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STATE/FEDERAL LABOR LAW POSTERS UPDATE

Do You Have Your New Combination State/Federal Labor Law Poster?

The law mandates that the State/Federal Labor Law poster be conspicuously posted where other employment notices are customarily placed so everyone can view it.

Help the City of Akron stay in compliance by ordering and positing your 2017 Labor Law poster by **January 5, 2017!**

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Meet the Human Resources Director



Donald Rice, Esq., CCM
Director of Human Resources

Director Donald Rice was appointed by the Mayor as the Director of Human Resources on January 4, 2016. He offers 29 years of experience as a government employee having worked for the Cleveland Municipal Court, and serving as the Neighborhood Planner and Senior Development Officer for the City of Cleveland.

He brings to the position a bachelor's degree in Political Science from the College of Wooster, and a Juris Doctorate from Cleveland-Marshall College of Law at Cleveland State University. He is also a Certified Court Manager through the Ohio Supreme Court's partnership with the National Center of State

Courts. Director Rice possesses a vision for the Department of Human Resources that will allow the department to better serve the current and future employees of the City of Akron. Under his direction, the department has already accomplished: creating a fair hiring policy, updating of the 493 leave request forms, implementation of social media and quarterly newsletters, and the application for a LEAN Grant to evaluate and improve the department processes. The Department of Human Resources looks forward to continued changes under the supervision of Director Rice as we strive to create a department that best serves **YOU** and embodies the department's philosophy, "**We Care.**"

NEOGOV

NEOGOV Onboarding Online

New Processing Change Alert!

On **August 29, 2016**, processing of new employees changed to an online system! The Department of Human Resources (HR) implemented phase 2 of NEOGOV's functionality; the Onboard (ON) module known as Onboarding. **What is**

Onboarding? Onboarding is an interactive process that allows new hires and current employees to complete paperwork online based on an assigned checklist administered by a HR staff member. "I am glad the City is allowing me to complete most of my paperwork from home. I like it," stated a newly hired student utilities intern during his student orientation. Stay tuned, in the future all will have the chance to experience NEOGOV Onboarding like the newly hired student intern!



NEOGOV Online Hiring Center (OHC)/NEOGOV Demo

Effective **December 2016**, city employees will notice a new design of **OHC** and changes related to approval routing as well as a new menu option titled **dashboard**. If you are a NEOGOV user, register to attend one of the following one hour **mandatory** NEOGOV Demo sessions in the IT lab by clicking on the link [NEOGOV Demo 2016](#).

Demo Session Dates:

[November 1](#)

[November 4](#)

[November 9](#)

The NEOGOV Demo sessions will highlight the **changes in the NEOGOV OHC** and provide an overview of NEOGOV Onboarding.



Come learn more about NEOGOV!

HUMAN RESOURCES

STATE/FEDERAL LABOR LAW POSTERS UPDATE

(Continued from page 1)

State/Federal Labor Law poster!

Supervisors/Managers can now order a combination laminated State/Federal Labor Law poster from the Intranet (Purchasing Online— Stockroom) to replace all current labor law posters in their area.

The online item number for the combination State/Federal Labor Law poster is :

99-06-0055

and the cost is **\$24.99** per poster.

After you have successfully replaced the current poster with the 2017 poster, [download the acknowledgment form](#) and return to Myra Snipes in the Human Resources Department.

Contact Myra Snipes, Training/EEO Division, at 330-375-2704 should you have any questions.

"No matter your expertise level or number of years as a city employee training is important."



Future Firefighter/Medics

One of the major functions of the Department of Human Resources is to provide a qualified candidate pool by means of Civil Service Testing. On July 29th and 30th, the department administered the Firefighter/Medic examination to 758 applicants. Ninety-eight candidates were invited to participate in the physical ability examination which was held on September 30th and October 1st. The Department of Human Resources would like to congratulate those individuals who successfully completed both the written and physical examinations as they move forward in the hiring process.



Customer Service Online Training

The Department of Human Resources, in conjunction with the Telephone Doctor vendor, is offering Customer Service training using computer-based training methodology (CBT). Computer-based training provides employees the ability to learn “new skills” by reading and/or listening to a computerized presentation online.

The ServiceSkills, computer-based training library, has over 100 techniques designed to provide the employee immediate and long-term customer service behavior modification. A few of the course titles are:

- Basic Telephone Skills;
- Six Cardinal Rules of Customer Service; and
- How to Handle the Irate Caller

If you are interested in participating in the Customer Service Online training, contact the Training/EEO Division at **330-375-2704**.

The Department of Human Resources is now on Social Media!

Would you like the opportunity to be featured on social media and showcase how your talents and abilities are used to serve our citizens?

The City of Akron, Department of Human Resources is now on social media. Click the icons below to follow us on Facebook, like us on Twitter, and subscribe to our YouTube Channel. The department's social media is a great way to learn about job opportunities as well as featured employees. Currently, the department has featured **Damita Walker** of Safety Communications, **Robert Fields** our Pool Manager, **Juan Jones II** of Traffic Engineering, **Matt Carson** of Police Services, **Robert Harris** of Public Works, **Matt Aguirre and Tyler Carpenter** of Sewer Maintenance.

Contact Jackie Nemet at 330-375-2720 to see how you can showcase your employees on social media.



Click on icon with CTRL key

Congratulations Corner

On February 1, 2016, the Blue Ribbon Task Force issued a report in which they recommended additional training for our staff members.

- In July of 2016, both Stacey Doty and Tracie D'Antonio earned their IPMA-SCP certification. This certification represents competence, experience, and expertise in public sector human resource issues ("IPMA-HR Senior Certified Professional", 2016).
- Director Donald Rice of the Department of Human Resources was accepted into Leadership Akron Signature Program, Class 33. For over 30 years, Leadership Akron has enabled participants to achieve greater levels of involvement and effectiveness in the community.
- Myra Snipes, Training & EEO Officer, is a recent graduate of the Leadership Akron Signature Program, Class 32.

Congratulations to all for such great accomplishments and thereby
displaying a high level of commitment to the City of Akron.

Special Thanks to Bob Williams in Purchasing for creating the HR Vision logo.



Meet the Department of Human Resources & Mayor

Department of Human Resources Mission Statement

The Department of Human Resources is committed to serving the citizens of Akron by promoting and supporting organizational excellence through strategic partnerships and collaboration with other City departments and administrators by recruiting, hiring, training and retaining a diverse and competent workforce in a healthy, safe, and productive work environment.



L-R: Nicole Elton, Rose Paulus, Monica Limerick, Kris Rininger, Tracie D'Antonio, Michele Simon, John Goodrich, Mayor Horrigan, Director Rice, Stacey Doty, Myra Snipes, Katie Archual, Jackie Nemet, Penny Scholl, Jamie Chin, Jessica Juhnke (student intern)

