

City of Gainesville Diversity Work Plan

This work plan should be completed by Directors and who do not report directly to a Charter Officer.

Name: Herb Firsching

Department: GRU Customer Operations

Title: Customer Operations Director

Date Completed: 11/12/15

I. Introductory statement describing your department/division.

A. Based on the demographics of your department, list any diversity issues specific or unique to the areas in your span of control.

Customer Operations is made up of Customer Service, Cashiers, Billing & Records, Collections, Quality Assurance & Quality Control (QA/QC) and New Services. Kinn'zon Hutchinson is providing the Work Plan for Customer Service and Cashiers. This Work Plan reflects the remaining areas within Customer Operations.

In those areas, we have 12 females and 4 males; with 8 minority and 8 non-minority. We realize the importance in making efforts to be similar to our customer base. This year, we will work to recruit a new Customer Records Supervisor which has both, female and minority goals.

B. List any barriers or other concerns you have for your entire span of control.

None.

II. What were your efforts to address diversity issues in the area(s) under your span of control in the last (evaluation) year?

A. List recruitment efforts/strategies employed for issues identified above.

We had the opportunity to fill vacancies in FY15 with both internal and external applicants. We continue to staff interview panels with an emphasis on diversity. We take an active role in determining how jobs are posted, including utilizing the Guardian and other sites such as the Minority Professional Network.

B. List Retention and Personnel Development Strategies you employed.

Job progression is a focus within Customer Operations. To that end and in order to improve our efficiency in helping customers we operate a focused job shadowing program by which employees identify areas both within Customer Ops and outside that they have an interest in. We accommodate those requests to the best of our abilities. Employees have also been given the opportunity to act in place of others in order to gain experience and knowledge in the areas of supervision and management.

III. Were those efforts successful?

A. Why/Why Not?

Yes, we had minimal turnover and recruited and hired an excellent supervisor for New Services, who happens to be minority and female.

On the HR recruiting end, in terms of using sites such as the Guardian or the Minority Professional Network, I would like to get feedback on how many applicants those placements result in. This would be helpful in determining if we should continue to use them or spend money trying other locations.

B. How did you measure your efforts? *The results, in populating positions with qualified minority &/or female applicants and experiencing minimal turnover in what has been a turbulent few years at GRU, are a testament to the efforts we have made.*

IV. What were your efforts to make employees aware of the benefits of diversity?

A. List your efforts here.

I have discussed the importance of diversity with supervisory and managerial staff when we are advertising for vacancies. Also, it is on my goals as well as those of my supervisors and managers to make sure their folks attend diversity awareness training and workshops during the year.

V. What were your Women/Minority-Owned Small Business efforts last year?

A. List your efforts here?

The purchasing activities within customer operations are low in comparison to most departments. We are conscious of the benefits and use local resources where possible such as in purchasing supplies, small office equipment and meals.

B. What can you do differently next year to improve?

I will continue to let managers and supervisors know the benefits as well as attend any functions or workshops that increase exposure & knowledge of these businesses. I will be involved in a few more purchasing transactions this year related to projects, and will work with Purchasing to ensure we are able to solicit a diverse vendor pool.

VI. Your Component of the Overall Departmental Strategic Plan

Your Department Head will work with his or her direct reports to develop a Departmental Strategic Plan to address diversity issues this evaluation year. In this section you will outline your assignment for the department's overall Strategic Plan. You will use this component as the basis for the Diversity objective on your Performance Evaluation Plan.

List one or more components of the overall Departmental Plan outlined by your Department Head in the appropriate sections below. You might not have an element in each of the areas.

A. Recruitment Strategies

Continue striving to ensure the applicant pool for positions is diverse.

B. Retention Strategies

(1) Professional Development for all Employees

Continue to encourage folks to attend professional development utilize tuition reimbursement to pursue higher learning, and shadow other areas of interest.

(2) Strategies to Foster an Environment of Diversity and Inclusion

Encourage staff to attend diversity awareness workshops and training. Provide a "family" and "friendly" environment that is inclusive of all, by which employees find work and their coworkers enjoyable.

C. Women/Minority-Owned Small Business Strategies

Customer Operations does not have frequent needs to secure contracts/services, but when it does occur we keep this in mind.

C. How will you measure your department's success?

Diverse applicant pools, interview panels, and the achievement of Diversity Goals amongst the leadership in Customer Operations.