



**\*\*All present are expected to conduct themselves in accordance with our City's Core Values\*\***

## **OFFICIAL NOTICE AND AGENDA**

of a meeting of a City Board, Commission, Department, Committee, Agency, Corporation, Quasi-Municipal Corporation, or sub-unit thereof.

Meeting of the: **Human Resources Committee**  
Date/Time: **Monday, June 8, 2015 at 4:30 p.m.**  
Location: City Hall (407 Grant Street) - Board Room 2nd Floor  
Members: Romey Wagner (C), Gary Gisselman, Bill Nagle, David Oberbeck, Lisa Rasmussen

### **AGENDA ITEMS FOR CONSIDERATION (All items listed may be acted upon)**

- 1) Approval of 05/11/15 Minutes
- 2) Public Comment on Matters Appearing on the Agenda
- 3) City of Wausau Electronic Tablet Use Policy/Agreement (Jacobson)
- 4) Discussion and Possible Action on Communications Director Job Description
- 5) **CLOSED SESSION** pursuant to Section 19.85(1)(e) of the Wisconsin State statutes for bargaining reasons requiring a closed session for the purpose of considering the following:  
Local 1168 Amalgamated Transit Union, AFL-CIO Collective Bargaining
- 6) Reconvene into Open Session, and Possible Action on Closed Session Item
- 7) HR Director's Report
  - a) HR Delivery Standards
  - b) Executive Performance Appraisals
- 8) Future Agenda Items for Consideration
- 9) Adjourn

This Notice was posted at City Hall and faxed to the Daily Herald newsroom on 06/03/2015 at 4:00 p.m.

Questions regarding this agenda may be directed to the Human Resources Office (715) 261-6630.

**It is possible and likely that members of, and possibly a quorum of the Council and/or members of other committees of the Common Council of the City of Wausau may be in attendance at the above-mentioned meeting to gather information. No action will be taken by any such groups.**

It is anticipated that each item listed on the agenda may be discussed, referred, or acted upon unless it is noted in the specific agenda item that no action is contemplated. It is possible that members of, and possibly a quorum of members of other committees of the Common Council of the City of Wausau may be in attendance at the above mentioned meeting to gather information. No action will be taken by any such group at the above mentioned meeting other than the committee specifically referred to in this notice.

Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids & services. For information or to request this service, contact the City Clerk at 407 Grant Street, Wausau WI 54403 or by phone (715) 261-6620.

Other Distribution: Media, Alderpersons, Mayor, Department Heads, City Departments, Union Presidents.

DRAFT

**CITY OF WAUSAU HUMAN RESOURCES COMMITTEE  
MINUTES OF OPEN SESSION**

DATE/TIME: May 11, 2015 at 4:30 p.m.  
LOCATION: City Hall (407 Grant Street) – Board Room  
MEMBERS PRESENT: R. Wagner (C), G. Gisselman, D. Oberbeck, L. Rasmussen  
MEMBERS ABSENT: W. Nagle  
Also Present: Mayor Tipple, M. Groat, M. Hite, A. Jacobson, J. Kannenberg, G. Klein, E. Krohn, T. Kujawa, Nora Hertel (WDH), Pat Peckham (City Pages)

**Approval of 04/13/2015 minutes.**

Motion by Rasmussen, second by Oberbeck to approve the draft minutes from April 13, 2015. All ayes. Motion passes 4-0.

**Public Comment on Matters Appearing on the Agenda.**

No public comment made.

**City of Wausau Electronic Tablet Use Policy/Agreement (Jacobson).**

Jacobson indicated that council members received City-owned electronic tablets and training in December 2014. Jacobson drafted a policy/agreement similar to what C-CITC issued to the County. Motion by Rasmussen to approve the policy/agreement as written. Second by Gisselman. Gerry Klein said that it's nice to have a policy because someone broke one and someone lost one. Oberbeck asked if the City carries insurance on the devices. Klein said they are not insured but they are under the extended warranty from Apple. Oberbeck said that clarification should be included in the policy about the return condition of the device. Rasmussen asked what policy is in place for laptops and phones issued by the City. Jacobson was not aware the policies for other electronic devices. Rasmussen would like the policy to address accidental loss or damage of device, and that such would be covered by the City. A question was posed about intentional damage. Hite said that all instances of loss and damage would need to be reviewed on a case by case basis. Committee directed Hite, Jacobson, and Klein to revise the policy/agreement and come back to the June HR Committee meeting for approval. Motions for approval were withdrawn.

