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## **Human Resources**

*Anchorage: Performance. Value. Results*

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### **Mission**

Implementation of sound fiscal and management policies through development and administration of municipal budgets.

### **Core Services**

- Define position requirements, assure appropriate compensation, recruit qualified employees, and complete on-boarding process.
- Assure accuracy and security of employee information and administration of personnel actions.
- Provide consistent Human Resources policy direction.
- Negotiate and administer collective bargaining agreements and personnel rules; advise management with respect to workforce management.
- Efficiently operate programs that attract and retain qualified employees, promote productivity and wellness, minimize time lost and provide employees with opportunities for financial security in retirement.
- Provide and administer health and welfare programs that assist in attracting and retaining qualified employees.

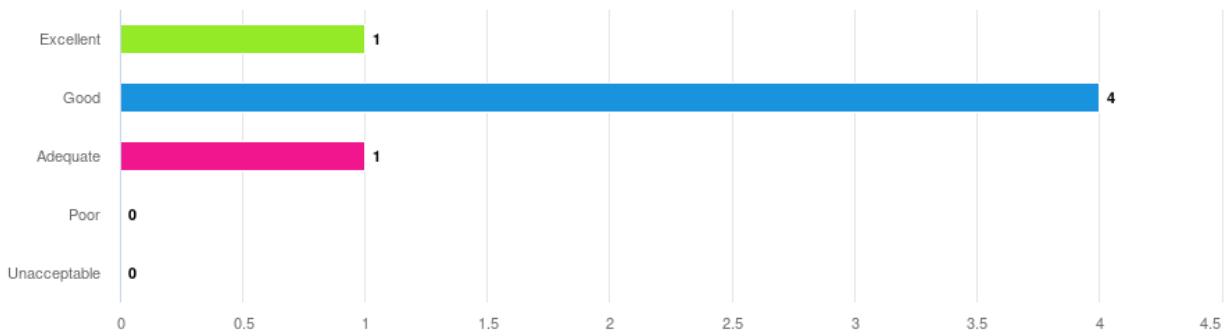
### **Accomplishment Goals**

- Centralize and streamline administrative functions to improve performance and conserve resources.
- Improve the administration, consistency, and accuracy of the position classification system.
- Negotiate fiscally responsible collective bargaining agreements with economic terms that do not to exceed average 5-year CPI.
- Negotiate and administer collective bargaining agreements that maximize management flexibility.
- Technology to provide employees with self-service access to administrative information and processes.
- Savings resulting from employees choosing lower cost benefit options.
- Attract and retain a productive, qualified workforce while adhering to all federal, state and local laws, regulations and agreements.
- Expand the pool of qualified candidates available to fill Municipal positions.
- Develop meaningful and cost-effective employee benefit options.
- Expand the diversity of the Municipality's workforce by using innovative recruitment practices.

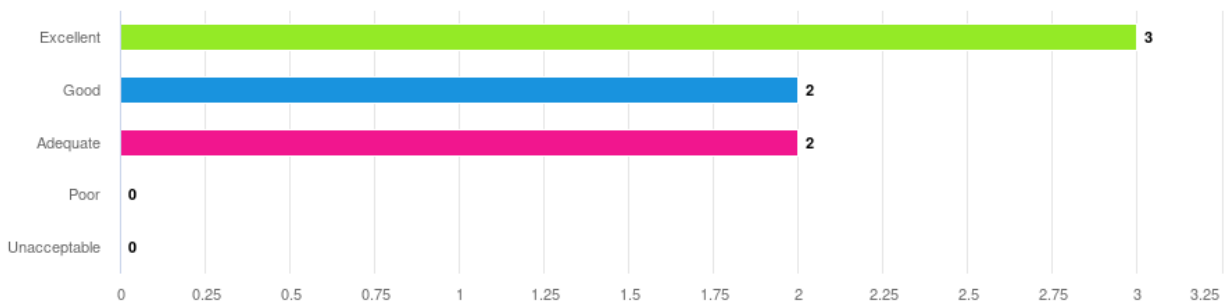
### **Performance Measures**

Progress in achieving goals will be measured by:

