

# Human Resources/Risk Management

Monthly Newsletter, Vol. 8 - November 2024

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## Update from HR/RM Leadership

Being thankful never goes out of style!

We are quickly approaching a season of gratitude, which also means we are seeing both leaves and snow fall – the Human Resources and Risk Management team is settling into the new shared spaces, and we welcome you to visit us in our new areas for all of your Human Resources and Risk Management needs!

We will be working towards a less-is-more approach to our Newsletter, and beginning in January will be publishing every other month, and compacting the page length, for the same great content but fewer pages.

We are thankful for all of you!

# Kori Vogt

Division Director Human Resources and Risk Management

## WELCOME to Team Flagstaff!

### Full-time

Andres Aguilar – Recreation Coordinator I - PROSE  
Israel Armenta – Parks Tech – PROSE  
Andrea Armstrong – Administrative Specialist – Water Services  
Christopher Branson – Fleet Services Specialist – Public Works  
Cassandra Bromber – Police Emergency Communications Specialist - Police  
Lori Clayton – Victim Services Specialist – Legal  
Ivan Harris – Water Operator Trainee – Water Services  
Daniel Leonhardt – Water Operator Trainee – Water Services  
Diana Lujan – Administrative Specialist – Community Development  
Jeff McCormick – Economic Development Manager – Economic Vitality  
Aidan Medici – Streets Operations Tech I – Public Works  
Brianna Monell – Streets Operations Tech I – Public Works  
Annie Ridgell – Administrative Specialist - PROSE  
Tammy Ryan – Budget Analyst – Management Services  
Payten Schmidt – Police Emergency Communications Specialist - Police  
George Testo – Police Officer Recruit - Police  
Anne Thompson – Accountant Senior – Management Services  
Emma Winn – Library Specialist – Economic Vitality

### Part-time/Temporary

David Canady – Visitor Services Assistant – Economic Vitality  
Salvador Capetillo – Recreation Assistant - PROSE  
Summer Hackney – Recreation Assistant - PROSE  
Darby Kitchell – Recreation Assistant - PROSE  
Joshua Metzger – Maintenance Tech – Public Works  
Matthew Mitchell – Lifeguard - PROSE  
Alison Seaman – Recreation Instructor II - PROSE  
Afewerki Zeru – Recreation Assistant - PROSE

## CONGRATULATIONS to the following employees who were recently PROMOTED!

Travis La Macchia – Recreation Leader II - PROSE  
Myah Looper – Recreation Leader II - PROSE

## Volunteer Management



A New Volunteer Event Management System is coming soon-Offero! The new system will allow us to streamline processes and keep volunteer information in one place.

Benefits include:

- Process and maintain applications online
- Track volunteer hours and programs
- Find volunteers based on interests
- Volunteer admins/coordinator can process applications beginning to end
- Reporting tools! For those needing data.
- Intuitive and easy to learn for end users

Features include:

- Volunteer Profile and Dashboard – You can manage your interests, emergency contact information, volunteer hours, contact information and more. The dashboard will pull upcoming events that match your history and stated interests.
- Calendar- An up-to-date calendar offers advanced search and list options for program and volunteer opportunities.
- Engagement Features - track your skills and interests and stay in the loop. You'll have access to private discussion forums and messaging allowing you to network with other like-minded volunteers to exchange ideas.
- Available Anywhere / Mobile Friendly- A cloud-based web application is available anywhere, anytime with an internet connection and user interfaces are mobile friendly working seamlessly on phones, tablets, and laptops.
- Communications- Built-in communications model that also protects your privacy by hiding your email and phone numbers where appropriate. System Administrators and volunteers can easily communicate with all, or a subset of the people associated with an activity via a simple email.

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## Benefits

[Understanding Your Benefit Deductions on Your Paycheck:](#)

When reviewing your paycheck statement on Payroll's Employee Self Service (ESS)

site, you will see the abbreviations "ER" and "EE". What do these mean???

- "ER" stands for Employer, this is what the city is paying for your benefit.
- "EE" stands for Employee, this is what you, the employee, is paying with a deduction from your paycheck.

Many employees believe they are paying the "ER" amount themselves, this is not the case!

BENEFITS	
HDHP-SGL L2	ER
LTD-ASRS	ER

versus...

DEDUCTIONS	
RET-AZ STATE	EE

If you have questions about reading your paycheck, contact Payroll at [payroll@flagstaffaz.gov](mailto:payroll@flagstaffaz.gov).