**Discussion and Possible Action on Amending Wausau Municipal Code Section 2.04.020 Common Council, Relating to Term of Alderpersons (Charter Ordinance) (Jacobson).**

Jacobson referred to the memo and draft ordinance included in the committee packet. Jacobson outlined the three options available to the committee at this time: submit a charter ordinance to a referendum, fail to approve the proposed amendment, or approved the proposed amendment by 2/3 vote of council. Rasmussen provided a recap of last month's discussion of why she feels it would be better to have all council members elected at the same time. Further discussion took place about changing back to same two-year terms. Motion by Rasmussen to move resolution forward, using option 3 in Jacobson's memo (Option 3: Approve the proposed amendment by a 2/3's vote (8), returning to eleven alderperson, all elected at the same time for a term of two years, to commence on the third Tuesday in April.). Second by Oberbeck. Gisselman said that he voted against the change last month and will be voting yes tonight so that it can go to council, where he feels it should be addressed. All ayes. Motion passes 4-0.

**Discussion and Possible Action City Engineer Premium Pay.**

Prior to Lindman becoming the Director of Public Works & Utilities, the DPWU and City Engineer were one position. The City is currently without an appointed City Engineer. Hite went through statute to determine the duties of the City Engineer; discovered a lot of the duties are done by staff. Hite is proposing a premium pay of 7% for whoever is designated the City Engineer. Wagner asked about funding; Hite said that the money is available in the budget this year due to not having a DPWU at the beginning of the year. Wagner asked it was considered to give the designation to the senior engineer on staff. Hite said that this discussion isn't about selecting the person, but rather about

compensation and framework. Gisselman asked why a separate position was created. Hite indicated that she was following the past model without adding an additional FTE. Oberbeck would like to see a separate position created that has clearly defined duties and responsibilities. Rasmussen asked about process of removal of City Engineer because of how ordinance is written. Rasmussen also was concerned about adding additional duties to an employee who already has a “full plate”. Hite said that many of the job duties of the City Engineer position are now shared by employees within the department. Also, she address Rasmussen’s concern about protection by the ordinance and said that the protection was removed with the last ordinance that was created for the position. Further discussion took place regarding the City Engineer position. Motion by Gisselman to approve premium pay for the designation of City Engineer. Second by Rasmussen. Motion passes 3-1. (*Oberbeck was the dissenting vote.*)

**Discussion and Possible Action New FTE – Public Relations Coordinator and/or Grant Coordinator**

**(Rasmussen and Wagner).** Rasmussen said that last month the school district and the City of Wausau both had referendums. The school district has a public relations person, and it was clear to Rasmussen the difference of having a public relations person makes to an organization for getting information out. The position of Grand Coordinator was discussed last year when the Fire Department was looking for funding. Wagner and Rasmussen feel that having a position which could perform both functions for the City would be a great asset. Wagner asked Pat Peckham and Nora Hertel their opinion. Peckham said it would be nice to have a contact person to go to for all subjects. Hertel said her experience is that PR positions are used as “gatekeepers” and it’s harder to get information from staff. Discussion took place and the consensus was that it would be beneficial to have someone that could provide weekly updates and get the facts out to the community. Motion by Gisselman for Hite to prepare a job description for the position of Public Relations Coordinator and/or Grant Coordinator to bring to the committee for consideration. Second by Rasmussen. Motion passes 4-0.

**Discussion and Possible Action on the North Central Wisconsin Public Employer Health Insurance**

**Consortium.** Hite gave an overview to the committee of the discussion last September to explore the possibility of participating in the North Central WI Public Employer Health Insurance Consortium. In the September meeting, Hite was given authority to spend up to \$10,000 for this process. To date, Wausau has spent \$5,500 as a participant. Hite explained that further exploration is needed by the consortium that would cost the City \$7,000 for a needed RFP, \$16,000 for a complete pharmacy benefits audit, and an on-going charge of \$3.50 per employee per month for charges through BSG. Hite presented two options to the committee: continue with the consortium and be approved for additional costs, or have staff explore options on their own and discontinue participation in the consortium. Motion made by Rasmussen directing Hite to pursue 2016 options for budget as a stand-alone provider, and to have Hite construct an RFP for a new broker. Second by Oberbeck. Further discussion took place regarding the pro’s and con’s of joining a consortium. Oberbeck believes that a smaller group will be able to make more changes. Rasmussen agreed, saying that the bigger you get, the harder it is to make changes. Motion passes 4-0.

