



COUNTY OF EL DORADO

## Department of Human Resources 2019 Overview

February 25, 2020

County of El Dorado  
Department of Human Resources  
330 Fair Lane  
Placerville, CA 95667  
530.621.5565

*Presented by:*

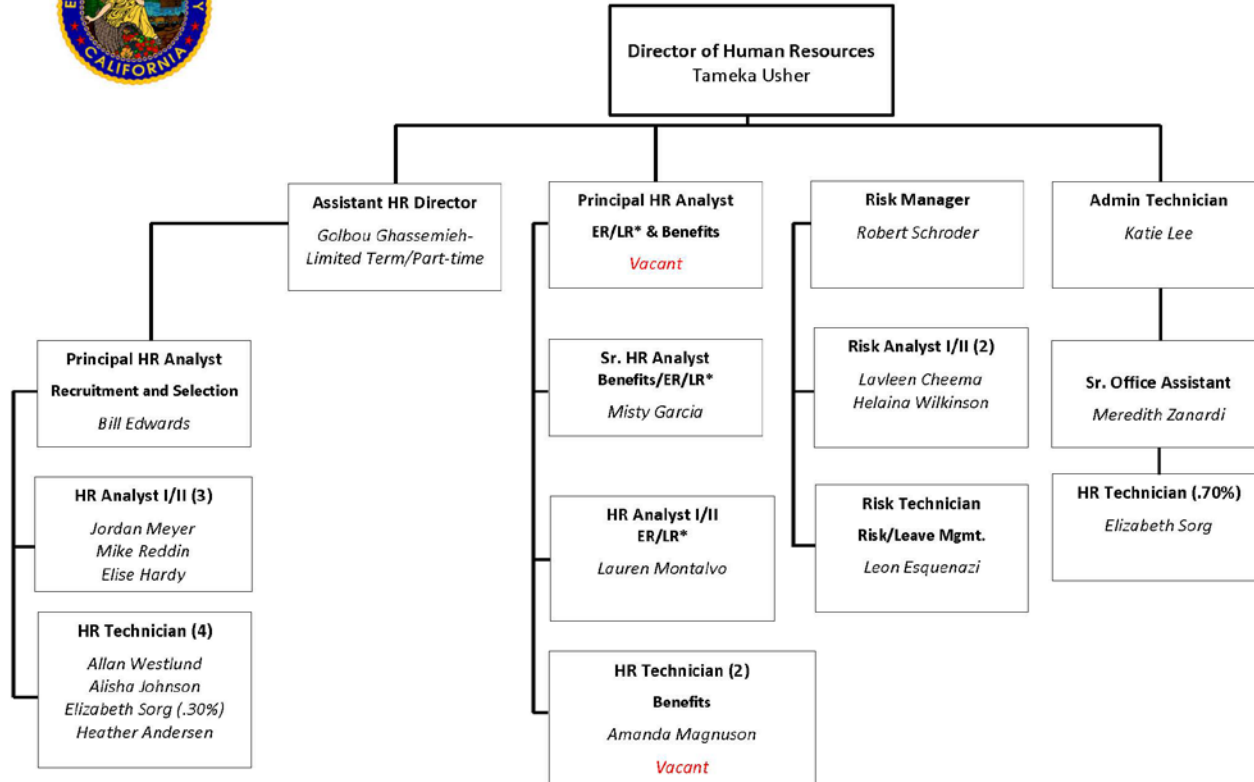
*Tameka Usher, Director of Human Resources*



