



# HUMAN RESOURCES

Kevin Browning, HR Manager  
Barbara Moore, HR Technician  
Natasha King, HR Administrative Assistant



# OVERVIEW

- ▶ 330 Employees
- ▶ 16 Departments
- ▶ Over 40,000 Residents



# RETENTION AND TURNOVER

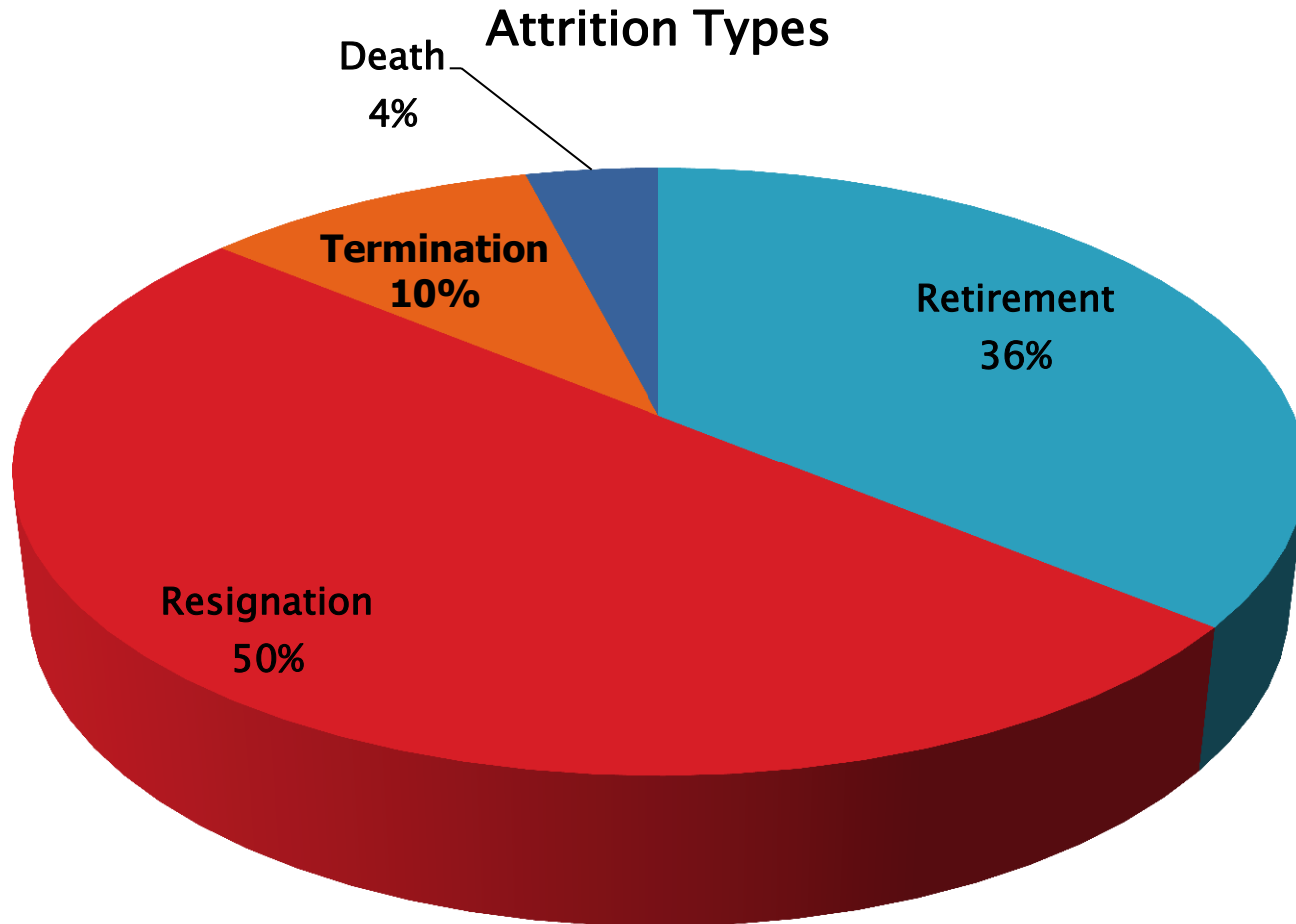
- ▶ 2015 – 50 Employees (15%) of workforce left