**Discussion and Possible Action on Compensation Concept.** Hite provided the committee members with the current compensation philosophy and a new proposed compensation concept. Hite reviewed discretionary performance recognition measures that could be used as incentives that would not add to the base, and the idea of individual and group performance goals. No motion was made on this topic.

**CLOSED SESSION pursuant to Section 19.85(1)(e) of the Wisconsin State statutes for bargaining reasons requiring a closed session for the purpose of considering the following: Local 1168 Amalgamated Transit Union, AFL-CIO Bargaining.** Motion by Rasmussen to enter into closed session. Second by Gisselman. Roll call of closed session: Wagner, Oberbeck, Rasmussen, and Gisselman. Committee entered closed session.

**Reconvene into Open Session, and Possible Action on Closed Session Item.** Motion by Rasmussen to reconvene into open session. Second by Oberbeck. Committee reconvened into open session. No action required on closed session item.

**HR Director Report.**

Myla Hite reported to the Committee that she is working with Departments to develop performance evaluation tools and standards that are tailored to specific job classes. This will be phased in with emphasis on those where

several staff are employed such as police officer, firefighter, etc. She also reported that this will result in a delay in the performance evaluation timelines as she anticipates evaluations using the new format will be due in October and she will propose moving any performance incentives and/or rewards back to a calendar year cycle.

**Future Agenda Items for Consideration.**

Mayor Tipple would like discussion of at-large council members. Wagner indicated that any other items for consideration should be sent to him and/or Myla Hite.

**Adjourn.**

Motion by Gisselman to adjourn. Second by Oberbeck. All ayes. Motion passes 4-0. Meeting adjourned.

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Romey Wagner  
Human Resources Committee, Chair

# CITY OF WAUSAU ELECTRONIC TABLET USE POLICY/AGREEMENT

## Purpose

To enhance access to information necessary to make informed decisions and to achieve operational efficiencies, City of Wausau will provide Council and committee information in electronic format. City of Wausau will provide members of the City Council, and select staff members (User) electronic tablet devices (tablets) to retrieve and view this information.

## Policy/Agreement

1. Tablets are provided to Users and select staff members by the City of Wausau and are intended for City business. Personal use and applications are permitted as set forth below for the purposes of providing Users with a means to become familiar with the operations of the tablets and to encourage everyday usage. Users are permitted to use the iPad for de minimis personal use – use that is infrequent or occasional and is use that results in little or no actual cost to the City.  
  
De minimis personal use is prohibited if done for personal gain or if such use violates a civil or criminal law, or otherwise fails to comply with City policy.
2. Tablets provided to Users pursuant to this Policy/Agreement will only have access to the City's public Wi-Fi network and will not have access to the City's internal network. As a consequence, they are exempted from restrictions that apply to other City-owned devices.
3. Each person to whom a tablet is provided is the custodian of his own records for Wisconsin Public Record purposes. CCIT archives City email for the statutorily required seven years. Therefore it is strongly recommended that a City email account be used for all City business. A City email account has been created for each User. iPad access to a City email account will be provided during initial training. Those that conduct City business using personal email accounts are responsible for archiving those accounts as required by law.
4. The City/County Information Technology Department (CCIT) will initially load predetermined settings and applications to tablets. These will include:
  - a. Setup for Wi-Fi access using city Public Wi-Fi access.
  - b. Good Reader (or equivalent) application for reading and managing meeting agendas and packets will be installed during initial training.
  - c. Core applications such as Good Reader (or an equivalent) will be centrally managed by CCIT.
  - d. Upgrades to tablet operating systems and core applications may affect any personal information that is stored on the tablet. Applying upgrades will be the responsibility of each User.