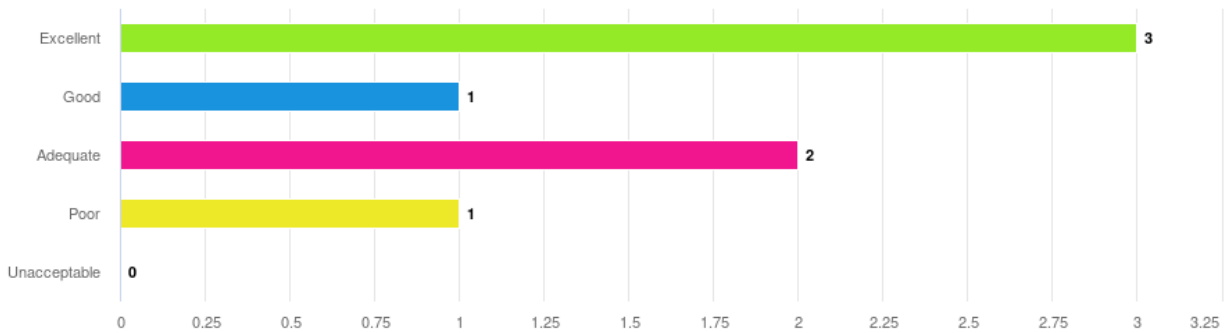
1. Overall, how would you rate the new online pay correction form regarding usability?



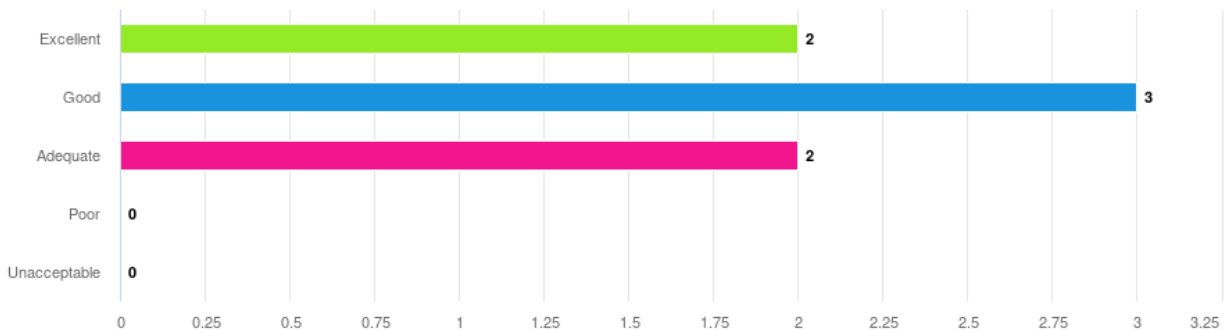
2. How would you rate the continuous improvements Central Payroll has made to help ensure accuracy in pay?



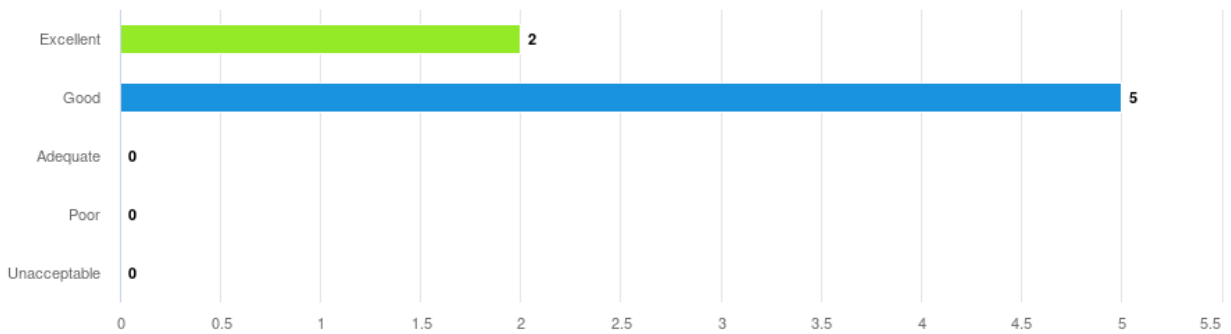
3. Rate how timely the Central Payroll team responds to inquiries?