# Organization Chart



## Department of Human Resources Organizational Chart



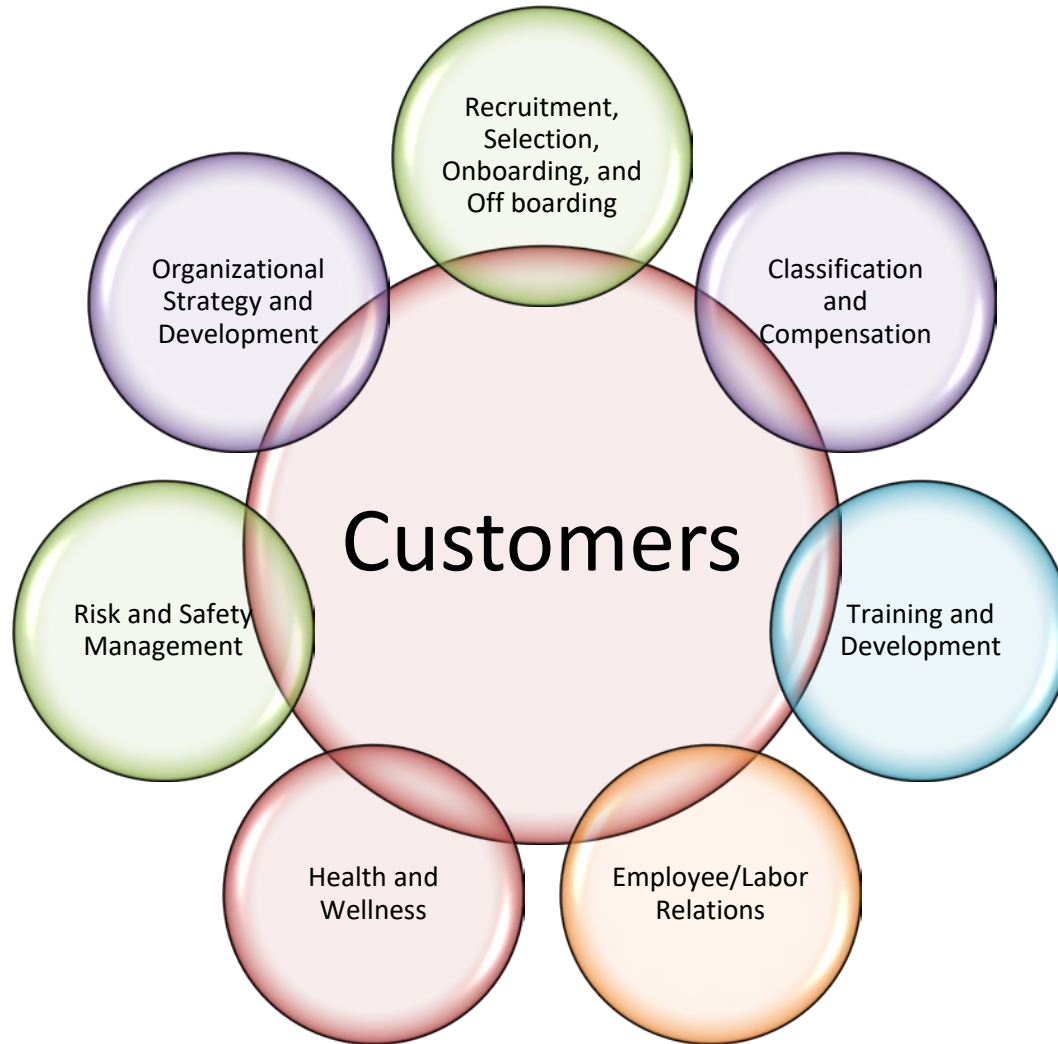
\*ER/LR – Employee Relations/Labor Relations

Rev. 02/10/2020



# HR Functions and Services

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# HR Guiding Principles

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## Collaborative Business Partner

Proactively works with departments to understand their mission and work together to devise effective strategic solutions.

## Consistency

Equal diligence and ethical consistency in all aspects of HR.

## Integrity

Decisions are based on impartial, equitable, and reliable information; established deadlines are met.

## Transparency

Open process when available and clear communication.



## HR Guiding Principles Cont.

### Accountability

Ownership in what we do.

### Competent Knowledge Resource

Seeks opportunities to improve; serves as subject matter experts.

### Solution-Focused Customer Service

Work with our customers to understand their needs, finding viable solutions.

### Professional Excellence

Success with our internal/ external customers.



# 2019 Accomplishments

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- Social Media (Facebook, Instagram, LinkedIn, and Twitter)
  - Showcase current job openings, but also highlight the County of El Dorado as an Employer of Choice and provide training information via blogs, such as:
    - *Tips for Taking Multiple Choice Exams*
    - *Do I Really Need to Answer the Supplemental Question(s)*
    - *Completing an Application*
- Leverage Technology to Enhance Processes and Create Efficiencies
  - E.g., Electronic files and the use of more Google documents that create a better customer experience and improve tracking
- Centralized Human Resources Functions
- HR Service Level Standards
- Developed and Updated Policies and Procedures



# Full Service / Centralization

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Effective January 2020, 16 of 23 County departments are full service.