5. Training shall be provided to Users initially and as needed or requested.
6. Each User shall/may create an iTunes account. The account may be tied to either a City email address, which is created by CCIT, or a personal email account. Information pertaining to scheduled meetings (i.e., meeting packets) will be available for download to the tablet using the Good Reader application installed by CCIT.
7. Personal use is allowed but backup is the responsibility of the individual User. Any personal information that is stored on the tablets remains subject to Public Records Law. The City of Wausau is not responsible for the loss of personal information while in the process of providing maintenance and upgrades to the tablets operating system or applications.
8. Public wireless connections should be used with caution and should not be considered secure. Extreme caution should be practiced when sending or receiving confidential or sensitive material.
9. Personal applications are allowed but must be properly licensed and managed by personal accounts. The City of Wausau will not reimburse Users for any applications that the User has personally purchased using a credit card, gift card, store card, PayPal or any other method of personal payment. CCIT will not provide support to personal applications.
10. Users may choose to use their own personal electronic devices but CCIT will not provide support. Users who choose not to accept a tablet device of any kind shall be responsible for reproducing City information themselves. All Users will be notified by email thirty days before hard copy service is discontinued.
11. The City of Wausau may, at the request of a User, send a remote wipe signal to that member's tablet if the tablet is lost, stolen or not functioning properly. This will delete all personal data and pictures and all City information.
12. If loss or damage occurs in the normal course of fulfilling the responsibilities of the position held, the City will replace the iPad at its cost. If loss or damage occurs as the result of a failure to take reasonable precautions, the City may proceed with seeking reimbursement from the User for repair or replacement or for City employees, holding them accountable using applicable disciplinary measures.

## **ACKNOWLEDGMENT**

I acknowledge that I have read and understand the City of Wausau Tablet Use Policy/Agreement and agree to follow the guidelines herein.

I understand and agree that the tablet device remains the property of the City of Wausau. At the end of my tenure, the device shall be returned to City/Marathon County CCIT within ten business days or I will be billed for the replacement cost (i.e. retail price for comparable unit).

User's Name: \_\_\_\_\_

District #: \_\_\_\_\_

Device Serial #: \_\_\_\_\_

User's Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## JOB DESCRIPTION Communications Officer

Job Title:	Communications Officer	Reports To:	Human Resources Director
Department:	Human Resources	FLSA Status:	Exempt
Division:	Communications	EEO Code:	2-Professional
Salary Grade:	8	Occupational Code:	11-2031
Employee Group:	General Employees	Training Category:	C-Professional
Created:	June 2015	Last Revision:	06/01/2015

*This description is not an announcement of a position opening. To view current openings please visit [www.ci.wausau.wi.us](http://www.ci.wausau.wi.us). The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of the specific duties and prerequisites applicable to individual positions that have been so classified.*

### **Purpose of the Position**

The City's reputation and the services it provides can depend on the degree to which the public and supports its goals and policies. The purpose of this position is to support the City of Wausau in planning and conducting public relations outreach programs designed to create and maintain a favorable public image and to solicit grant and/or commercial sponsorship funds for municipal programs. This position plans and directs development and communication designed to keep the public informed of the City's services, accomplishments or point of view and to marry City programs and services with funding opportunities. The incumbent coordinates public outreach initiatives, oversees the coordination of additional revenue efforts through commercial sponsorship and grant coordination, develops and directs the City's media products, maintains active media relationships, and supports overall communication and resource development efforts for the City.

### **Essential Duties and Responsibilities**

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Performs complex professional work organizing, coordinating and maintaining proactive and comprehensive public information including communications, marketing, community relations, crises communication and media relations; does related work as required;
2. Identifies key communication issues with special attention to municipal needs and community issues; integrates these into focused communications;
3. Coordinates with Mayor and Department Heads on various neighborhood, utility and constructions projects; ensures City staff representation at community events representing the City of Wausau; other special meetings with taxpayers, special interest groups, business concerns, nonprofit organization and philanthropic groups as needed;
4. Actively researches and seeks out grant opportunities, serving as a liaison between Departments and granting agencies; coaches Departments in preparing and compiling all components of grant submissions, ensuring the proposal is formatted, packaged and submitted in accordance with granting agency requirements.

5. Advises and/or assists as appropriate in the design, formatting and preparation of grant documentation to include creating statistical summaries and/or graphics.
6. Develops and maintains automated tracking systems for recording and tracking grant opportunities, proposals, awards and related statistical information; creates and distributes standard and special reports, summaries and analyses as required.
7. Assists departments in writing and editing promotional materials and website content including annual reports, City newsletters, and brochures;
8. Responds to citizen and customer requests for City information and material;
9. Develops, implements, and manages the content on the City's website;
10. Plans, develops and operates the City's public access;
11. Supervises and/or directs work of public access staff and volunteers;
12. Responsible for media relations and provides ongoing background and accurate, timely information to reporters, in addition to formal news releases;
13. Develop Citizen Consumer report card to provide opportunities for residents to rate quality of life and satisfaction with community's amenities and local government. This report card provides residents the opportunity to provide feedback on local government performance, their priorities for community planning and resource allocation;
14. Advises the Mayor, management and elected officials on public relations matters;
15. Takes photographs and maintains related files to chronicle municipal events, issues, programs and services.