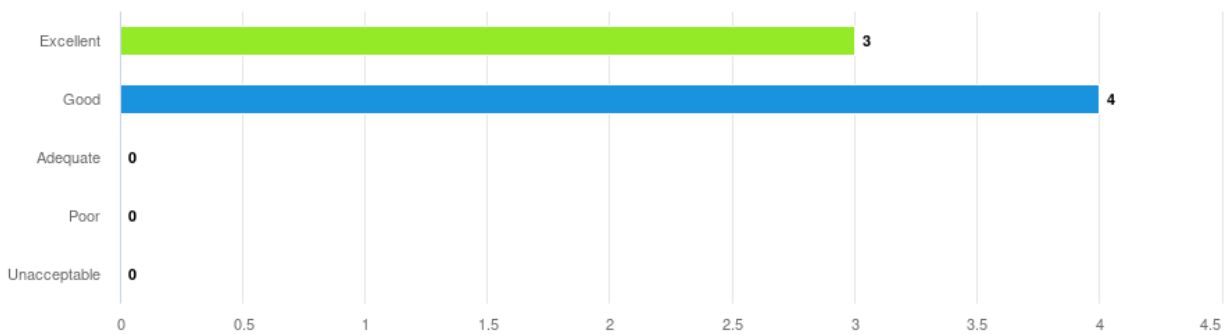
4. Rate the effectiveness of Central Payroll information on Muniverse.



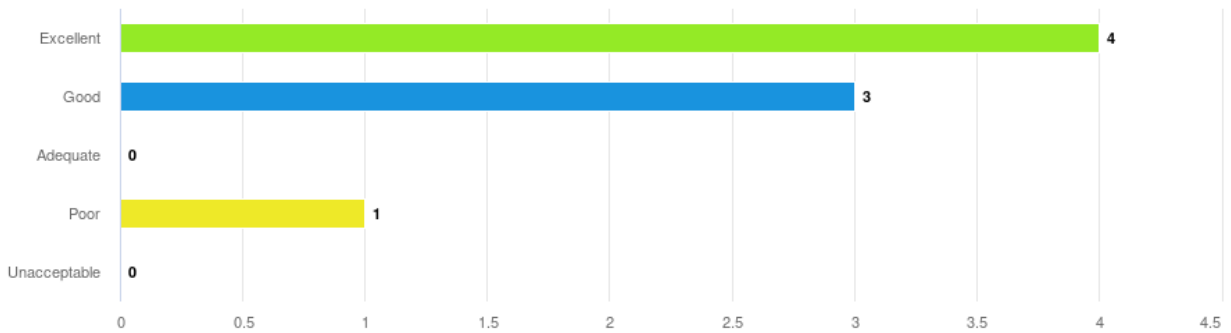
5. How accessible are the materials and information concerning your benefits on Muniverse?



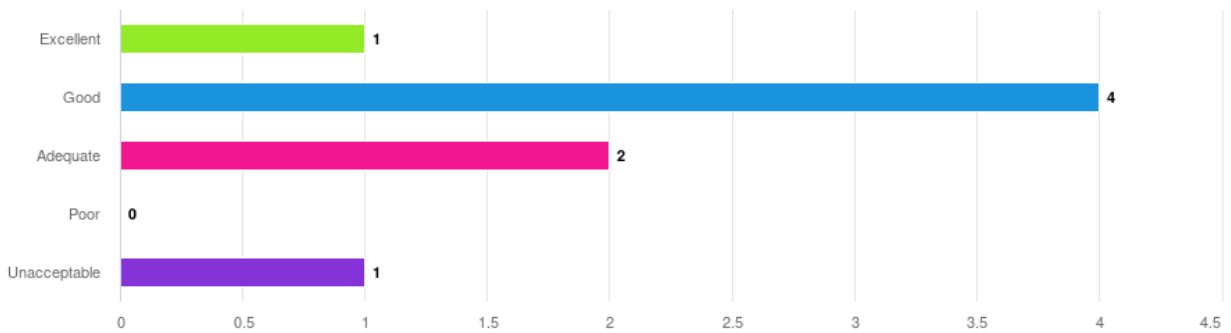
6. Rate how effectively the Benefits Team responds to questions/concerns.



