

Village of Schaumburg

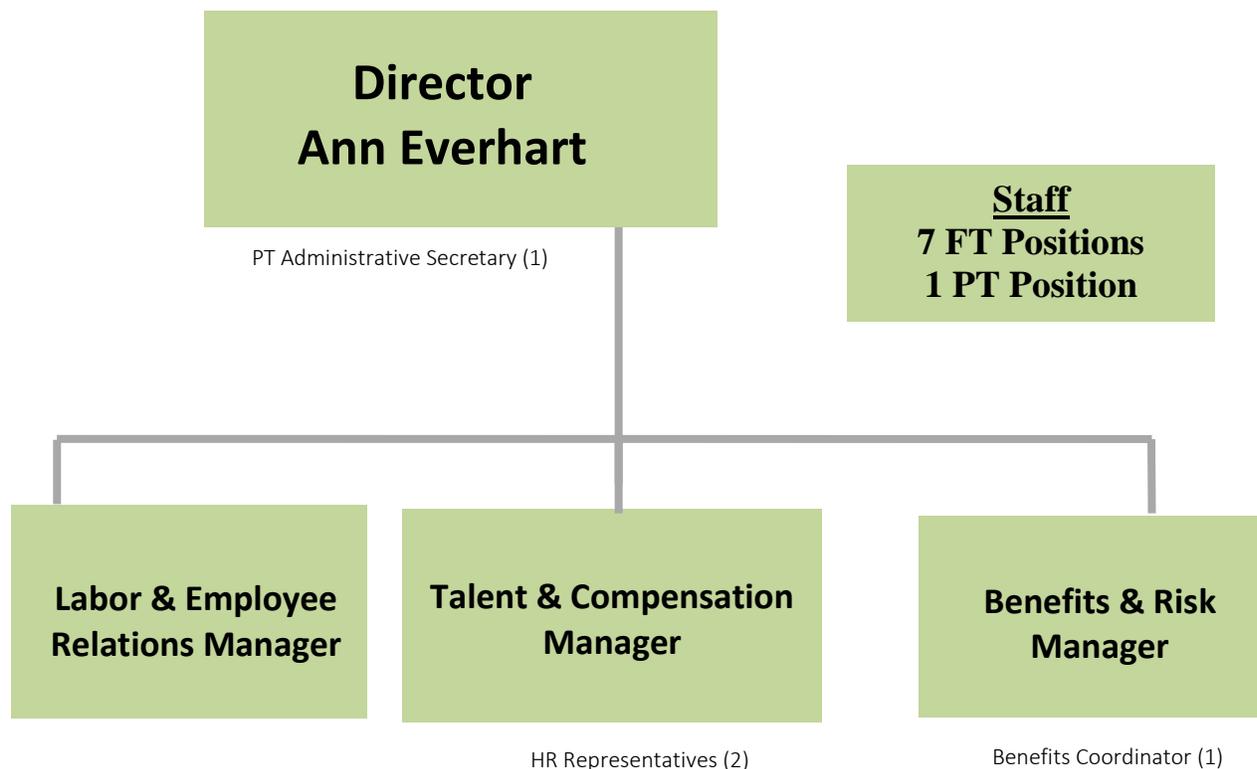
Human Resources Department Monthly Report

August 2017

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ORGANIZATIONAL CHART



DEPARTMENT OVERVIEW

The Human Resources Department consists of seven full-time employees and one part-time employee who are dedicated to providing exceptional service to our customers. The eight positions include: the Director of Human Resources, a Labor & Employee Relations Manager, a Benefits & Risk Manager, a Benefits Coordinator, a Talent & Compensation Manager, two HR Representatives, and a part-time Administrative Secretary. Each member of the HR team is accountable for providing exceptional service to all potential and current Village employees.

The department's primary functions include recruitment of new employees for open positions, administration of the Talent Management Plan, management of employee and labor relations, administration of employee benefits and wellness programs, facilitation of the annual performance management process, provision of professional development opportunities for employees, management of the self-insured workers' compensation program, maintenance of employee personnel files, management of employee risk and safety initiatives, administration of the six collective bargaining agreements, and the provision of many other vital services for the Village's employees from their first day of work through retirement.

KEY ACTIVITIES

In the Village's Talent Management Plan (TMP), the goal is to develop exceptional leaders who exemplify the Village's core values of trust, integrity, respect, teamwork, and customer service. The five elements of the TMP include: 1. Attract the right talent with the right competencies for the job. 2. Engage talent you already have with innovation and challenges. 3. Build talent through assessment and development. 4. Promote talent by giving the best performers the biggest opportunities. 5. Retain talent by recognizing performance and contribution to the vision.