#### **Additional Duties and Responsibilities**

- Technology literacy and significant experience working with Word, Outlook, PowerPoint and Excel are required.
- Special projects as assigned by the Human Resources Director.
- Performs various duties as assigned.

#### **Education and Experience Requirements**

Bachelor's degree in public relations, journalism, marketing or communications with 3-5 years of government communications and resource development related experience preferred or any combination of education and experience that provides equivalent knowledge, skills, and abilities may also be considered.

#### **Knowledge, Skills and Abilities**

- Strong creativity, innovation, initiative, and good judgment; decision-making, problem solving, and research skills are important.
- Exceptional organizational, communication (oral and written) and interpersonal skills are essential.
- Ability to read, analyze and interpret grant submission requirements, periodicals, professional journals, technical procedures or governmental regulations.
- Ability to determine information needs, to collect and analyze information, to assimilate materials in a manner which best represents the City and to devise and develop statistical analyses and reports.
- Maintain high level of professionalism and customer service.

- Establish and maintain effective working relationships with co-workers, supervisors, media, elected officials and citizens.
- Knowledge of grant funding policies and procedures and applicable local, state and federal guidelines.
- Knowledge of federal, state and/or community funding sources and mechanisms.
- Skilled in organizing resources and establishing priorities.
- Supervisory abilities.
- Proficient in the use of Microsoft Office software to include MS Publisher, Excel and Word

### **Physical and Working Environment**

The employee must possess the ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury.

Position requires (a) direct interaction with researchers, funding agencies, the media, Department and Finance staff and Common Council Committees in the administrative aspects of releasing statements to the press, budgeting and preparation of grant proposals; (b) coaching and assisting in compiling and producing integrated grant submissions in accordance with funding agency requirements; (c) developing and maintaining specialized files and databases for public relations, tracking and reference purposes.

Normal mental and visual attention is required. Light physical demands to include bending, twisting, turning, and light lifting. Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Ability to exert light physical effort in sedentary to light work, typically involving lifting, carrying, pushing and pulling.

### **Environmental Adaptability**

Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses little to no risk of injury. This position may be required to accommodate different schedules and work in various locations throughout the City on occasion.

**Acknowledgement**

All requirements of the described position are subject to change over time. The employee may be required to perform other duties as requested by the City.

Signature of Department Director: \_\_\_\_\_ Date: \_\_\_\_\_

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The City of Wausau is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

DRAFT

**CITY OF WAUSAU HUMAN RESOURCES  
JUNE 2015**

HR FUNCTION	SERVICE DELIVERY
	STANDARD
<b>Responses</b>	
Return phone calls and emails	Within 48 hours <sup>i</sup>
Correspondence prepared for customer	Unless otherwise noted, correspondence will be prepared within 3 business days.
<b>Attendance Issues</b>	
Consulting	Upon request Meeting scheduled within 3 business days
Preparing Correspondence for Programs, Appointing Authorities and Managers	Within 5 days
<b>Grievances</b>	
Processing	Within timelines established by handbook and applicable CBA's
<b>Recruitment Process</b>	
Job Posting	Notice posted within 3 business days of receipt of completed and approved Job Requisition Form
Job Posting Period	7 – 14 days
Screen/certify/forward applications to hiring manager	5 business days of recruitment posting closure.
Convey Selection Standards to Hiring Manager	Continuous
Assist with interview questions	At least 3 days prior to interview
Run criminal background check	1 business day of notification of finalist
Conduct Reference Check	Within 3 business days
Prepare Conditional Offer Letter	Within 1 business day of notification of decision from hiring authority
Pre-Employment Drug/Physical	Within 1 week of receipt of conditional offer
HRMS entry of hire	Within 4 business days
New Hire Orientation	Within 3 days of start date
Audit hiring files and close files for retention	Within 5 business days of finalist selection
<b>Collective Bargaining Agreements</b>	
Consultation	As needed
<b>Discipline</b>	
Performance coaching	Ongoing – as requested
Initiate employment investigation	Within 3 business days
Investigation review meeting	Within 3 business days of investigation draft
Provide training	As requested
Review oral reprimand documentation	Within 2 business days
Draft or Review written reprimand and/or documentation	Within 2 business days
DRAFT notices of intent to discipline	Within 5 business days of receipt of all necessary information
Pre-discipline Consultation with Management	As scheduled
DRAFT disciplinary correspondence	Within 5 business days of AA decision on level of discipline
<b>Performance Management</b>	
Provide training	As requested