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## Classification and Compensation

### The FY26 Budget Process has begun!

As you and your team begin to prepare your Division's FY26 Personnel Requests, please use the FY25-26 Personnel Change and New Personnel Guideline and Request forms found on the City website or through this link: **Classification | City of Flagstaff Official Website**

Here you will find helpful information on when and how you should submit Personnel Change or New Personnel Requests for FY26. Our Guideline forms will help you determine when a Personnel Change or New Personnel request might be appropriate, and the request forms will be routed through the budget process. You will also find a job description template to help illustrate any new position(s) you may be requesting.

Please ensure these forms are completed, **signed with all necessary approvals**, and routed to **Sara.Stachura@flagstaffaz.gov AND Sarah.Sorne@flagstaffaz.gov no later than January 3rd, 2025.**

If you are seeking guidance on personnel planning or have any questions regarding the process, please do not hesitate to reach out to the Class and Comp Team. We are happy to help.

### FY25 Market Review List

The Class and Comp Team continues to work diligently towards the goal of market reviewing 25% of classifications each year. This year, we are reviewing the

remaining 25% of classifications that have not been reviewed in the last four years. Our team is on track to have the remaining positions reviewed by the end of this calendar year, where any market adjustments will then be submitted through the FY26 Budget Process for funding. By the end of FY25, all classifications at the City will have been reviewed against the market within the last four years.

## Recruitment

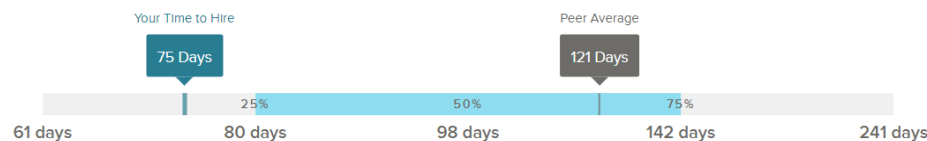
We thought it would be good to take a little time to share our current recruitment metrics. In the last year, the City has hired **127** new employees, and your recruitment team has been working on overdrive to improve recruitment processes, streamline the application and onboarding process and fill critical vacancies. Our HR and Risk Management Team knows how difficult it can be when you are having to "wear multiple hats" and cover multiple roles, and we are here to help every step of the way.

**We currently have 56** requisitions for **102** open positions. Some requisitions have multiple positions available, for example Lifeguard, which currently has 13 openings. Of those positions, there are currently **25** candidates who have either received or accepted an offer.

According to NeoGov, the average time to hire for public employers is 114 days and the City of Flagstaff is currently averaging **75** days. This time starts when the position is posted, and ends when the prospective employee is "authorized for hire," which means that they have completed all of their background check requirements, which can include assessments, criminal checks, employment history verification, personal references, fingerprints, physicals, vaccinations, and drug testing and are ready to be scheduled for a start or orientation date.

### Benchmarking - Organization

Your organization is taking **46 days less** than your peers on an average to hire a candidate.



One other enhancement that was recently made was adding a button to the main Flagstaffaz.gov webpage to make a **1-click experience** for finding our current job openings. Next time you are on the City's webpage, take a look for this button:



While our total number of job openings and requisitions has gone down as we work to fill roles, our **conversion rate** - or the number of applicants who view the job

posting and then immediately apply - has significantly increased (by more than double) to **2.68%**. We owe some of this success to the streamlining of the application process brought on by enhancements in NeoGov.

Job Posting Views & Conversion Last Calendar Year

Quarter	Avg. Views per ...	Number of Jobs	Applications pe...	Conversion Rate
Q-1-24	1306.13	87	17.03	1.3%
Q-2	1054.89	96	18.61	1.76%
Q-3	1051.81	88	23.45	2.23%
Q-4	664.87	52	17.85	2.68%

We can also see that the City of Flagstaff is our most successful source of applicants by viewing this "candidate pipeline." **77%** of our hires applied directly on our Flagstaff City Careers page, rather than through other popular job sites.

Candidates by Source Last 1 Year

Source	Applied	Eligible	Referred	Interviewed	Offered	Hired
Career Pages	3908 (64%)	1381 (66%)	1377 (66%)	1125 (66%)	265 (73%)	188 (77%)
Gjobs	784 (13%)	245 (12%)	243 (12%)	205 (12%)	22 (6%)	10 (4.1%)
Indeed	726 (12%)	240 (11%)	237 (11%)	208 (12%)	42 (12%)	24 (9.9%)
az.gov	190 (3.1%)	90 (4.3%)	90 (4.3%)	54 (3.2%)	11 (3%)	7 (2.9%)
Google	182 (3%)	72 (3.4%)	71 (3.4%)	47 (2.8%)	12 (3.3%)	8 (3.3%)

One other important source of successful hires is referrals! Almost **30%** of our successful hires come from employee referrals like you, and you can receive a referral bonus too!

