



Employee Services Department

Partners in Excellence

Department Vision

“ A fully engaged, highly productive workforce relentlessly dedicated to achieving the City’s goals and objectives”

Department Mission

“To partner with City Departments and constitutional agencies to attract, develop and retain the best and brightest workforce for the City of Jacksonville”

HUMAN RESOURCES

- Division within Central Operations
- Staffed through 7 Function areas with 75 employees
- Led by a Chief, Senior Manager and two Managers of Personnel Services

Former Division Structure: Pre-2011

Historical
background

EMPLOYEE SERVICES

- Separate Department in Operations

- Staffed through 7 lines of business within three (3) divisions with 54 employees (FY13)...

- FY14 – 50 employees
• Led by a Department Director and three Division Chiefs

Current Division Structure

Ordinance
Change

Lines of Business

- Talent Management
- Examining/Testing
- Employee and Labor Relations
- Data Analytics
- Time and Attendance
- Data Management/On-Boarding
- Compensation and Benefits

Strategic Partnerships with City
Departments and Constitutional
Offices

“Designed to provide core human resources services throughout City government entities to prevent duplication and promote efficiencies”

Centralization of Services

Consolidation

- Jacksonville Sheriff's Office
- Property Appraiser
- Supervisor of Election
- Tax Collector
- Clerk of Courts

Constitutional Officers

- Classification
- Recruitment
- Testing and Examining
- Time/Attendance/Leave
- Oracle transactions
- Employee and Labor Relations
- Reductions in Force
- Advice and Guidance on policies and rules

*Every service not provided to each
Constitutional Office

**Services
Provided***

- NEOGOV implementation
- Successful Negotiations with four (4) Unions
- Mayor's Summer Job Program
- Volunteer recruitment

Innovations



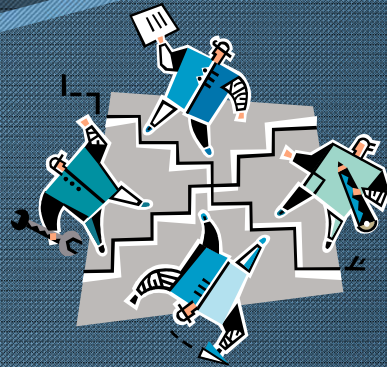
○ Staff Ratio per employee
(appx 8,870/1:150)

○ Civil Service Rules

○ Territorial issues

○ Communication

Challenges



- Emphasis on Performance Management and Metrics
- Classification and Compensation Studies (COJ has over 800 job classifications)
- Retirement reform (80% of workforce unionized)
- Create comprehensive wellness program
- Focus on process improvement
- Continue to build relationships through appropriate and accurate advice and guidance
- Development of HR Management Council

Next Level

“What’s Next”

