

Item Title: Authorize the Establishment of 2.00 Full-Time Positions in the Human Resources Department

Specific Action Requested:

That the Board of Commissioners authorizes the establishment of 2.00 Full-Time Equivalent (FTE) positions in the Human Resources Department within the General Fund to serve as an HR Service Center.

Item Summary:

Purpose: The Board of Commissioners approves all authorized full-time positions.

Background: To better serve employees in an efficient manner, County staff wish to establish a new “HR Service Center.” This center will dedicate three customer service representatives to answer employee questions about benefits, payroll, recruitment, and other administrative questions. The service center will streamline daily operations and create efficiencies that allow subject matter experts to focus on more strategic planning.

These three positions will be offset by repurposing one existing Compliance Officer position. The Board approved the compliance position in the FY2019 budget. At the time, compliance was a concern as staffing shortages did not allow for the department to focus on compliance issues. Since then, the department has reviewed and taken measures to correct compliance deficiencies and created a plan to address potential compliance concerns. After repurposing the compliance position, there will be a net increase of two full-time positions.

Because of workload and staffing shortages, these positions were determined as a high-priority need and are requested outside of the budget development process.

Board Goal: These actions complement several initiatives in the Great Government goal area including innovation and improving the customer service experience.

Fiscal Impact: The FY 2020 costs for the new positions will be covered within the department’s current appropriation. No additional appropriation of funds is required this fiscal year. The positions will require an estimated \$75,000 increase in the department’s budget in FY 2021.

Additional Information:

The HR staff receive nearly 24,000 emails in the shared HR email boxes and send nearly the same. They also receive over 500 faxes and numerous requests for employment verifications each year. This does not include the calls and email questions that staff receive in their individual accounts. This volume of questions and routine services bogs down subject matter experts in routine questions and transactional services.

In organizations without service centers, HR professionals spend much of their time answering routine human resources questions. When qualified service center representatives take on these routine questions, HR professionals are able to focus on strategic and escalated issues.

The service center will help employees better understand their benefits, pay and other HR issues, increasing productivity of the HR Department while reducing costs. If an employee has questions about benefits, pay, a job transfer or other issues, the employee need not schedule an appointment with HR or send an email and wait for a response. Instead, the employee makes a quick phone call to the service center. Additionally, if a manager needs help posting a vacant position, the manager can call the HR service center for quick answers and guidance. The service center will provide one-stop service by assisting employees regarding multiple issues with one phone call. Service centers reduce employee frustration and improve productivity because employees do not need to spend time making multiple calls or traveling to meetings to get more information or resolve problems.

The direct effect of improved HR efficiency is better service delivery. Automated processes, consistent content, and faster service means that employee requests are addressed quicker with accurate and relevant information. This kind of high-level HR service delivery results in positive employee interactions with HR, reduced lag time, and efficiency for HR troubleshooting. Fostering positive interactions between employees and HR supports a better employee experience across the organization.

Attachments:

1. Budget Memo