Help us in supporting our neighbors and keeping families in Flagstaff by sharing our current openings at **FlagstaffCityCareers.com**.

## Policies and Directives

HRRM has completed the policy updates listed below which will be going to Council for approval in the coming weeks:

- Absent No Pay Policy
  - Defines what this leave is, how is can be used and when by employees. Cannot be used more than 3 days in one month, can be approved by Supervisor and time code entered for hours.
- Acting Pay Policy
  - Added Special Assignment verbiage, gives City Manager more flexibility to determine what assignments can qualify.
- Bereavement Leave Policy
  - Covers loss of immediate family member and close relation eligibility, parent is eligible for leave for loss of child, added specifically miscarriage or still-birth for parent, removed taking leave is subject to city operations, remove requirement to include name and relationship on Bereavement Leave Request.

- Employee Advisory Committee Policy
  - Update length of service for Co-Chairs, special appointment positions and grammar.

The employee handbook and directives can be found on the city website's [Handbook, Policies, and Directives page](#).

Please reach out to [Cindy Perger](#) for any questions or updates regarding policies under review.

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## Training and Development

☐ 400+ New Training Courses Just Added!

Exciting news! Our Learn platform in NeoGov has gotten a major boost with hundreds of fresh training opportunities waiting for you. From leadership skills to technical know-how, there's something for everyone.

Browse the expanded catalogue today and discover:

- Brand new course selections
- Updated content
- Diverse learning paths

Don't see exactly what your team needs? No problem! We can help create customized training solutions tailored to your staff's specific needs.

Ready to explore? Have suggestions? Contact Sheila Jewell at

**[Sheila.Jewell@flagstaffaz.gov](mailto:Sheila.Jewell@flagstaffaz.gov)**

Your professional development journey starts here!

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## Compliance

☐ Spotlight on HR Compliance: "HIPAA in the Workplace"

Protecting medical information isn't just good practice - it's the law! Whether you're a supervisor or colleague, any medical information you receive must be kept confidential.

Quick HIPAA Guidelines:

- Medical information stays private - even if shared voluntarily
- Leave notes about medical conditions out of documentation and evaluations
- Avoid retaining any medical information or documentation on employees in paper or electronic files – forward it to HR for retention
- Avoid discussing coworkers' health matters, even casually
- When in doubt, direct health-related questions to HR

Remember: Medical privacy isn't just about doctor's offices - it applies to every workplace conversation and document.

Need guidance on handling medical information? Contact HR - We're here to help you protect confidentiality.

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## Perform

Performance Evaluations: Let's Get Caught Up! ☐

Ready to tackle those pending Performance Evaluations? We're here to help!

Whether you need:

- A walkthrough of the Perform system
- Tips for delivering effective feedback
- Help with technical issues or questions

Our Performance Team is just an email away:

[PerformanceEvaluations@flagstaffaz.gov](mailto:PerformanceEvaluations@flagstaffaz.gov)

Let's work together to get these evaluations completed. Don't hesitate to reach out – we're here to help!

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## Risk Management

### Safety Training is Critical as Workplace Incident Data Reveals

Recent analysis of workplace incident data has highlighted the critical importance of comprehensive safety training programs, as organizations face ongoing challenges with both workers' compensation and liability claims. The findings underscore the need for renewed focus on preventive measures and employee education.

### Liability Claims Raise Red Flags

Additionally, 11 liability claims were reported some involving unsafe backing operations with vehicles and equipment. These incidents included:

- Collisions with stationary objects.
- Property damage in loading zones.
- Vehicle-to-vehicle contact in parking areas.

### The Role of Safety Training

Many of these incidents could have been prevented through proper training and adherence to established safety protocols.

Key benefits of comprehensive safety training include:

- 1. Reduced Injury Rates: Properly trained employees are better equipped to identify and avoid potential hazards.**
- 2. Lower Insurance Costs: Fewer claims lead to reduced premiums and better coverage terms.**
- 3. Improved Operational Efficiency: Safe work practices often correlate with higher productivity.**
- 4. Enhanced Employee Morale: Workers feel more confident and valued when provided with proper safety training.**

### Looking Forward

As an organization we should continue to analyze incident data and refine our safety programs, the focus remains on creating a culture of safety awareness and prevention. Regular training sessions, combined with proper equipment and clear procedures, form the foundation of an effective workplace safety program.

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If there is something you would like us to address in a future newsletter, please email us at [human.resources@flagstaffaz.gov](mailto:human.resources@flagstaffaz.gov).

Not sure who to contact in Human Resources and Risk Management? Check out our page on the City's website [Human Resources & Risk Management | City of Flagstaff Official Website \(az.gov\)](#)

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Human.Resources@flagstaffaz.gov

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