



## 2018 Human Resources Director Goals

Updated 7/5/18

### Performance Standards – Executive Head of the Human Resources Department

**Strategic Plan** – Ensure the accomplishment of identified 2018 initiatives and establish clear and specific metrics related to the Human Resources 2018-2020 Strategic Plan.

#### Stakeholder Service and Relationships

- For all Human Resources staff, develop and implement specific service level expectations to establish standards and metrics, provide training, and assess customer satisfaction.
- Director to attend at least 75% of Employees' Advisory Council (EAC) Representative and Delegate meetings to cultivate effective communication.
- Director to meet individually with each Appointing Authority at an agreed upon frequency but at least twice annually to foster effective working relationships, communicate high-level initiatives, understand service needs, and solicit feedback.
- Director to meet individually with each Personnel Board member at least twice annually to provide updates and receive guidance.

#### 2017 Employee Voice Survey Follow-Up

- Assess department satisfaction with Human Resources' follow-up assistance.
- Take action on priority improvement areas for the Human Resources Department.

### Performance Standards – Benefits and Wellness / Communication and Outreach

#### Benefits and Wellness Programs

- Develop and implement a benefits educational campaign.
  - Identify areas of greatest interest and need for clarity.
  - Develop a multi-pronged communications approach (newsletters, in-person sessions, etc.).
- Solicit employee feedback on benefits and wellness programs.
- Assess the value of current portfolio of programs based on best practices and research, identify opportunities to enhance value, and work towards a sustainable and cost effective program given the upward trend of health care costs.
- Review proposed changes to benefits programs with Appointing Authorities, Finance/Payroll, Legal, EAC, and Personnel Board and solicit feedback at least three months prior to 2019 Annual Enrollment.

### Performance Standards – HRIS and Records Administration

**Technology** – Work in collaboration with Business Technology Services (BTS) to identify critical shortcomings of current systems and identify options to address.

**Application** – Identify and address barriers within the application process to facilitate positive applicant experiences.

### Performance Standards – Training and Development

**Learning Paths** – Enhance and facilitate greater awareness of opportunities for employee growth and development through targeted learning paths and microcertifications.

## Performance Standards – Workforce Strategy

**Classification and Compensation Study** – Develop and coordinate an implementation plan to enhance the market competitiveness of Unified Personnel System (UPS) positions.

**Diversity and Inclusion** – Implement strategies to attract members of under-represented populations to the benefits of a career with Pinellas County.

## Performance Standards – HR Business Partners and Employee Relations

### Diversity and Inclusion

- Partner with Human Rights and Business Technology Services to enhance demographic reporting capabilities.
- Work with UPS leadership to facilitate welcoming and inclusive work environments.

### Links

- [Performance Standards – Director of Human Resources](#)
- [Human Resources 2018-2020 Strategic Plan](#)