

Senate Standing Committee on Civil Service and Pension

October 17, 2023

DRAFT TESTIMONY of
The City University of New York

Ludwig Vouitsis
University Director of Civil Service Support

Thank you, Lauren. Good morning, Senator Jackson and distinguished members of the State Senate Committee on Civil Service and Pensions, my name is Ludwig Vouitsis. Please call me Lou. I serve as the University Director of Civil Service Support for the City University of New York (CUNY).

Attracting and retaining qualified individuals for civil service positions poses ongoing challenges. Competitive markets and evolving job preferences require strategic measures to ensure a robust and diverse talent pool.

With that being said, CUNY has reviewed our processes and taken several measures to increase our recruitment and retention efforts, including for CUNY students, which include:

- **Recruitment of CUNY Students:** CUNY is exploring the creation of new *trainee* or *intern* titles in order to create opportunities for students and recent graduates to gain valuable experience which will allow them to transition into permanent civil service titles and create a pipeline for CUNY students. Additionally, we are exploring opportunities to partner with the CUNY Internship Program and the Civil Service Pathways Fellowship Program.
- **Public Safety and Security Titles:**
 - a. **Recruitment:** In response to challenges posed by recruiting for security titles Campus Peace Officer (CPO) and Campus Security Assistant (CSA), we have taken several approaches to recruit for these positions. Public Safety recruitment staff attended in-person job fairs providing candidates with information about the positions as well as the use of tablets so they can apply for exams immediately. We developed a new website dedicated to recruit CPOs by making the information more attractive and accessible for candidates to explore and apply for the CPO exam.
 - b. **Continuous Recruitment Exams:** Recognizing the urgency in filling security positions, we instituted continuous recruitment examinations for Campus Peace Officer and Campus Security Assistant titles. This allows candidates to apply for these examinations

24 hours a day, 7 days a week, 365 days a year, even on holidays.

- **On-line Exams for Enhanced Accessibility:** To ensure accessibility and flexibility for candidates, all of our written examinations are now online and candidates take the written exam using their personal computers on the day and time of their choosing.
- **Promotional Exams:** CUNY has increased communication with the HR teams at the 25 colleges to advertise promotional examination opportunities for staff to increase employee career development.

To conclude, we believe that by addressing these aspects of recruitment, retention, and highlighting the inherent benefits of civil service positions, we can strengthen the foundation of our workforce at CUNY. Your support in advocating for policies that recognize and enhance the value of civil service roles at CUNY will undoubtedly contribute to the continued success and growth of our institution. We appreciate your time and consideration of these matters and look forward to the opportunity to discuss them further. Thank you.