HR FUNCTION	SERVICE DELIVERY
	STANDARD
Assist with performance evaluation feedback	Upon request Meeting scheduled within 2 business days
Review Performance Meeting documentation with management	Upon request
Attend performance feedback meetings	Upon request
Track evaluation completion	As received
<b>External Employment Investigation Responses</b>	
EEOC/DOL/ECD	Within prescribed timeframes
<b>Personnel Files</b>	
File Documents	Within 7 business days
Audit files (10% random audit)	Annually
<b>Job Descriptions (Establishment)</b>	
Provide Training	Respond to request to schedule training within 3 business days
Provide Technical assistance to management	As needed
Review Drafts	Within 4 business days
<b>Reasonable Accommodation</b>	
Case Intake and Analysis	Within 3 business days
Send Info Packet to employee	Within 3 business days
Review medical information and schedule a meeting with employee and management	Within 2 business days
Follow-up with Management	Within 5 business days of receiving medical documentation
Coordinate and facilitate meetings with employee and management	Within 10 business days (subject to availability of participants)
Draft and review RA Summary	Within 5 business days
Initiate vacancy search	Within 4 business days of receipt of employee profile/application
Draft need to cooperate letter	Within 5 business days of notification
Draft case closure memo	Within 5 business days
Provide training	As requested
Complete Interactive Process	Within 60 business days from initiation
<b>Unemployment Hearings</b>	
Represent City of Wausau	As needed
Coordinate requests	Within 2 business days
Provide data	As needed
<b>Classification /Compensation</b>	
Assist in preparation of Job Description	Assist as needed
Review draft Job Description	Within 2 business days of receipt
Review allocation requests	Within 5 business days
Process Establishment	Within 4 business days after complete packet is received
Process Reallocation Request	Within 30 - 60 calendar days after complete packet is received
Process updates and revisions	Within 60 calendar days after complete updated

HR FUNCTION	SERVICE DELIVERY
	STANDARD
	position description is received
Provide training	As requested
Conduct desk audits	Within 10 business days of assignment
<b>Family Medical Leave</b>	
Conduct Training session	As requested
Consult	As requested - Within 2 business days
Provide FMLA paperwork to employee	Within 2 business days of request/notification
Review Medical Certification	As received within 2 business days
Complete designation notice	Within 5 business days of receipt of complete medical certification
Notify employee, supervisor and payroll of designation	Within 1 day of designation notice
Consult with supervisors regarding FMLA questions/eligibility	As requested
<b>New Employee Orientation</b>	
On-boarding and New Employee Orientation	Within 3 days of start date
<b>Exit Interviews</b>	
Meet with departing staff member	Within resignation notice period
<b>Probationary/Trial Service Extensions</b>	
Consult and prepare correspondence	Within 2 business days of notice of extension
<b>Employment Verification</b>	
Request for information clarification	Within 2 business days
<b>Workers Compensation</b>	
Process/Return to Work/Industrial injury and time loss	Within 2 business days of notice of action required

<sup>1</sup> If an HR staff is on leave, he/she will either forward their calls to another staff member or indicate the absence on their voice mail message and out-of-office-assistant for e-mail, listing an alternate contact. If the customer chooses to wait until the HR staff returns from leave for a response instead of contacting the designated alternate, the HR staff will have the number of days they were out to contact the customer.

This listing of Human Resources Services is illustrative, not exhaustive.



