regarding my appeal. In reply to your request, I am submitting the Civil Service Board rules under which I am appealing.

My appeal is submitted pursuant to Civil Service Board Rule 4.4 , as outlined in the original notification email informing me that I successfully passed the examination for the Customer Service Specialist position. That notification confirmed that my name was placed on the eligible list, that I was ranked number one based on my examination score, and that my eligibility remains active until December 22, 2026.

Additionally, my appeal is supported by Civil Service Board Rule 4.10, as I am a current employee who has served as a Customer Service Representative for over ten (10) years. I am also the most senior and seasoned Customer Service Representative within my department and meet all qualifications for the position for which I applied.

Based on my eligibility status, ranking, experience, and seniority, I respectfully request that my application be forwarded back to the department and that I be given the opportunity to interview for the Customer Service Specialist position.

Thank you for your time and consideration. Please let me know if any additional information or documentation is required.

Sincerely,
Wendy Guerrero
Customer Service Representative
Revenue Services.

From: Employment <Employment@cityofsacramento.org>
Sent: Wednesday, January 14, 2026 3:26 PM
To: Wendy Guerrero [REDACTED]
Subject: RE: 016973-25-FIN

Hi Wendy,

Thank you for your email. I reviewed your email communication regarding this

recruitment and understand you would like to move forward with your appeal. To move forward with the appeal, we will need the Civil Service Board Rule you are appealing under.

Please respond to this email within 48 hours and cite the Civil Service Board Rule you are appealing under. Failure to respond will result in your appeal not moving forward in the process.

Please let me know if you have any questions.

Thank you,
Abby Souza

[Employment Services](#)

City of Sacramento | Human Resources

Historic City Hall

915 I Street, Plaza Level | Sacramento, CA 95814

(916) 808-5726 | classcompstudy@cityofsacramento.org

From: Wendy Guerrero [REDACTED]
Sent: Tuesday, January 13, 2026 6:09 PM
To: Employment <Employment@cityofsacramento.org>
Subject: 016973-25-FIN

Dear Sir/Ma'am,

I am writing to formally appeal the determination that I am not qualified for the position of Customer Service Specialist, based on the assertion that I did not disclose my qualifications in my original application.

I would like to clarify that my application included my resume at the time of submission, which fully outlined my qualifications, education, and relevant experience. I did not add or attempt to add new qualifications after submission, rather all information referenced was already provided and available for review during that initial evaluation process.

Additionally, I was notified via email that my application was accepted and that I ranked number one among the candidates. This communication reasonably indicated that my application and attached resume had been reviewed and that my qualifications met the requirements of the position.

Given this, I respectfully request clarification as to how my qualifications were initially deemed to acceptable-resulting in a top ranking- yet are now considered to undisclosed or insufficient.

I believe this represents a discrepancy in the review process that warrants reconsideration to ensure fairness and consistency.

I remain very interested in the position and confident that my qualifications meet the stated requirements. I am more than willing to provide any clarification or documentation needed to support a fair review of my application.

Thank you for your time and consideration.

I look forward to your response.

Sincerely,

Wendy Guerrero

016973-25-FIN

December 23, 2025

Wendy Guerrero


Dear Wendy Guerrero,

Congratulations! You successfully passed the examination for the Customer Service Specialist (Revenue Services) position, Exam No. 016973-25-FIN. Your name has been placed on an eligible list and will remain on the list until 12/22/2026.

Based on your score, you are in Rank #1 on the eligible list for this classification.

Ranks are determined by the final score and banded. More than one individual can hold the same rank. Individuals who received the highest scores on the exam will be in rank 1, and so on. Departments with a vacancy in this classification have access to review applications of candidates in the top 3 reachable ranks. When a rank is exhausted, lower ranks are opened up to the departments for review.

Your application has been forwarded to the Finance Department for further consideration. If you are selected for an interview, the Finance Department will contact you directly. It is the Department's discretion to be in touch with you hereafter. **To be eligible for an interview, your application must meet the minimum qualifications as stated on the job posting.**

Thank you for your interest in employment with the City of Sacramento. We hope you will continue to apply for other positions for which you may be qualified. For a full list of current City of Sacramento recruitments please visit our website at <https://www.governmentjobs.com/careers/saccity>.

Sincerely,

Thank you for your interest in employment with the City of Sacramento. We hope you will continue to apply for other positions for which you may be qualified. For a full list of current City of Sacramento recruitments please visit our website at <https://www.governmentjobs.com/careers/saccity>.

Sincerely,

Phoua Thao
Human Resources Department
915 I Street, Sacramento, California 95814-2604
Call: (916) 808-5726
Email: employment@cityofsacramento.org
Website: <https://www.cityofsacramento.gov/HR>

Follow us on social media

LinkedIn: <https://www.linkedin.com/showcase/human-resources-department-city-of-sacramento/about/?viewAsMember=true>

Facebook: <https://www.facebook.com/CityofSacramentoHR/>

Instagram: https://www.instagram.com/thecityofsac_hr?hl=en

Stay informed about City career opportunities

Review Applicant Resources:

<https://www.cityofsacramento.gov/HR/employment>

Sign up for job interest cards: <https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/ECD/JobInterestCard.pdf>

