



UNIFIED PERSONNEL BOARD AGENDA

Date: November 7, 2024

Time: 6:30 p.m.

Location: BCC Assembly Room, Fifth Floor, Pinellas County Courthouse
315 Court Street, Clearwater, Florida

Citizens to be Heard*

Employees' Advisory Council (EAC) Representative

I. Consent Agenda

1. Request Approval of the Minutes of the Joint Unified Personnel Board/Appointing Authorities Meeting held August 22, 2024 - *Approved*
2. Request Approval of the Minutes of the Regular Personnel Board Meeting held September 5, 2024 - *Approved*

II. New Business

1. Human Resources Classification Recommendations - *Approved*

III. Informational Items

1. Introduction of True Kelly-Martin, Benefits Director
2. Personnel Rules Definition Request
3. HR Update
4. Action Taken Under Authority Delegated by the Personnel Board
5. Unified Personnel Board Schedule for 2025
6. Goals for Chief Human Resources Officer

* Persons with disabilities who need reasonable accommodations to effectively participate in this meeting are asked to contact Pinellas County's Office of Human Rights by emailing requests to accommodations@pinellas.gov at least three (3) business days in advance of the need for reasonable accommodation. You may also call (727) 464-4882. View more information about the [Americans with Disabilities Act and requests for reasonable accommodation](#).

Persons are advised that, if they decide to appeal any decision made at this meeting/hearing, they will need a verbatim record of the proceedings, and, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is based.

Joint Unified Personnel Board/Appointing Authorities
Pinellas County
August 22, 2024 Meeting Minutes

The Unified Personnel Board (UPB) and the Appointing Authorities met for a joint meeting at 2:00 PM on this date in the Clerk's Fourth Floor Conference Room at the Pinellas County Courthouse, 315 Court Street, Clearwater, Florida.

Present – UPB

Ricardo Davis, Chair
Ralph O. Reid IV, Vice-Chair
Jeffery Kronschnabl
Peggy O'Shea
Kenneth Peluso
Joan Vecchioli

Not Present

William Schulz II

Present – Appointing Authorities

Whit Blanton, Executive Director, Forward Pinellas
Ken Burke, Clerk of the Circuit Court and Comptroller
Barry A. Burton, County Administrator
Wade Childress, Chief Human Resources Officer (CHRO)
Jeffery Lorick, Director, Office of Human Rights
Charles W. Thomas, Tax Collector
Mike Twitty, Property Appraiser
Jewel White, County Attorney
Brian Zumwalt, representing Jeff Rohrs, Business Technology Services (BTS)

Not Present

Julie Marcus, Supervisor of Elections
Jeff Rohrs, Chief Information Officer, BTS

Others Present

Jennifer Monrose Moore, Ogletree, Deakins, et. al., P.C., Board Counsel
Leena Delli Paoli, Employees' Advisory Council (EAC) Representative
Tammy Burgess, Board Reporter, Deputy Clerk
Other interested individuals

CALL TO ORDER

Chair Davis called the meeting to order at 2:00 PM and led the Pledge of Allegiance.

INTRODUCTIONS

At the Chair's request, those in attendance introduced themselves.

GOALS FOR CHIEF HUMAN RESOURCES OFFICER

Mr. Childress reported that a new Benefits Director has been hired and will begin on September 9.

Mr. Childress indicated that he has identified five long-term goals that he believes are critical for the success of the HR Department; and that specific sub-goals and projects can be placed under the long-term goals; whereupon, he identified and discussed each of the following five goals:

- Strengthen relationships with the UPB, Appointing Authorities, and EAC.
- Increase HR team's competencies and nurture a positive environment that optimizes job satisfaction, performance, and customer service.
- Implement a culture of innovation to continually improve the benefits experience for employees and retirees at a reasonable cost to the County.
- Refine the customer service model for HR practices in order to continually identify and meet the needs of the Appointing Authorities.
- Develop a more unified approach to HR practices across the County.

Discussion ensued and included comments and suggestions regarding the aforementioned long-term goals, sub-goals, ability to measure accomplishments, and method for evaluating Mr. Childress' performance in the interim.

