

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: Kinn'zon Hutchinson
Title: Customer Service Manager

Department: Customer Service
Date Completed: 11/12/2015

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.
- Cash Receipts and Customer Service are my areas of responsibility. Both departments have direct contact with external customers and would benefit from other ethnicities and gender
- B. List any barriers or other concerns you have for your entire span of control.
- Both divisions would benefit from other ethnicities and gender. We are limited in qualified males that reach our department after screening

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 participated in the Career Fair sponsored by the City every year. We continue to make sure that all interview panels are diverse. We also reach out to the Guardian and other Minority Network groups to increase the number of minority applicants
- B. List Retention and Personnel Development Strategies you employed.
- Employees were given the opportunity to act in the place of others to gain experience and knowledge in the areas of supervision and management. Employees also had the opportunity to shadow other departments of interest. Created a personal & career sheet with objectives that were set at the beginning of the year and revisited throughout the year to make sure that we are reaching those goals. Employees are encouraged to take advantage of classes offered by GCU and other career development organizations

III. Were those efforts successful?

- A. Why/Why Not?
- We were successful because we were fortunate enough to interview some job fair attendees that stopped by the table for upcoming positions. We interviewed job fair attendees for the customer accounts position and the customer service representative position

B. How did you measure your efforts?

- For retention, the leadership team met to discuss development of the employees and how to be effective leaders. Goals & Objectives were set and monitored throughout the year and feedback was given to the employees

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

A. List your efforts here.

- Discussions are held during supervisor's meetings. Employees are encouraged to attend Diversity Awareness workshops. One of my goals under diversity is making staff aware of the benefits of diversity and inclusion. I will conduct 2 meetings this year to raise awareness

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

A. List your efforts here?

- We were able to utilize Women/Minority Small Business to purchase supplies, small office equipment and meals

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

- Attend functions that increase exposure and knowledge of these businesses. I will also continue pushing awareness of women/minority-owned small businesses and monitor to see if utilization of these businesses increases

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

- Strive to ensure the applicant pool for positions is diverse. We will continue training on diversity in our department
- Attend functions that increase exposure and knowledge of these businesses. I will also continue pushing awareness of women/minority-owned small businesses and monitor to see if utilization of these businesses increases

B. Retention Strategies

(1) Professional Development for all Employees

- Encourage staff to attend professional development classes that are offered through GCU. We will give all employees the opportunity to shadow other areas of interest
- Continue to promote the tuition reimbursement benefit to prompt higher learning

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

- Host Diversity and Inclusion workshop for department
- Encourage staff to attend at least one of Equal Opportunity's Diversity & Inclusion workshops

C. Women/Minority-Owned Small Business Strategies

- Customer Service will continue to utilize Women/Minority-Owned Small Businesses for supplies and catering, where applicable

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

- Diverse applicant pools and interview panels