# Department Director Performance Appraisal

SECTION 1. EMPLOYEE INFORMATION				
Department:	Department Director Name:		Position Title:	
SECTION 2. POSITION INFORMATION				
Status:			Occupational Code:	
Salary Grade:			Last Revision:	
EEO Code:			Job Class Reviewed:	<input type="checkbox"/> Yes <input type="checkbox"/> No
SECTION 3. PERFORMANCE PLANNING				
I have reviewed this plan and have been consulted on its development.				
Department Director Signature:			Date:	
Mayor's Signature:			Date:	
SECTION 4. GENERAL PERFORMANCE COMPETENCIES BASED ON CITY'S CORE VALUES				
Rating Level		ACCOUNTABILITY		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Serves as a role model and holds others responsible for work and actions, focusing on results and measureable outcomes while adhering to applicable statutes, policies and work rules. Proactively contributes to the success of the Mayor's management team.				
Rating Level		PROFESSIONALISM		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Models the example for representing the City of Wausau positively and competently within the community and workplace, both in appearance as well as actions.				
Rating Level		RESPECT		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Models courteous and effective interpersonal interactions with individuals from different cultural, ethnic, religious and other backgrounds, age groups, gender, lifestyles and physical/mental abilities. Employs exceptional listening and problem solving skills.				
Rating Level		INTEGRITY		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Maintains current credentials and/or stays abreast of professional standards while holding others accountable for the same. Exhibits honesty and reliability in all actions.				
Rating Total/Avg:		Weight: (Min. 5%)		Core Values Score:
SECTION 5. LEADERSHIP POSITION PERFORMANCE STANDARDS				
Performance Standard 1		LEADS CHANGE		
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Weight: (Min. 5%)		Develops team vision that aligns and integrates Citywide and Departmental goals, priorities, values and other factors and links them to each employee's job to promote ownership and exceptional service delivery. Assesses and adjusts to changing situations, implements innovative solutions to make organizational improvements ranging from incremental improvements to major shifts in direction as needed; creates a work environment that encourages creative thinking, collaboration and transparency; maintains program focus, even under adversity.		
Supporting Goals:				
Rater Comments:				

**CITY OF WAUSAU DIRECTOR PERFORMANCE APPRAISAL CONTINUATION**

<b>SECTION 5 (Cont'd). LEADERSHIP POSITION PERFORMANCE STANDARDS</b>					
<b>Performance Standard 2</b>					<b>BUSINESS INTELLIGENCE</b>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<b>4</b> <input type="checkbox"/>	<b>5</b> <input type="checkbox"/>	Plans, provides for and uses resources in a manner designed to instill public trust while accomplishing the goals of the Department and the City. Adapts easily to changing needs and conditions using various approaches as necessary to achieve successful solutions in a dynamic environment. Uses technology to enhance processes and decision making. Executes the operating budget; prepares budget requests with justifications; manages resources in a fiscally responsible manner within the confines of the approved budget. Seeks budget modifications as necessary to respond to changing conditions. Complies with the City's procurement policy for the disbursement of funds.
<b>Weight: (Min. 5%)</b>					
<b>Supporting Goals:</b>					
<b>Rater Comments:</b>					
<b>Performance Standard 3</b>					<b>BUILDS COALITIONS</b>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<b>4</b> <input type="checkbox"/>	<b>5</b> <input type="checkbox"/>	Improves Departmental and City services by soliciting and incorporating feedback from internal and external stakeholders and/or customers. Coordinates with appropriate parties to maximize input from the widest range of appropriate stakeholders to facilitate an open exchange of opinion from diverse groups and strengthen internal and external support. Explains advocates and expresses facts and ideas in a convincing yet respectful manner. Negotiates with individuals and groups internally and externally as appropriate. Develops a professional network with other public entities and professional organizations and identifies conditions that affect the delivery of efficient municipal services.
<b>Weight: (Min. 5%)</b>					
<b>Supporting Goals:</b>					
<b>Rater Comments:</b>					
<b>Performance Standard 4</b>					<b>LEADS PEOPLE</b>
<b>1</b> <input type="checkbox"/>	<b>2</b> <input type="checkbox"/>	<b>3</b> <input type="checkbox"/>	<b>4</b> <input type="checkbox"/>	<b>5</b> <input type="checkbox"/>	Inspires staff to perform to full potential while adhering to the City's core values; connects employee performance plans with Citywide priorities and goals; creates framework for coaching and constructive feedback; ensures performance is realistically evaluated against clearly defined and communicated standards. Holds staff accountable for appropriate levels of performance and conduct. Provides an inclusive workplace and encourages full employee participation, collaboration and teamwork; Recruits, retains, and develops the talent needed to achieve a high performing, diverse workforce.
<b>Weight: (Min. 5%)</b>					
<b>Supporting Goals:</b>					
<b>Rater Comments:</b>					