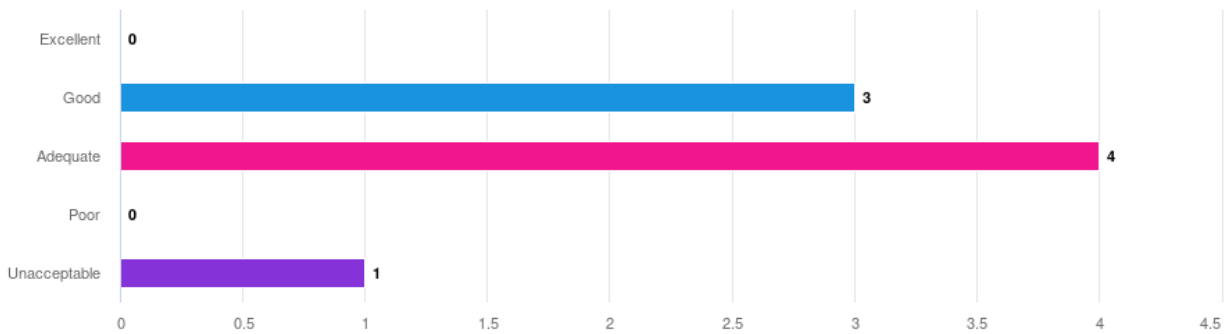
7. Rate how effectively the Employment Team responds to questions/concerns.



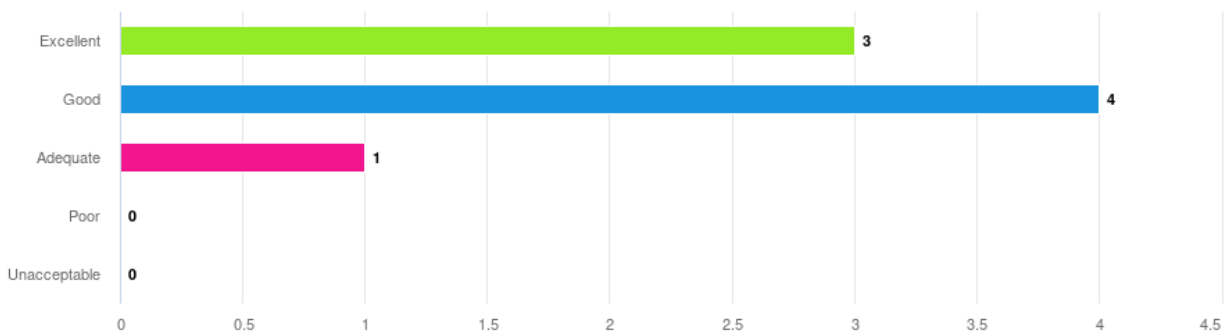
8. Rate the resources and tools available to complete a recruitment and hire an employee.



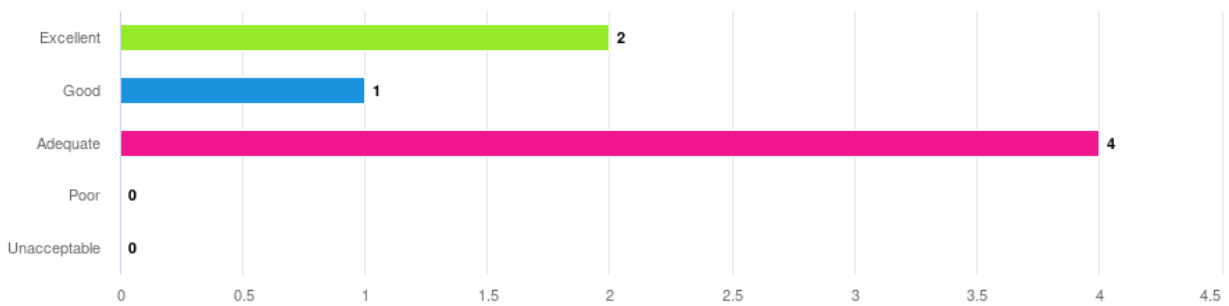
9. Rate the timeliness for recruitments.



