

Human Resources City of Williamsport

Human Resources is a strategic partner with City Departments ensuring customer satisfaction by providing high quality customer services through value added and innovative initiatives, to a diverse workforce and applicant pool, in all aspects of Human Resources in compliance with all Federal And State labor laws.



Service Statement

- Treat all customers with the highest level of respect and provide excellent real time service
- Maximize our human capital by hiring qualified candidates while retaining our valued employees
- Offer employees the opportunity to obtain high level, quality benefits, while controlling cost and improving employee health.

[Employee Application](#)

Goals & Objectives

Strategic Business Focus

Goal No. 1: Provide the highest quality customer service in pursuit of excellence.

Objectives:

- Establish, administer and effectively communicate sound policies, rules and practices that treat employees with dignity and equality while maintaining City compliance with employment and labor laws, City policies, and labor agreements
- Develop and maintain Human Resources job function procedures
- Develop, implement and maintain job evaluations
- Ensure that the employees in the Human Resources Department are given the tools, training and motivation to operate in the most efficient and effective manner
- Maintain a Human Resources annual calendar of major activities.

Measurement of Achievement

- Complete Standard Operating Procedures, developing one policy per month and post on Shared drive within one (1) week of finalization
- Meet with Department Heads as necessary to obtain feedback regarding Human Resources services annually
- Update documented guidelines for Human Resources job responsibilities within one (1) month of a major change
- Ensure that all employees attend at least one (1) training class regarding Human Resources issues
- Ensure that supervisors complete semi-annual and annual evaluations on ALL employees
- Maintain the annual calendar on the shared drive and update it.

Goal No. 2: Employ technology and methods, which enhance service, communications and productivity in a cost effective manner.

Objectives:

- Work with Information Technical Support (ITS) to develop a Human Resources information source on the City intranet
- Support Sustainability Initiatives by pursuing uses for green technology within the H.R. department
 - Alternative Work Arrangement – Work from Home Program for employees
 - Recycling – Issue a city-wide recycling policy, ensuring every employee properly recycles paper, computer and electronic equipment

Measurement of Achievement

- Provide ITS with H.R. data monthly
- During H.R. Staff meetings discuss ideas for practical green technology applications in the H.R.

Goal No. 3: Efficiently recruit and retain qualified people while recognizing and encouraging the value of diversity in the City.

Objectives:

- Utilize statistical reports and other sources to measure Human Resources recruiting metrics
- Implement creative methods to fill the human capital needs of the City in a manner that accommodates employees' work/life balance
- Reduce voluntary turnover rates by improving the advertising/selection process and managing the current workforce resource.

Goal No. 4: Maintain the City's compensation program

Objectives:

- Maintain a competitive Class and Compensation program
- Maintain/revise Job Descriptions and create new ones as required
- Maintain and revise the Personnel Policy Manual
- Successfully negotiate the successor Police Collective Bargaining Agreement and any collective bargaining agreements that may reopen during this fiscal year
- Train supervisors and management on the terms and conditions of the collective bargaining agreement
- Maintain Labor Management Committees.

Goal No. 5: Provide cost effective, value added benefit programs that enable the City to attract and retain employees.

Objectives:

- Obtain/maintain and administer high quality benefit programs for employees and provide excellent customer service
- Review options for cost containment in the Employee Health Plans, such as partial self-funding and disease management
- Enhance employees' comprehension of benefits via educational programs
- Expand the focus on employee health/wellness throughout the year.