Attrition Type	By Category	%age of work force
Resignation	$25/50 = 50\%$	$25/330 = 7.5\%$
Retirement	$18/50 = 36\%$	$18/330 = 5\%$
Termination	$05/50 = 10\%$	$05/330 = 1.5\%$
Death	$02/50 = 4\%$	$02/330 = .6\%$

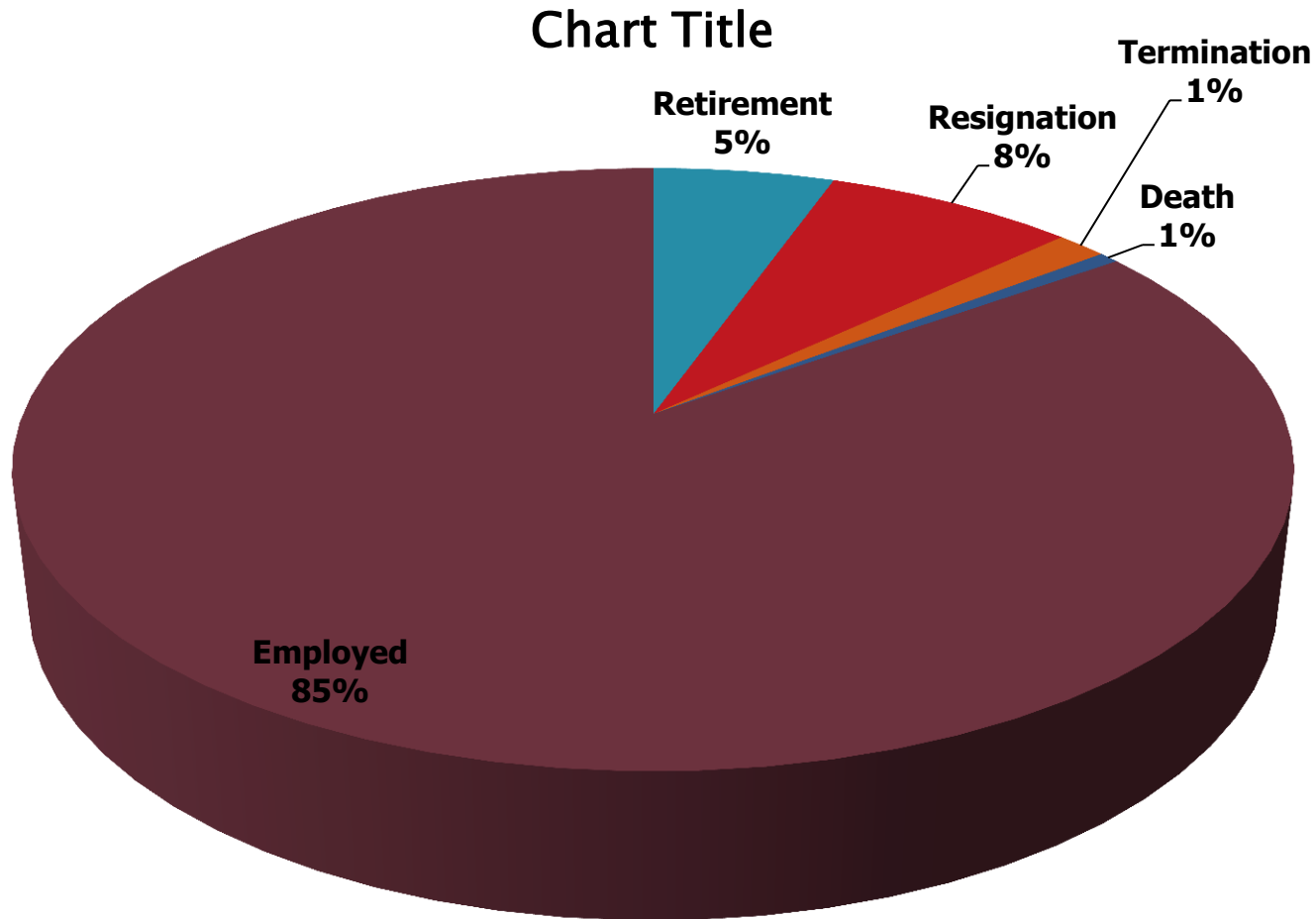


# RETENTION AND TURNOVER

(by attrition categories -50 employees)



# RETENTION AND TURNOVER (Attrition vs. total employees)



# TURNOVER RATE

- ▶ According to the 2011 XpertHR staff turnover rates and costs survey, labour turnover rates in the public sector stood at an average of 12.6% of employees at each organisation, compared with 17.4% of workers in the private sector
- ▶ The average voluntary resignation rate public sector at 8.2%



# RETENTION

- ▶ Offer a competitive benefits package that fits your employees' needs
- ▶ Provide some small perks.
- ▶ Promote from within whenever possible.
- ▶ Foster employee development
- ▶ Create open communication between employees and management
- ▶ Conduct “stay” interviews.



