



## STATUS REPORT

### PROJECT SUMMARY

#### REPORT DATE

August 1, 2016

#### PROJECT NAME

Human Resources Update

#### PREPARED BY

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### STATUS SUMMARY

- Talent Acquisition
  - Recruitments-Customer Service Specialists
    - The Customer Service Specialist classification was posted from May 13, 2016 through May 19, 2016
    - We received a total of 340 applications during the posting period.
    - A total of twenty-four candidates were selected to interview.
    - A total of thirteen offers were made.
    - Twelve candidates successfully completed background screening.
    - Of the twelve new-hires, five are bilingual.
    - One training class started Monday, July 25<sup>th</sup>, the next starts Monday, August 8<sup>th</sup>.
  - Recruitments-Customer Service Specialists (Billing)
    - The Customer Service Specialist (Billing) classification was posted from May 13, 2016 through May 19, 2016
    - We received a total of 226 applications.
    - Seven candidates were selected to interview.
    - Interviews concluded July 29<sup>th</sup>. We are framing offers. Pending approval, the proposed start date is August 22<sup>nd</sup>.
  - Recruitments-Paralegals
    - The Paralegal classification was posted from May 20, 2016 through June 3, 2016
    - We received a total of 28 applications.
    - Four Paralegals were selected to interview.
    - One candidate was selected and passed background screening, and started Monday, July 25<sup>th</sup>.
  - Recruitments-Field Service Technicians (FST's)
    - The Field Services Technician classification was posted from May 20, 2015 through June 3, 2015.
    - We received a total of 222 applicants.
    - Nine FST's were selected to interview.
    - Nine candidates were selected.
    - Pending approval, we are looking at a start date of August 15<sup>th</sup>.
  - Recruitments-Inspectors
    - The Inspector classification was posted from May 13, 2016 through May 27, 2016
    - We received a total of 22 applications.
    - We are currently facilitating interviews.
    - Seven candidates have been selected, four have been interviewed.
    - Interviews will conclude August 2<sup>nd</sup>.

- Postings-Team Leader (Customer Service)
    - The Team Leader classification was posted from July 20, 2016 through July 30, 2016
    - We received a total of 11 applications and will begin to select candidates to interview this week.
- Labor-Management
  - HR will be facilitating third step grievance hearings with a tentatively scheduled standing hearing schedule of Thursdays at 10:00 a.m.
- HR Projects
  - Policies will soon be undergoing a review to ensure they are still aligned with DWSD work rules and common behaviors. The proposed completion date for the review is November 30<sup>th</sup>. Any proposed revisions will be submitted accordingly.
  - HR is currently identifying post-bifurcation outstanding labor issues and ensuring compliance with the labor terms.
  - We are also finalizing the DWSD organizational chart and roster.

## CURRENT ISSUE

ISSUE:

NO ISSUES TO REPORT

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## CONCLUSIONS/RECOMMENDATIONS

No recommendations at this time.