

## Personnel/Civil Service Department 2018 Annual Report

### Narrative Paragraphs:

Daily activities in this office primarily involve civil service administration, fringe benefits administration and labor relations matters.

The Personnel Department is mandated to provide Civil Service administration to all County Departments as well as the Towns (9), Villages (6), Schools (5) and Special Districts (2) within Tioga County. This means in addition to all County employees, the hiring of Custodians, Bus Drivers, Food Service Helpers, Secretaries, etc. at the schools and Typists, Equipment Operators, Wastewater Treatment Plant Operators, etc. in the Towns and Villages, as well as EMTs in the Fire Districts and Soil & Water Conservation District employees are all overseen by this office. In all, 1525 classified civil service positions exist amongst all public entities in Tioga County.

Throughout 2018, 75 different civil service examinations were conducted, up from 40 the prior year, and 331 candidates participated, up from 226 in prior year.

The Personnel Department also administers the Tioga County Self-insured Workers' Compensation Plan, in which all Towns and Villages participate as well as the County; the annual budget for this program was \$1.46 million, appropriated between all the municipalities.

The Civil Service Administrator spent considerable time working with our software vendor and Information Technology Department on development of an online Application portal, to be launched in early 2019.

For the past couple years, the County has seen an uptick in the number of retirements and that trend continues; 18 employees retired from Tioga County during 2018. This turnover keeps the Department busy with recruiting, hiring, civil service examination administration, new employee orientations and transitioning employees and their benefits to retirees and retiree benefits.

The Personnel Officer was involved with development and commencement of the Institute for Advancement, a program designed to provide additional information to employees striving to be Tioga County's future leaders.

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The following list provides bullets on some of the department's 2018 accomplishments/projects:

1. The timely administration of examinations enabled this office to achieve a provisional rate of 3.4%, which is notably lower than the State-wide average of 4.8%.
2. The Employee Recognition Program continued in 2018, recognizing the following employees as “Employee of the Quarter”:
  - 1<sup>st</sup> Quarter – Amy Poff, Personnel Office
  - 2<sup>nd</sup> Quarter – no award issued
  - 3<sup>rd</sup> Quarter – Sheri McCall, DSS
  - 4<sup>th</sup> Quarter – Charles Root, DSSSheri McCall was named Employee of the Year.

In addition, “Employee Recognition Week” was held in May 2018, during which employees reaching career milestones were recognized. The week included a luncheon for employees who achieved 25, 30 or 35 years of service with Tioga County.
3. The Personnel Department coordinated training in December for supervisors on the topic of *Understanding and Resolving Contract Grievances*.
4. 32 new Workers’ Compensation claims were reported by all the municipalities in 2018, only 5 of which were lost-time claims.
5. The Personnel Officer continues to serve as Secretary of the New York State Association of Personnel & Civil Service Officers.

Goals for 2019:

- Roll-out the option for candidates to apply for employment and civil service examinations via an online portal.