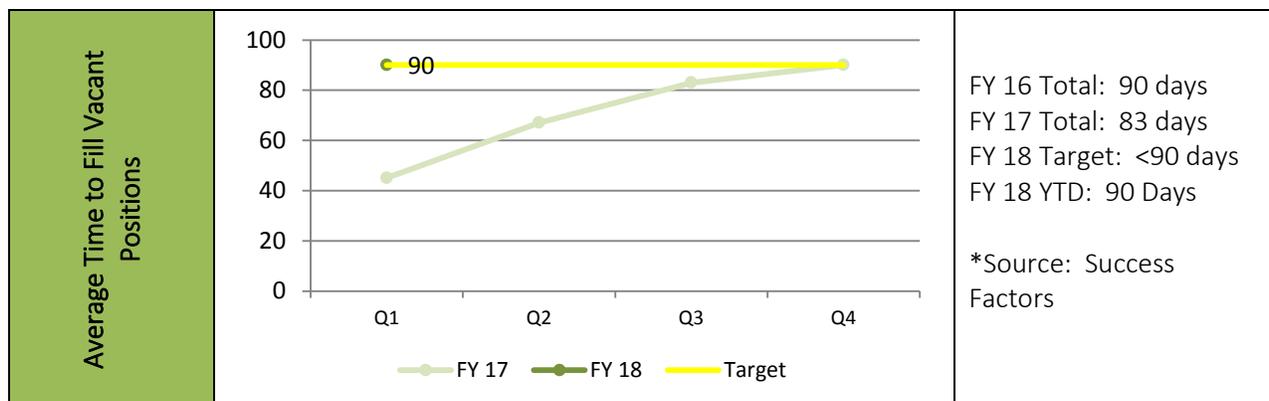
Each month the Human Resources Department distributes the HR Bulletin to supervisors, high potential employees, and professional leaders. The August topic was titled: Are you a boss who plays favorites? Break those bad habits. We all have some professional relationships that just work better than others. It can be tempting to latch on to what has been successful for us in the past, whether that's a certain style, a certain personality type or even a specific person or group. While it's good to play to your strengths, there's a difference between sticking with what works and being stuck in a rut. Playing favorites leads to missed opportunities for you and your team. You lose out on new perspectives, new ideas and unique problem-solving techniques. The team cannot benefit from the skills of staff that are never given the chance to shine, and staff that is never given a chance to shine may soon leave. Take a look at your leadership style and see if any of these habits describe you. Habit No.1: Going with who you know. Habit No.2: Picking youth over experience, or vice versa. Habit No.3: Having one "go-to" person for everything. Habit No.4: Creating a hierarchy. Habit No.5: Being stingy with trust. Habit No.6: Preferring one style. Do you see yourself slipping into any of the above habits? While they all have good reasons to exist, consider how you can break out of your habits and use a more open-minded approach to motivate and lead the entire team!

KEY PERFORMANCE INDICATORS

The Key Performance Indicators are either being tracked monthly or quarterly.

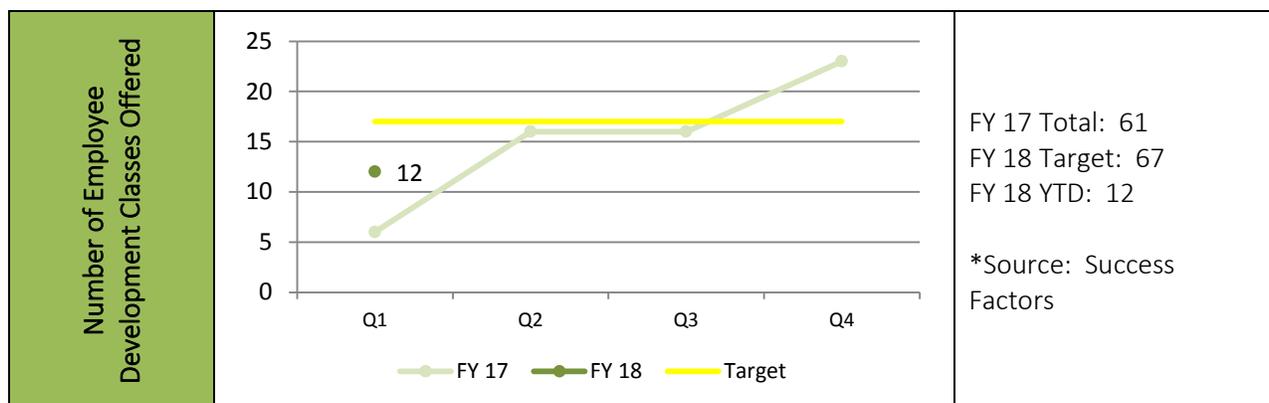
KPI 1: Average Time Required Filling Vacant Positions

