HR at the Local Level
What are the Basics?

Barbara Blackard, MMC
City Clerk/Treasurer
City of Clarksville

HR Basics

• New position or filling an existing position?
• Job Announcement
• Application – check it against the Municipal League’s sample
• Do you have a job description
• Interview questions you might consider asking
Job Announcement

Truck Driver/Tractor Operator – Street Department

The City of Clarksville is accepting applications for a Truck/Tractor Driver for the Street Department. All applicants must apply through Clarksville City Hall. Applications may be completed at City Hall, 205 Walnut Street, Clarksville, AR, or may be downloaded from the city’s website www.clarksvillear.gov. Applications must be returned to City Hall via mail, email or personal delivery by 12:00 p.m. on ___. Applications received after the deadline may not be considered. Job descriptions are available at City Hall. The city of Clarksville is an Equal Opportunity Employer.

Job Description

• Department: Street
• Job Title: Dump Truck/Tractor Operator
• Supervisor: Street Superintendent
• Job Summary: Provide a safe and well maintained system of streets, roads, drainage, sidewalks and rights-of-way in the City, This job requires working with the public and requires tact and diplomacy.

1. Ability to follow directions and maintain a positive working relationship with fellow workers, supervisors & subordinates.

2. Ability to work with the public.
3. Ability to operate and maintain equipment in a safe and secure manner.
4. Ability to perform a wide range of tasks, including but not limited to, keeping streets and roads in good repair, bridge maintenance, drainage work, clearing streets and roads of debris following storms or severe weather.
5. Ability and willingness to be involved in training.
6. Ability and willingness to present self with good hygiene and dress habits.

8. Read and follow the personnel policy, the hazardous communications policy and the safety policy.
9. Perform other work pertaining to this job as assigned by supervisor & be available when called on in emergency situations.

Minimum Qualifications

Experience and/or formal training in operating a dump truck and tractor. Must be able to perform physically labor intensive job duties. Must be physically able to lift a minimum of 75 to 100 lbs. Must have a CDL or obtain a CDL with in 60 days. Must maintain current Arkansas Driver’s License. Must pass standard medical exam and drug screening. Graduation from High School or equivalent.
Interview Questions

• Tell me about yourself. What do you consider to be your greatest strengths and weakness?
• How do you feel about reporting to a younger person?
• If I asked people who know you to describe you, what three words would they use?
• What are your team-player qualities?
• In your opinion do you work well under pressure?
• What motivates you?
• Do you prefer to work as an individual or in a group?

Interview Questions

• What would you do if a co-worker wasn’t pulling his/her weight and was hurting your department?
• What have been your most satisfying and most disappointing work related experiences?
• What challenges are you looking for in working for us?
HR BASICS: NEW EMPLOYEE SELECTION PROCESS

Tracey L. Cline-Pew, SPHR, SHRM-SCP
Director of Human Resources
Arkansas Municipal League
tpew@arml.org
501-978-6111
I’ve got applications, so what next?

• Carefully review applications.
• Does the applicant have relevant experience?
• Does the applicant have the knowledge, skills and abilities to perform the essential functions of the job? Create a check list.
• Questions? Need clarification? Call and pre-screen.
• Process taking a long time? Keep applicants informed.

Plan for the Interview

• *Chance favors the prepared mind – Louis Pasteur*
• Review the job description.
• Prepare questions or skill sets you intend to ask about.
• Prepare others who will participate in the interview and discuss the roles each of you will play.
• Know what you can and cannot ask.
What You Cannot Ask

- Number of children/childcare arrangements
- Marital status
- Spouse’s occupation
- Maiden Name
- Race
- Nationality
- Applicant’s native tongue
- Religious affiliation
- Religious holidays observed
- Veteran status, discharge status, branch of service

- Age or date of birth (unless truly job related)
- Date of high school graduation
- If applicant has a disability
- Whether applicant has ever filed a workers’ compensation claim
- Medical history
- Present medical problems
- Number and kinds of arrests
- Height and weight (unless it is a bona fide occupational qualification)
- Anything that can be used to discriminate

The Interview

- Establish a rapport with the candidate.
- Be careful of your own bias (yes, we all have them).
- Listen carefully.
- Observe non-verbal behavior.
- Focus on asking open, probing questions that encourage candidates to tell you as much as possible.
- Provide realistic information about the job and organization.
- Take notes (but not on the application or resume).
- Summarize
- Give the applicant an opportunity to ask questions.
Some Really Good Interview Questions
(Borrowed from Bob Rosner, co-author of “The Boss’s Survival Guide” and Allan Halcrow, former editor of “Workforce Magazine”.)

• Why are you here?
• If you had only one word to describe yourself, what would it be?
• When have you failed? Describe what happened and what you learned from it.
• What’s the one accomplishment you’re most proud of? Why?
• How do you take advantage of your strengths, and compensate for your weaknesses?
• If I were to ask your current boss to tell me one thing that you do that drives him/her crazy, what would he/she tell me?
• What’s the one thing you would like to do better? What is your plan for improving?
• What changes have you made in working with others to be more effective at work?
• What would you do if management made a decision you didn’t agree with?
• What would make you love coming to work here everyday?
• What is it about this opportunity that excites you?

After the Interview

• Review each applicant’s strengths and weaknesses.
• Compare notes with other parties conducting the interview.
• Make a selection.
• Contact prospective employee to ensure they want the position, and advise of all contingencies such as passing a drug test, background test, etc.
• Make a formal employment offer to the candidate chosen.
• Notify other candidates that you have interviewed of your decision.
Offer Letter Do’s and Don’ts

**Do’s**
- Use a standard letter or customized version that has been reviewed by legal counsel.
- Clearly state the terms of the offer.
- Set a reasonable acceptance deadline.
- Clarify contingencies.
- Clarify acceptance details.
- Use the transition period to help the new employee feel welcome.

**Don’ts**
- Back down on any promises made during the interview.
- Set an excessively short acceptance time.
- Lose touch with the candidate once the offer is accepted.
- Don’t quote salary in terms in an annual format.
Human Resources at the Local Government Level
What are the Basics?

YOU’VE HIRED SOMEONE!
NOW WHAT?

Presenter:
Jared Azzone, MBA, PHR
Director of Human Resources
City of Maumelle

1. Onboarding/Orientation
2. All that paperwork!
3. Setup Payroll
4. Benefits Enrollment
Onboarding/Orientation

1. Welcome
2. Tour of Facilities/Introduction to Key Employees
3. Review of Job Description & Usual Tasks
4. Overview of Employee Manual
   a) Cover the major rules & procedures
   b) Special rules or policies ex. FMLA, Harassment

New Hire Paperwork!

1. Tax Forms
2. Form I-9 (3 day rule)
3. Policy Acknowledgement Forms
4. Payroll & Direct Deposit
Human Resources at the Local Government Level
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Payroll & Benefits
1. Do you have special payroll software or rules?
2. Describe how and when payroll is issued
3. Review or schedule review of Benefits Package
4. MORE FORMS!

Vacation/Sick Leave/PTO
1. Probationary Period?
2. When can you use leave?
3. What type of leave to use? (Situation Examples)
4. Who is responsible to approve/deny?
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WHAT IS THE DIFFERENCE?!?

What If This Happens…

1. Attendance
2. Performance
3. Insubordination
4. Appeal Rights?
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Celebrating 85 Years of Service!
1934 1920
Great Cities Make a Great State
Arkansas Municipal League