The following tasks have been centralized in the HR Department:

- Coordinating logistics of hiring interviews with hiring departments
- Scheduling hiring interviews with candidates
- Preparing interview materials
- Notifying candidates of status of their interviews and/or selection
- Making conditional and official offers of employment
- Coordinating background checks and medical appointments
- Preparing new hire paperwork for selected candidates and scheduling new employee orientation
- Completing new hire paperwork with employee on their first day of employment
- MOU and Personnel Rule interpretations

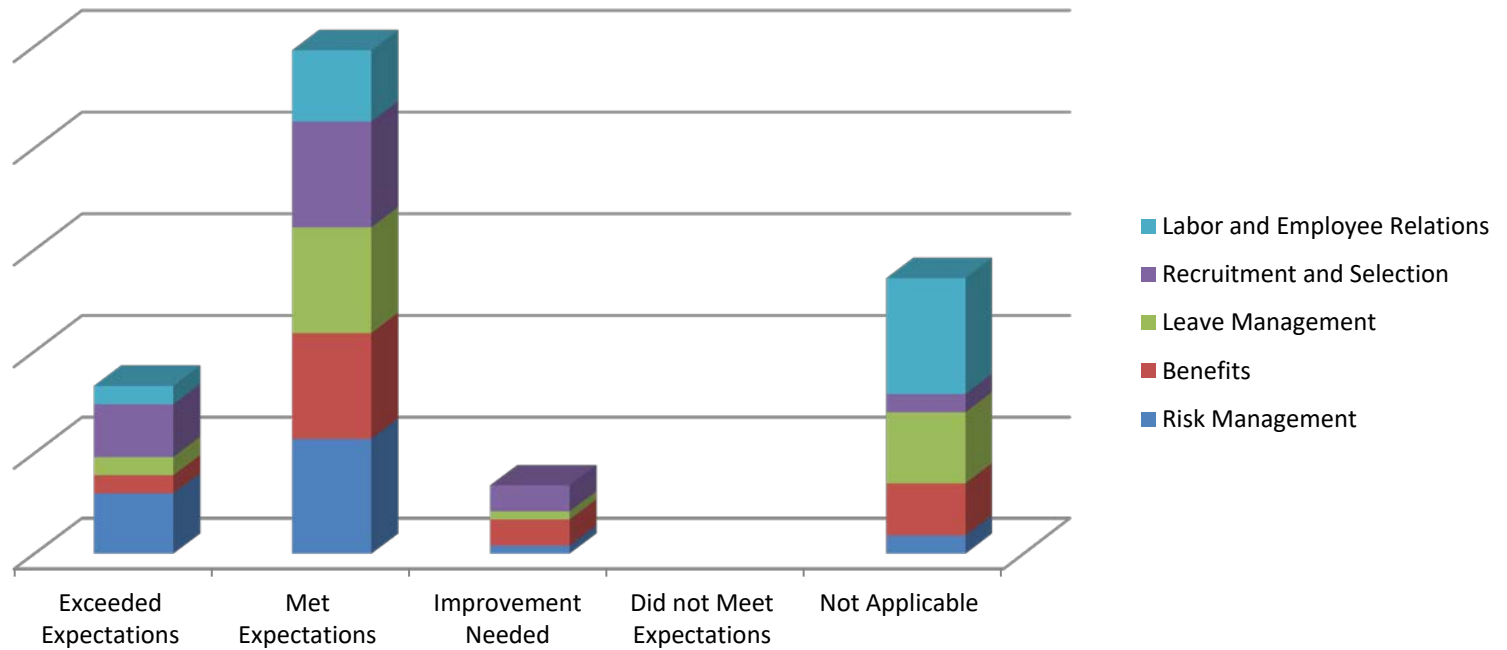
MSS Transition - Effective March 2020, the County will be responsible for all Health and Human Services Agency and Department of Child Support Services recruitment and selection, classification, and appeals related to discipline.

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# 2019 Client Satisfaction Survey Results

## Quality of Customer Service







# Summary of 2020 Objectives

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Revamp  
Supervisor/Manager  
Academy

HR SWOT Analysis

Health and Wellness  
Program

Automated  
Performance  
Management  
Systems

Enhanced 360  
Feedback Process

All HR Positions  
Filled

HR Department -  
Move



# Well Functioning and Value Added Customer Service Department

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