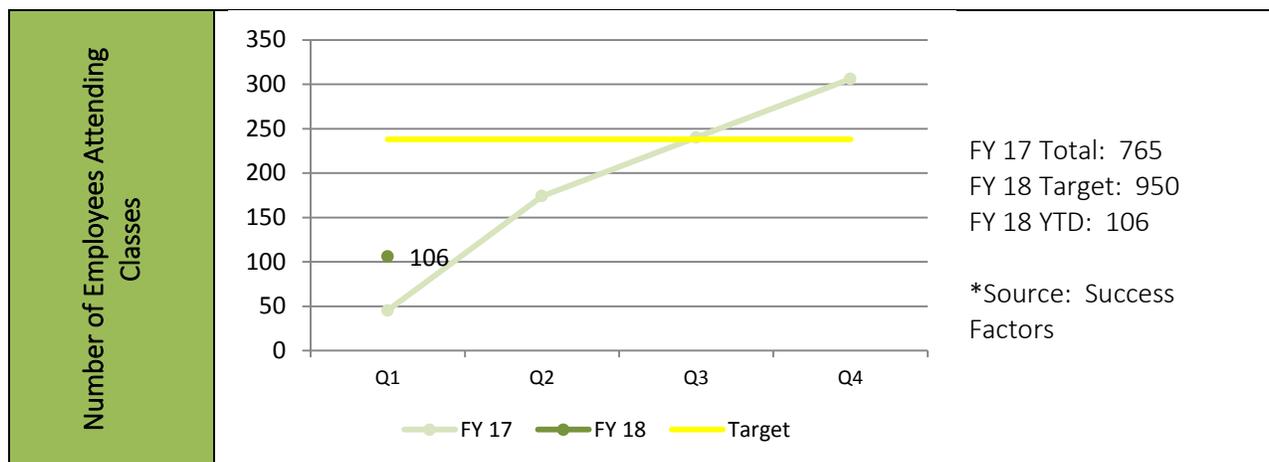
Filling vacant positions is a critical component of Human Resource’s mission for village departments. If the time to fill a vacant position takes too long, the Village risks losing top talent to other organizations. Additionally the longer a position is vacant the more stress and strain the hiring department feels due to the lack of adequate staffing to provide critical services. A taskforce reviewed the recruitment process and determined that 90 days was a good target period to filling vacant positions.



KPI 2: Employee Development

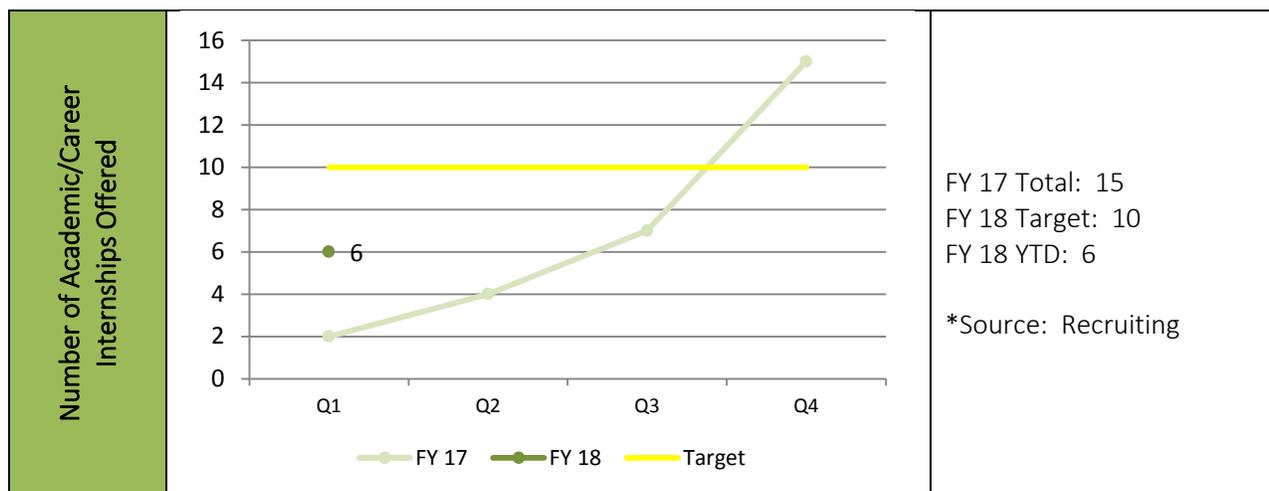
Once someone is hired, it is the village’s goal to develop and retain that talent. Ensuring employees stay up-to-date in their current positions and developing them for future roles is important and critical to retaining excellent staff. The benchmark for this KPI is an average of the number of employee development classes offered and the total number of employees attending these offerings over the past four years. Expansion of training offerings is important to the success of all employees in the organization.