EXECUTIVE LEADER PERFORMANCE APPRAISAL TOOL

Mr. Childress indicated that he has met with Mr. Reid and Attorney Moore and was tasked with reviewing the current tool and making suggestions for revisions; and that he was also asked to review and make suggestions with regard to the appraisal tool utilized for the County Attorney's performance.

He related that, as a Board of Directors members of CPS HR Consulting, he is given \$5,000.00 worth of services each year; and that he has spoken with its CHRO, who will be providing some examples of appraisals; whereupon, he indicated that he will share those with Mr. Reid and Attorney Moore to obtain their input; and that a final product will then be presented to the UPB. He also noted that he would be glad to provide the final product to the County Attorney for consideration by the County Attorney Oversight Committee's use.

Attorney Moore, with input by Mr. Reid, briefly discussed the current method for evaluating the CHRO's performance and the potential benefits of utilizing a more qualitative approach; whereupon, Mr. Burke suggested that, as an added step to the evaluation process, the Appointing Authorities could meet to discuss Mr. Childress' performance and then create a type of executive summary focused on priorities.

A lengthy discussion ensued and included comments related to the current evaluation process and suggestions for potential changes and Sunshine Law requirements.

PERFORMANCE EVALUATION PROCESS FOR EMPLOYEES

Mr. Childress indicated that this agenda topic was a request from the UPB; whereupon, Mr. Reid indicated that the lack of consistency of the performance evaluation process for classified employees creates challenges for the UPB when hearing an appeal or grievance; and that the UPB would like to understand how performance evaluations are going to occur, particularly for classified employees.

Mr. Childress provided information relating to a lack of HR tools, various systems currently utilized for performance evaluations and challenges, such as an inability to track the status of performance evaluations, and future implementation of a new Enterprise Resource Planning system; whereupon, a lengthy discussion ensued and included the topics of current methods and challenges, potential timeline for implementation of a new system, addressing performance evaluations in the interim, status of performance evaluation training for supervisors, and anniversary date or focal point as the deadline for administering performance evaluations.

EMPLOYEE ADVOCATE PROGRAM

Mr. Reid, with input by Ms. Vecchioli, indicated that the EAC continues to experience challenges with recruiting Employee Advocates and feels that there is a lack of support from the Appointing Authorities regarding the Advocate participation in the program. Mr. Burton related that he needs to ensure that managers are cooperating; and that there

also needs to be accountability by the Advocates with regard to keeping their supervisors informed of their whereabouts.

APPEAL/GRIEVANCE PROCESS

Mr. Childress indicated that the UPB, Appointing Authorities, and EAC have expressed frustration with the length of the appeal process; and that, while other entities may place case presentation time limits, it is important for employees to feel that they have been heard and treated fairly; whereupon, Mr. Burton provided brief comments regarding the current process.

Attorney Moore provided an overview of the appeal process, including information regarding the pre-hearing conference. She indicated that she has also heard concerns regarding the length of appeal hearings; that, however, the Board members have a right to hear anything that they feel is relevant; and that she defers more to their questions since they are in the decision-making role; whereupon, Attorney Moore related that, while there are ways to modify the process, any changes would also require a modification of the rules; and that it would ultimately need to be brought before the Board for discussion.

A discussion ensued and included the following topics:

- Consistency related to progressive discipline
- Revising appeal procedures in order to shorten the time length of hearings and related concerns, including erring on the side of due process
- Education and training for Employee Advocates
- Honest completion of performance evaluations
- Overtime incurred by classified employees in attendance at hearings
- Disadvantages of hearings that extend late into the evening
- Scheduling appeal hearings to begin earlier in the day
- Record clean-up by County attorneys

EMPLOYEE VOICE SURVEY

Mr. Burke introduced the item, related that the Appointing Authorities continually receive the lowest rating regarding how they deal with low-performing employees; and that he would like to work collaboratively to address this issue; whereupon, he, with input by Mr. Burton, indicated that the Appointing Authorities often do not feel supported by the UPB; and that managers have raised concerns regarding a perceived subjectivity of the UPB when determining the appropriateness of the level of discipline given.

Mr. Burke provided information related to how the probationary period is utilized for low-performing Clerk's Office employees; whereupon, in response to a query by Ms. O'Shea, Mr. Burton confirmed that there is a probationary period for all classified employees.