**CITY OF WAUSAU DIRECTOR PERFORMANCE APPRAISAL CONTINUATION**

Performance Standard 5					DRIVES RESULTS
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	Specific performance objectives expected of the Department Director during the appraisal period, specific to the Department that focuses on measureable outcomes to achieve or support a Common Council goal, a strategic plan, a critical service measure or other outcomes clearly aligned to the City and/or Department's goals and objectives. At a minimum, the results driven performance objectives will describe the outcomes required to achieve a level 3 rating. Must establish a minimum of 1 performance objective.
<b>Weight: (Min. 5%)</b>					
<b>Results Goal 1:</b>		<b>Description:</b>			
<b>Outcome Measure:</b>			<b>Strategic Alignment:</b>		
<b>Results Goal 2:</b>		<b>Description:</b>			
<b>Outcome Measure:</b>			<b>Strategic Alignment:</b>		
<b>Results Goal 3:</b>		<b>Description:</b>			
<b>Outcome Measure:</b>			<b>Strategic Alignment:</b>		
<b>Results Goal 4:</b>		<b>Description:</b>			
<b>Outcome Measure:</b>			<b>Strategic Alignment:</b>		
Performance Element	Rating	Weight	Score	Performance Level Ranges	
Core Values				475 – 500 = Level 5 400 - 474 = Level 4 300 – 399 = Level 3 200 – 299 = Level 1 Below 200 = Level 1	
Leads Change					
Business Intelligence					
Builds Coalitions					
Leads People					
Drives Results					
<b>TOTALS</b>			<b>= 100</b>		
<b>Department Director Signature:</b>				<b>Date:</b>	
<b>Mayor's Signature:</b>				<b>Date:</b>	

**Performance Standards Rating Scale**

• **Level 5 - Exceptional:** The Department Director demonstrates exceptional performance, creating a climate of excellence while optimizing results in the Department and city-wide. The highest level of performance is achieved, as evidenced by the extraordinary impact on the Department’s and/or City’s mission. The Director is an inspirational leader and is considered a role model by City leaders, peers, and employees. The Director continually contributes to addressing or accomplishing important Department and/or city-wide goals. Actions demonstrate the highest level of quality possible. Change and challenges are handled in a way that consistently exceeds targets. Assignments are completed ahead of schedule and results consistently exceed expectations.

• **Level 4 - Highly Effective:** The Department Director demonstrates a very high level of performance beyond that required for successful performance in the Director’s position and scope of responsibilities. The Director is a proven, highly effective leader who builds trust and instills confidence in City leadership, peers, and employees. The Director consistently exceeds established performance expectations, timelines, or targets, as applicable.

• **Level 3 - Successful:** The Department Director demonstrates the high level of performance expected and the Director’s actions and leadership contribute positively towards achieving the City, Common Council’s and the Mayor’s strategic goals producing meaningful results. The Director is an effective, solid, and dependable leader who delivers high-quality results based on measures of quality, quantity, efficiency, and/or effectiveness within agreed upon timelines. The Director meets and often exceeds challenging performance expectations established for the position.

• **Level 2 - Needs Improvement:** The Department Director’s contributions to the organization are acceptable in the short term but do not appreciably advance the City towards achieving goals and objectives as established by the Mayor and the Common Council. While the performance expectations, timelines and targets are generally met, there are occasional lapses that impair operations or cause concern from the Mayor. While the Director shows basic ability to accomplish work through others, there is limited ability to inspire others to give their best efforts or to direct efforts effectively to address problems within the Department and/or the City and its work.

• **Level 1 - Unsatisfactory:** In repeated instances, the Department Director demonstrates less than acceptable performance, which detracts from the City’s goals and objectives. The Director is generally viewed as ineffectual by City leadership, peers, or employees. The Director fails to meet established performance expectations, timelines, and/or performance targets. The Director fails to produce work or lead staff to produce acceptable levels of services or outcomes.

<i>EXAMPLE</i>	(level 1-5)	(multiplier)		
Performance Standard	Rating	Weight	Score	Performance Level Ranges
Core Values (average of 4)	4	10	40	475 – 500 = Level 5 400 - 474 = Level 4 300 – 399 = Level 3 200 – 299 = Level 1 Below 200 = Level 1
Leads Change	4	15	60	
Business Intelligence	3	25	75	
Builds Coalitions	5	15	75	
Leads People	4	10	40	
Drives Results	5	25	125	
<b>TOTALS</b>		<b>100</b>	<b>415</b>	