KPI 3: Increase Community Partnerships through Academic and Career Internships

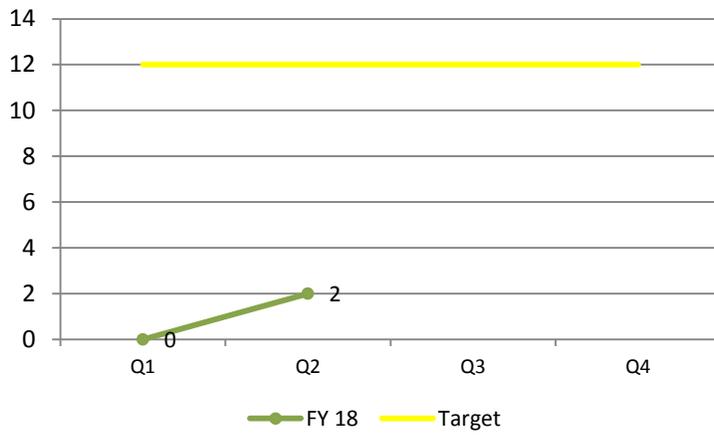
The National Citizen Survey identified the need for increased community partnerships. Human Resources has identified that it can increase community partnerships by assisting departments in creating and developing academic and career internship opportunities. Human Resources views internships as an opportunity to provide the next generations of our workforce a glimpse at the workings of municipal government. Human Resources will work with departments to identify meaningful internships that will allow the student to work in an area of interest and also allow departments to cultivate future employees through practical experiences as a part of the student’s school.



KPI 4: Collective Bargaining Agreement Grievances Resolved before Arbitration (not including terminations)

Grievances can be filed for perceived misapplication of the collective bargaining agreements (CBAs). The grievance process allows for a review of an issue to ensure CBAs are interpreted and applied as negotiated; and to assure the village is administering the CBAs as negotiated. The result of the process allows for clarification misinterpretations or intent of the CBAs, affirms proper interpretation, or to correct misinterpretations of the CBA. The benchmark for this KPI is the percentage of grievances, not including terminations, resolved prior to arbitration and is based on historical results of prior grievances.

Number of Benefits and Risk Management/Safety Meetings Conducted



FY 18 Target: 12
FY 18 YTD: 2

*Source: SuccessFactors LMS

MONTHLY PERFORMANCE

RECRUITMENT	August 2017	FY2018 YTD
	#	#
Open Positions (currently recruiting)	26	N/A
New Open Positions (this month)	6	18
Applications/Resumes Received	197	685
Interviews Conducted	20	62
Background Processing	7	51
(Applicants / Volunteers / Contractors)	21	36
Employee Resignations/Terminations	8	55

SCHAUMBURG INSTITUTE OF PROFESSIONAL DEVELOPMENT							
August 2017							
TRAINING COURSES PROVIDED							
Date	Training Course	Instructor	Participants by Location				Total Employees
			Fire	Village Hall	Police	EPW	
8/08/2017	New Employee Orientation	NEO Presenters	1	0	1	2	4
8/18/2017	Accident Investigation/Analysis (2 sessions)	Hank Stuchel	13	5	8	15	41
8/28/2017	Defensive Driving On-line Training	National Safety Council	3	0	0	1	4
Total Monthly Participants:			17	5	9	18	49
Prior Months Participants:			10	28	19	49	106
Total Fiscal YTD Participants:			27	33	28	67	155
In 08/2016, there was 1 training session held with 2 total participants.							

GEM AWARDS

This program encourages and acknowledges work performance that demonstrates that an employee has taken personal ownership of a service request or concern. The GEM recognizes outstanding performance by an employee. The following report indicates the GEM awards for the month of July 2017.