In response to a query by Ms. Vecchioli, Attorney Moore provided statistical information relating to the outcomes of appeals since she began representing the UPB and pointed out that it is the employee's burden to show that the disciplinary measures taken were not appropriate; whereupon, a lengthy discussion ensued.

Mr. Childress indicated that there are several items that he would like to take ownership of from an HR Department perspective, including providing proper and consistent guidance to managers and support and training to employees newly promoted into management positions.

Chair Davis indicated that, from his observation, UPB members demonstrate fierce independence when arriving at their decisions, and a brief discussed ensued.

OPEN ISSUES FOR DISCUSSION

No one responded to the Chair's call for additional issues for discussion; whereupon, he noted that one of the positive aspects that he has heard result from this meeting is that there is a need for more frequent meetings of this type; and that the meetings provide a sense of how well they are responding to the needs of the organization.

On behalf of the Appointing Authorities, Mr. Burke thanked the Board for their commitment and professionalism.

ADJOURNMENT

Chair Davis adjourned the meeting at 4:03 PM.

Unified Personnel Board
Pinellas County
September 5, 2024 Meeting Minutes

Present

Ricardo Davis, Chair
Ralph O. Reid IV, Vice-Chair
Jeffery Kronschnabl
Peggy O'Shea
Kenneth Peluso
William Schulz II
Joan Vecchioli

Others Present

Wade Childress, Chief Human Resources (HR) Officer
Jennifer Monroe Moore, Ogletree, Deakins, et. al., P.C., Board Counsel
Leena Delli Paoli, Employees' Advisory Council Representative
Tammy Burgess, Board Reporter, Deputy Clerk
Other interested individuals

All documents provided to the Clerk's Office have been made a part of the record.

CALL TO ORDER

Chair Davis called the meeting to order at 6:30 PM; whereupon, he led the Pledge of Allegiance.

CITIZENS TO BE HEARD

No one responded to the Chair's call for citizens to be heard.

EMPLOYEES' ADVISORY COUNCIL (EAC) REPRESENTATIVE

Ms. Delli Paoli indicated that, at its last meeting, the EAC members discussed benefits changes being implemented; whereupon, she expressed appreciation to the Board for allowing her to participate in the joint meeting with the Appointing Authorities.

CONSENT AGENDA

Minutes of the Regular Personnel Board Meeting Held August 1, 2024

Mr. Reid made a motion to approve the August 1 meeting minutes. The motion was seconded by Ms. Vecchioli and carried unanimously.

NEW BUSINESS

FY2025 Pay Plan Adjustments

Mr. Childress presented a request to approve the annual classified Pay Plan adjustments, which would increase the minimum pay rates by 1.0% and the maximum by 3.5%; whereupon, referencing the chart titled *FY25 Draft Classified and Firefighter Pay Plans* included in the agenda packet, he indicated that the first and second grades listed will not be subject to the aforementioned increases and provided the following explanation:

- A significant increase to the first pay grade was made to the minimum last year and will remain at \$18.00 per hour.
- The minimum of the second pay grade would be increased by 4%, to \$18.72 per hour, and is an adjustment to account for some compression of the ranges.

Mr. Childress provided a brief historical perspective related to the typical percentage of range spreads. He noted that there would be no budgetary impact as a result of the adjustments; and that there are plans to adjust the exempt pay plans by the same amounts.

In response to a comment by Chair Davis, Mr. Childress clarified that the proposed increases would bring the majority of the pay grades back to the 60% range spread.

Ms. Vecchioli made a motion to approve the request. The motion was seconded by Mr. Peluso and carried unanimously.

Human Resources Career Paths Recommendation

Mr. Childress indicated that, in 2023, the UPB approved the implementation of career paths for County employees. He provided information related to the career path process, noting that he is requesting approval to implement career paths for the HR Technician and HR Specialist positions; whereupon, he provided brief details regarding the three levels associated with the career paths of these positions, including eligibility for 2% pay increases at levels two and three.

Mr. Peluso made a motion to approve the request. The motion was seconded by Ms. Vecchioli and carried unanimously.

