

# Board Support Services

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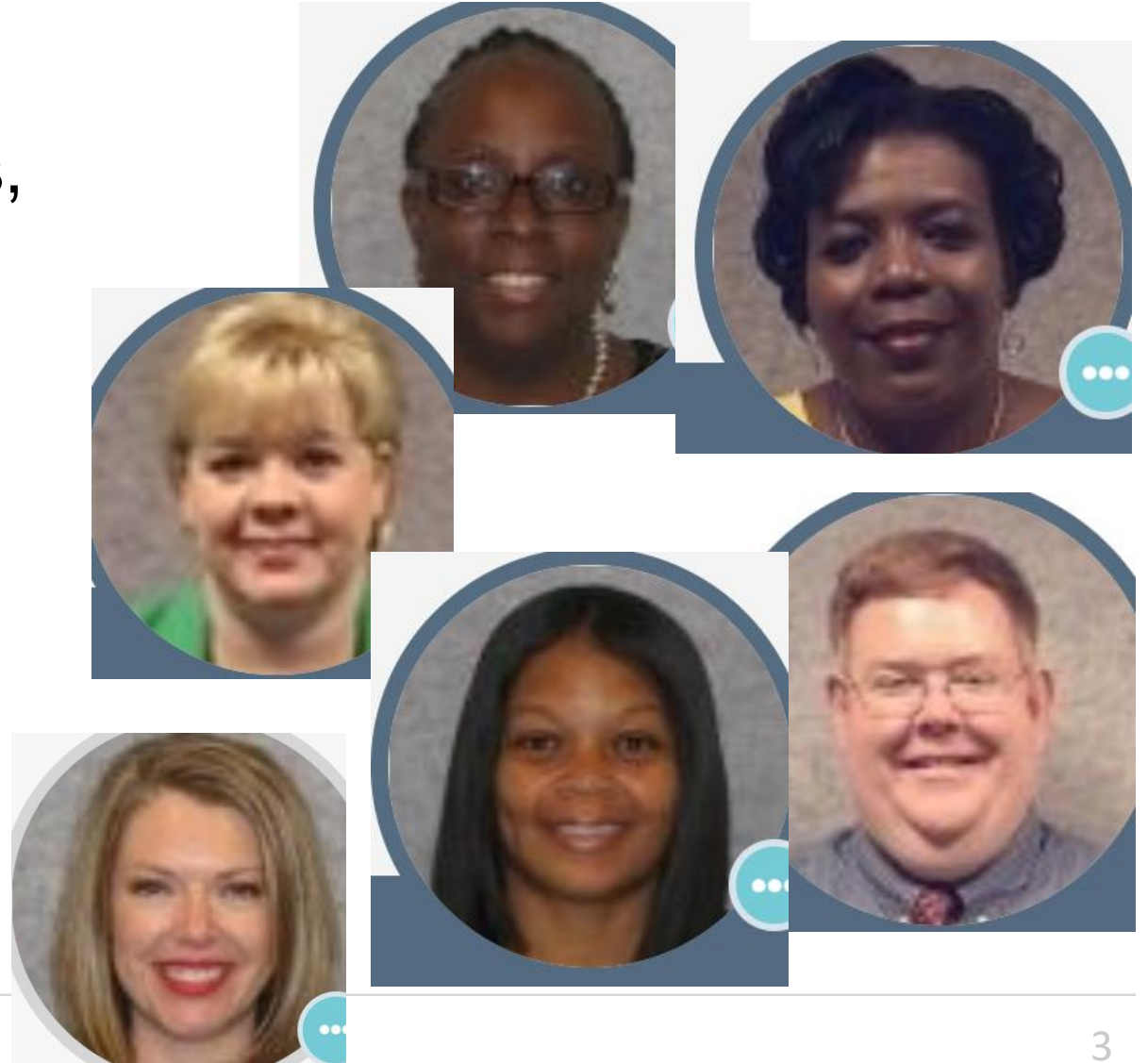
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# Today's Discussion

- Current support services
- Context and other considerations
- What is the Board's priority?

# Today's Focus on Direct Staff Support

- Staff from all departments support Board in different ways,
  - Direct staff support
  - County Manager and Chiefs
  - Department staff
- This discussion focuses on direct staff support



# Staff provide a range of services

- Traditional Clerk Functions
  - Agenda development
    - Review process review drafts, staff review, Board review, processing
    - Proclamations
  - Appointments
    - Processing applications and packets,
    - Coordination with Vice-Chair, preparation for Board meetings,
    - Notifications
  - Signatures and authorizations
  - Minutes – drafting, proofing, processing

# Staff provide a range of services

- Traditional Clerk Functions (continued)
  - Meeting logistics (roughly 50 events per year)
    - In-person - Food, welcome in lobby, choreography, helping invited guests
    - Remote – webex hosting, scheduling in advance, arranging tech support and guests
  - Future meeting planning
    - Committee ramp-up, converting to remote, swearing-in ceremony, retreats, etc.
  - Oaths, notary services
  - Training, cross-training, supervision

# Staff provide a range of services

- Administrative Assistance to Commissioners
  - Scheduling, calendar assistance, logistics and registrations
  - Regular mail
  - Email – monitor “All Commissioners” account; Forward to department directors when needed
  - Arrange assistance from IS, GSA, other support departments
- Constituent Services
  - Primary responsibility with departments
  - Guide residents who contact the Commissioners or CMO

# Staff provide a range of services

- Communications products
  - Webisodes, press conferences, and other events
  - Speeches and talking points prepared when requested
  - Individual letters prepared when requested
- County Social Media
  - active County accounts with Twitter, Instagram, Facebook, Youtube, Vimeo, LinkedIn media accounts
- Outreach Events
  - Periodic partnering with municipalities on town hall-like events
- Policy
  - Requests by Commissioners researched by CMO staff or department staff

# Other Context and Considerations

- Staff team supports County Manager staff
  - Scheduling / Calendar management for Manager and Chiefs
  - Organization-wide meetings
  - Financial transactions – purchasing, reimbursements
  - Documents needing signatures
  - Admin support for Budget and Communications departments
  - Logistical support for special events, task forces
  - Front desk coverage



# Other Context and Considerations

- Municipalities tend to have more direct support staff
  - Municipal services affect residents' everyday life
    - Water, sewer, traffic, trash pickup, street maintenance, leaf collection, planning regulations, nuisance regulations
- Expanding a service means different things to different Commissioners
  - Service levels would be specified and scoped out for transparency and to establish clear expectations.
  - Expanding services will require additional resources / staffing
  - Knowing your priority will help identify skillset we need

# Next Steps

- With Board's priorities, staff will ...
  - Identify skill sets needed
  - Scope out some service expansion goals and service levels
  - Develop budget expansion options for the FY22 budget process

# What is the Board's Priority?

**Communication  
Products**

**Traditional  
Clerk Functions**

**Outreach  
Events**

**Constituent  
Services**

**Administrative  
Assistance**

**County Social  
Media**

**Policy**