# BENEFITS AND COMPENSATION STUDY

- ▶ Compensation Study needed:
  - **Evergreen Solutions** (already contracted with those below – The City of fort Pierce participated):
    - PSL
    - Martin County
    - Palm Beach
  - Ideally, job descriptions updated also



# HIRING –POSTING VACANCIES

- ▶ Postings 7–10 days, unless asked to post longer
- ▶ All vacancies to be posted internally and externally
- ▶ HR sitting in on all interviews
  - Formalizing all questions



# ADVERTISING VACANCIES

- ▶ Advertising for position vacancies in the following:
  - City Website
  - Local television station
  - Hometown News\*
  - News Tribune\*
  - Fort Pierce Redevelopment Agency
  - Outside Professional Groups (as requested by department)\*
    - Engineering society etc.
  - \* = May be an added cost for advertising



# HIRING

- ▶ If vacant, the following positions will be filled through a consultant / search firm:
  - City Attorney
  - City Auditor
  - City Clerk
  - City Manager
  - Chief of Police
  - Director of Finance



# TAKING APPLICATIONS

- ▶ Applicants currently print off and fill out paper applications to hand in or faxed
- ▶ 52 Vacancies Posted IN 2015
- ▶ HR received approximately 1,153 applications in 2015



# Click2Gov APPLICANT TRACKING

- ▶ A computerized application system
- ▶ Closer to a paper-less environment
- ▶ Allows for better tracking of applications
- ▶ Managers receive applications faster, via email
- ▶ Time saved in finding candidates
- ▶ Creates a database for the future
- ▶ Reduces time to hire



# EMPLOYEE SELF SERVICE

- ▶ Online check viewing system
- ▶ Moving closer to paperless checks
- ▶ What-if scenarios for paychecks, deductions etc.

223 - John R. Doe				Pay Period 06/02/06 to 06/16/06		Required Deductions	
<b>Earnings</b>				Federal Income Tax	00.00	00.00	
Hours	Rate	This Period	YTD	FICA - Medicare	06.06	12.18	
50	9.00	450.00	900.00	WI State Income Tax	00.00	00.00	
<b>Gross Pay</b>				FICA - Social Security	25.92	51.84	
				<b>Other Deductions</b>			
				Health Insurance	00.00	00.00	
				401k	00.00	00.00	
				Parking	00.00	00.00	
				<b>NET PAY</b>	<b>\$418.00</b>	<b>\$826.00</b>	

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Your Employer: 1234 Some Street Milwaukee, WI ZIPCODE	Check Number: XXXXXX Pay Date: 06/16/06
PAY ***Four hundred eighteen dollars and 00 cents*****18.00	
To the Order of John R. Doe 555 Some Street Milwaukee, WI ZIP CODE	



# POLICIES AND PROCEDURES

Working diligently to get the following updated:

1. Personnel Rules & Regulations
2. FMLA
3. Domestic Violence
4. Sexual Harassment
5. Human Resources Operating Manual
6. Smoking
7. Among others



# DISCIPLINE

- ▶ Training
- ▶ Updating rules and procedures for consistency
- ▶ Standardizing forms
- ▶ HR becomes the clearing house



# TRAINING

1. Employee Assistance Program (EAP)
2. Employee, Supervisor, and Management Continuing Education Training
3. Diversity Training
4. Partnership with IRSC
5. Retirement Workshops for Employees
6. Safety Workshops
7. How to Handle Stress
8. Sexual Harassment



# NEW SERVICES DEMO

- ▶ **Applicant Tracking** –(where employees apply)
  - <http://cofpweb01.city-ftpierce.com/Click2GovKA/index.jsp>
- ▶ **K2gov** –(to send applications to managers)
  - <http://cofpweb01.city-ftpierce.com/Click2GovKA/console/index.jsp>
- ▶ **Employee Self Service**
  - <http://cofpweb01.city-ftpierce.com/Click2GovPR/Index.jsp>

