CITY OF HIGH POINT AGENDA ITEM



| TITLE: Human Resources Departmental Overview | | |
|--|------------------------------|--|
| | | |
| FROM: Angela Kirkwood, Director of Human | MEETING DATE: August 5, 2024 | |
| Resources | | |
| PUBLIC HEARING: N/A | ADVERTISED DATE/BY: N/A | |
| | | |
| ATTACHMENTS: Human Descures Department Dresentation | | |
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PURPOSE: Staff will provide an overview of the Human Resources Department.

BACKGROUND: N/A

BUDGET IMPACT: N/A

RECOMMENDATION/ACTION REQUESTED: None



Human Resources Department

Angela Kirkwood, Director of Human Resources August 5, 2024



Our Motto – "Recruit/Reward/Retain/Retire"

By effectively managing our HR programs, we can attract and retain top talent, enhance employee satisfaction, and promote a healthy work-life balance. HR is committed to driving organizational success and fostering employee well-being through a diverse range of roles and services.



Department Overview

- Talent Acquisition
- Learning & Organizational Development
- HR Information Systems
- Employee Relations/Engagement
- Benefits Administration
- Safety/Health and Wellness
- Employee Health Clinic

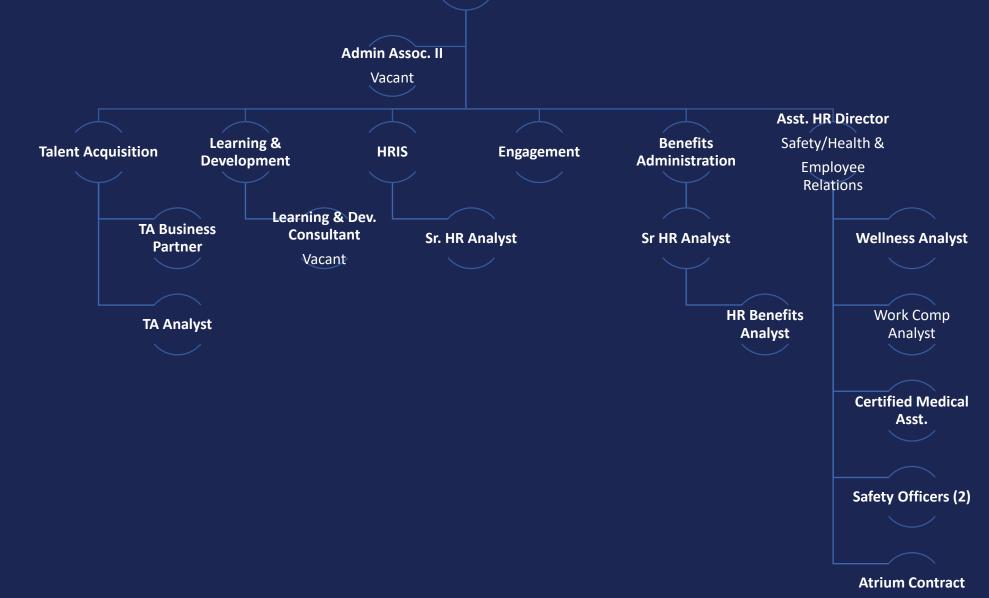




Who We are:







Talent Acquisition:

- Identify, attract, and acquire new talent
- Improve candidate onboarding experience
- Build a high performing workforce
- Foster collaboration with partners i.e., Chamber, NC Works, Goodwill, Handshake, CPE and DEI.
- Implement innovative recruitment strategies for diverse candidates
- Adapt to market changes
- Posted 180 jobs, filled 171





Learning and Development:

- Identify skill gaps via surveys and interviews
- Design training programs focused on skill enhancement, career advancement, and leadership development
- Promote training that supports a diverse and inclusive workplace
- Annual LMS Compliance Training for continuous improvement
- Build strong relationships with the departments to enhance trainings offered





HR Information Systems:

- HRIS management: employee data storage/retrieval
- Employee record accuracy and security
- HR analytics reporting
- Technical support and training for HR software
- Performance Management process
- Employee recognition software support
- Compensation oversight Class & Comp Study facilitation and Salary Plan updates





Employee Relations/Engagement:

- Grievance handling and conflict mediation
- Disciplinary action management
- HR guidance for employees and managers
- Annual Friends/Family Baseball Day/PSRW activities
- Annual Employee Appreciation Luncheon
- Electronic Service Award Platform gift options or charitable donations
- New Service Pins and Milestone Certificates
- 1st Milestone Appreciation Ceremony (Fall)





Benefits Administration:

- Health and Dental Benefits
- Supplemental Insurance
- Flexible Spending/Health Savings Accounts
- Tuition Reimbursement
- Payroll and Personnel Services
- Retirement Processing
- Employee Assistance Program
- Self-funding model to reduce our healthcare and administrative costs
- Budget Benchmarking: Compare with 15 similar size agencies to remain competitive





Safety/Health & Wellness:

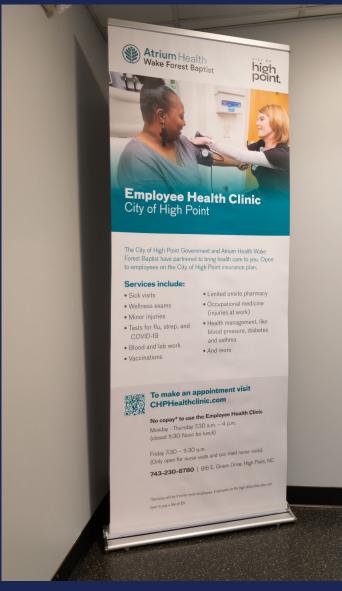
- Safety Program Risk assessments, safety training sessions, safety audits, and emergency plans to minimize workplace hazards to ensure a safe work environment
- Wellness Program- offers fitness classes, health workshops for physical and mental well-being
- Worker's Comp Program management of claims related to workplace injuries ensuring rehabilitation back to work.





Employee Health Clinic:

- Atrium Health Contract provides low to no cost primary and acute care including:
 - Minor injury care
 - Vaccinations
 - Occupational medicine (injuries at work)
 - Health management (BP, Diabetes and Asthma)
 - Flu, strep and COVID-19 tests
 - Blood work and drug screens for new hires/randoms
- Stats: 519 visits (262 primary and acute care) with an avg. 86.5 visits per month, saving employees \$9,170
- Benchmarking: Onsite clinics reduce absenteeism, time loss from work and overall productivity





high point.

QUESTIONS?