Dept	Employee	Reason	Nominated by
Community Services	Dave Shepard	Dave was nominated for going above and beyond in his response to flooding at the Barn following the storms that impacted Schaumburg. Dave worked to immediately address and minimize any water that entered the building.	Kristin Jordan
Community Services	Brianne Scherer	Brianne was nominated for going above and beyond in her response to flooding at the Barn following the storms that impacted Schaumburg. Brianne worked to immediately address and minimize any water that entered the building.	Kristin Jordan
EPW	Ed Piepenbrink	Ed was nominated for displaying excellence in customer service following receipt of a complementary memorandum from Helen Joyce. Helen wanted to recognize Ed for his assistance with setting up temporary handicap parking and creating additional signage to aid in directing the public during a construction project at the Police Department.	John Williams
EPW	Paul Payne	Paul was nominated for displaying excellence in customer service following receipt of a complementary memorandum from Helen Joyce. Helen wanted to recognize Paul for his assistance with setting up temporary handicap parking and creating additional signage to aid in directing the public during a construction project at the Police Department.	John Williams
EPW	Mark Knecht	Mark was nominated for displaying excellence in customer service following receipt of a complementary memorandum from Helen Joyce. Helen wanted to recognize Mark for his assistance with setting up temporary handicap parking and creating additional signage to aid in directing the public during a construction project at the Police Department.	John Williams
EPW	Paul Payne	Paul was nominated for going above and beyond and providing exemplary customer service to the Transportation Department following a request to install a new regulatory sign. Paul identified a potential conflict with an existing sign, and with additional information from the Transportation Department, Paul presented a solution that was agreed to and implemented.	Karyn Robles

Fire	Michael Rons	Michael was nominated for displaying excellence in customer service after compliments were received from a representative of the Renaissance Hotel. The representative wanted to recognize Michael for his efforts analyzing potential issues related to the use of the exhibit hall for alternative events.	Brian Townsend
Community Services	Kristin Jordan	Kristin was nominated for displaying excellence in teamwork and customer service after receipt of a complimentary email from Senior Services Manager, Marina Lvovich. Marina wanted to recognize Kristin for her efforts assisting with the National Night Out Event attended by 85 seniors. Kristin stepped in and assisted with the event after one of her employees was unable to report to work.	Kathleen Tempesta
Community Services	Cindy McCune	Cindy was nominated for displaying excellence in teamwork and customer service after receipt of a complimentary email from Senior Services Manager Marina Lvovich. Marina wanted to recognize Cindy for her efforts assisting with the National Night Out Event attended by 85 seniors. Cindy stepped in and assisted with the event after one of Kristin's employees was unable to report to work.	Kathleen Tempesta
CDD	Patty Battaglia	Patty was nominated for displaying excellence in customer service for her efforts handling the large increase in permit requests following the severe weather that impacted Schaumburg. During the period of August 18 – 25, 526 roofing and siding permits were submitted, averaging more than 100 per day.	Matt Frank
CDD	Lynette Perry	Lynette was nominated for displaying excellence in customer service for her efforts handling the large increase in permit requests following the severe weather that impacted Schaumburg. During the period of August 18 – 25, 526 roofing and siding permits were submitted, averaging more than 100 per day.	Matt Frank
CDD	Linda Connor	Linda was nominated for displaying excellence in customer service for her efforts handling the large increase in permit requests following the severe weather that impacted Schaumburg. During the period of August 18 – 25, 526 roofing and siding permits were submitted, averaging more than 100 per day.	Matt Frank
CDD	Jayne Sanne	Jayne was nominated for displaying excellence in customer service for her efforts handling the large increase in permit requests following the severe weather that impacted Schaumburg. During the period of August 18 – 25, 526 roofing and siding permits were submitted, averaging more than 100 per day.	Matt Frank
CDD	Carmen Bustos	Carmen was nominated for displaying excellence in customer service for her efforts handling the large increase in permit requests following the severe weather that impacted Schaumburg. During the period of August 18 – 25, 526 roofing and siding permits were submitted, averaging more than 100 per day.	Matt Frank

CDD	Mike Boyd	Mike was nominated for displaying excellence in customer service for his efforts handling the large increase in inspections following the severe weather that impacted Schaumburg. During the week of August 21 – 25, 879 inspections were completed by the building division.	Matt Frank
CDD	Ed Kett	Ed was nominated for displaying excellence in customer service for his efforts handling the large increase in inspections following the severe weather that impacted Schaumburg. During the week of August 21 – 25, 879 inspections were completed by the building division.	Matt Frank
CDD	Dave Carlson	Dave was nominated for displaying excellence in customer service for his efforts handling the large increase in inspections following the severe weather that impacted Schaumburg. During the week of August 21 – 25, 879 inspections were completed by the building division.	Matt Frank