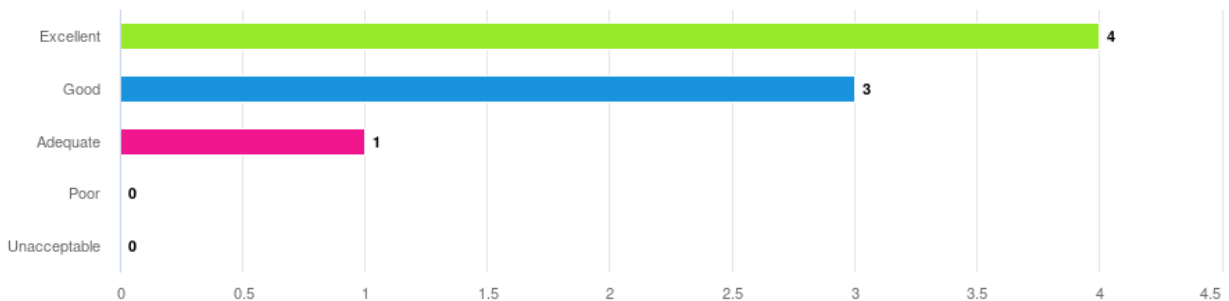
10. Rate how effectively the Records Team responds to questions/concerns.



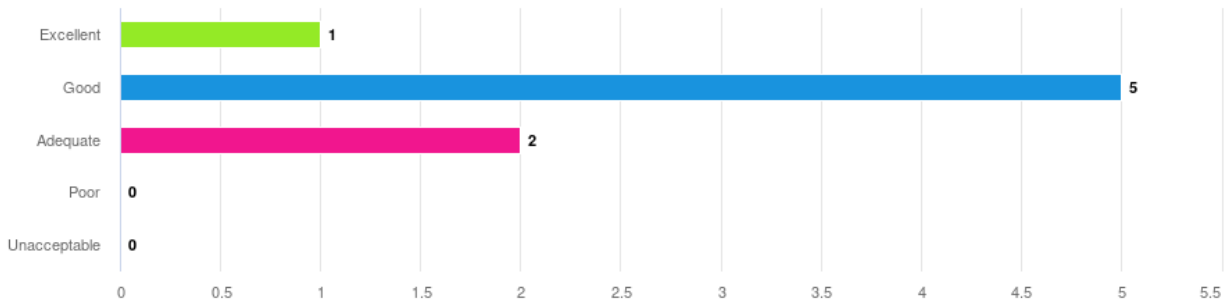
11. Rate the speed and accuracy of Records in fulfilling requests (e.g. records requests, verifications of employment, inputting personnel actions etc.).



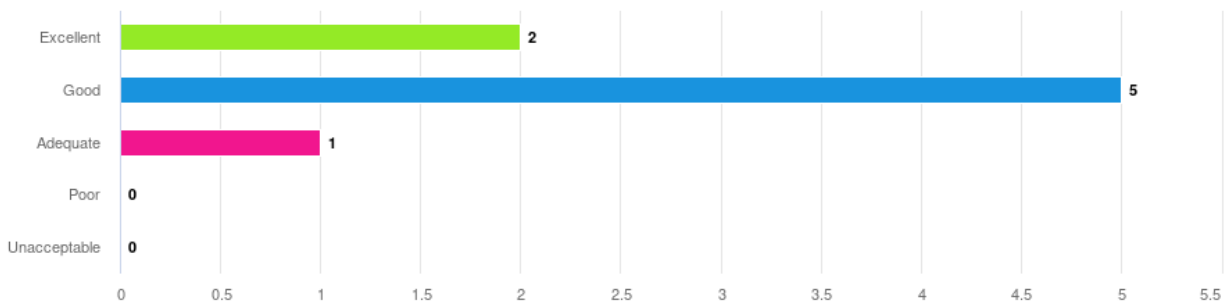
12. Rate how clearly the Labor Relations and Compliance Teams communicate guidance and recommendations and prescribe efficient timelines.



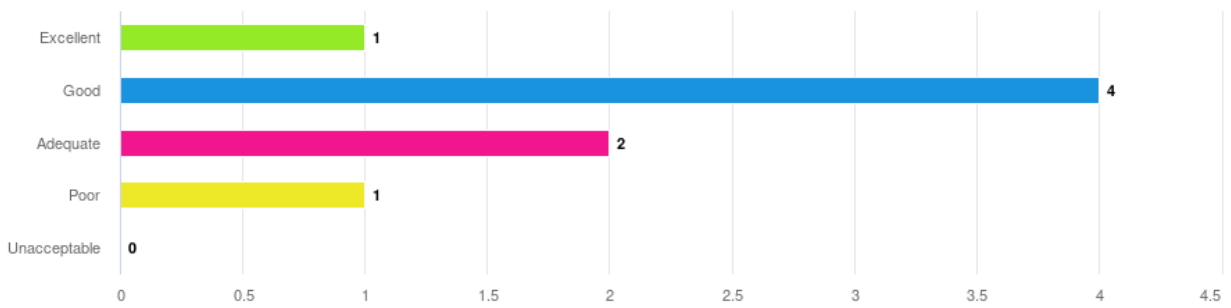
13. Rate the effectiveness the Management Services Training and Development program and offered courses.



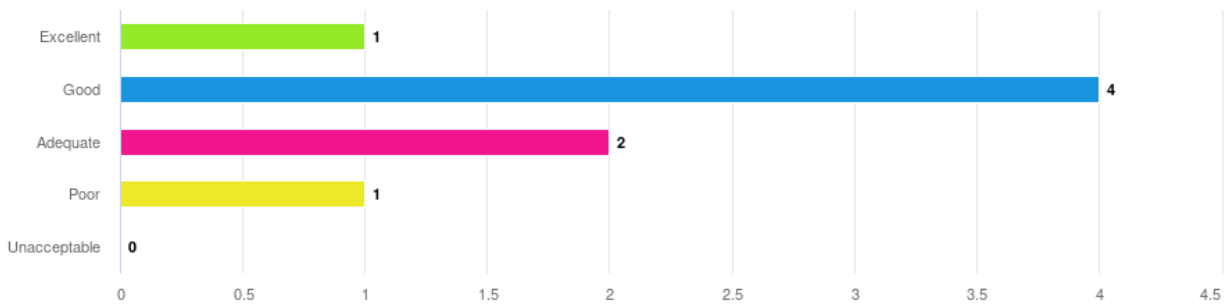
14. Rate the effectiveness of the Labor Relations and Compliance (Substance Abuse) information on Muniverse.



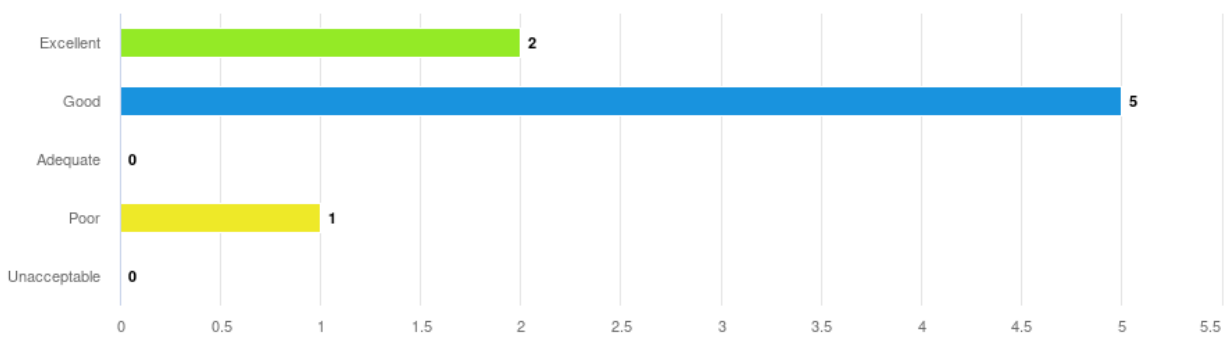
15. Rate how effectively the Classification Team responds to questions and outlines classification action timelines?



16. Rate the resources and tools available on Muniverse/SAP to fill out a position description and/or position change form.



17. Overall, the Human Resources Department performance is...



### PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