Chief Human Resources Officer's General Increase

Mr. Childress indicated that, based on his research, the Board previously requested that general increases for his position be brought before the Board for approval; and that he is requesting that his salary be adjusted by the same general increase as other County employees.

Mr. Reid made a motion to approve the request with the same effective date for all County employees. The motion was seconded by Mr. Peluso and carried unanimously.

INFORMATIONAL ITEMS

HR Update

Mr. Childress indicated that an HR update is included in the agenda packet for review by the members; whereupon, he noted that a newly hired Benefits Director will be starting on Monday.

In response to comments and queries by Ms. Vecchioli, Mr. Childress related that he has not received any recommended changes to the goals discussed at the UPB's joint workshop with the Appointing Authorities; whereupon, Attorney Moore indicated that, if the Board is inclined to do so, it may approve the goals through a formal action at tonight's meeting.

Thereupon, Ms. Vecchioli made a motion to approve the goals presented at the UPB's joint workshop with the Appointing Authorities as this year's goals for the Chief Human Resources Officer. The motion was seconded by Mr. Peluso and carried unanimously.

Action Taken Under Authority Delegated by the Personnel Board

Mr. Childress referenced the document containing the delegated actions, noting that it reflects technical changes to positions which have taken place during the past month.

APPELLANT'S MOTION FOR RECONSIDERATION OF TERMINATION APPEAL

Michael Van Hofwegen v. Pinellas County Property Appraiser

Attorney Craig L. Berman appeared, indicated that he represents the Appellant, Mr. Van Hofwegen, and summarized the Appellant's position regarding the Motion for

Reconsideration; whereupon, Assistant County Attorney Kirby Kreider, representing the Pinellas County Property Appraiser's Office, provided a response on behalf of the Appellee. Attorneys Berman and Kreider responded to queries by the members and provided additional comments.

Mr. Peluso related that the Appellant's Motion for Reconsideration does not change the facts or the reasons for the Board's previous vote regarding this case; whereupon, he made a motion, indicating that it is to deny the Appellant's Motion for Reconsideration. Chair Davis then stated that the motion died for lack of a second.

During discussion and in response to comments and queries by the members, Attorney Moore provided information regarding the Personnel Rule relating to two Motion for Reconsideration requirements, specifically with reference to new evidence and a showing that the Board's decision was made through, or based upon, collusion, deceit, or mistake of fact or law.

A brief discussion ensued wherein Chair Davis and Mr. Reid expressed concerns regarding new evidence brought forward today by the Appellant and the potential impact that it may have had on the Board's decision at the Appeal of Termination hearing; whereupon, Mr. Kronschnabl made a brief comment.


Mr. Peluso restated his motion to deny the Motion for Reconsideration, which was seconded by Ms. Vecchioli and carried by a vote of 4 to 2, with Chair Davis and Mr. Reid dissenting and Mr. Schulz abstaining. Discussion ensued regarding a member's ability to abstain from voting without a conflict of interest. Attorney Moore indicated that Mr. Schulz cannot abstain and must vote; whereupon, Mr. Schulz related that he would vote in favor of denying the Motion for Reconsideration.

Thereupon, Attorney Moore clarified that the motion carried with a vote of 5 to 2.

ADJOURNMENT

Chair Davis adjourned the meeting at 7:41 PM.

TO: The Honorable Chair and Members of the Unified Personnel Board

FROM: Wade Childress, Chief Human Resources Officer 

DATE: November 7, 2024

SUBJECT: Human Resources Classification Recommendations

Recommendation:

I recommend that the members of the Unified Personnel Board approve the upward reclassification of Human Resources Manager, E26 to Learning & Development Director, E32 and the downward reclassification of the HR Technician, C20 to Office Specialist 1, C13.

Background:

These positions are needed to best support the strategic and operational goals of the County and HR department.

The current Human Resources Manager, E26 has announced her upcoming retirement, and it is necessary to upgrade this position to attract the caliber of candidates needed to support learning and development strategic initiatives across the County. This new role will offer strategic support to training areas across all Appointing Authorities. The new classification will be a Learning and Development Director, E32. This concept has been discussed with and is supported by the Appointing Authorities.

The previous HR Technician, C20 was promoted within the County. This role provided customer service at the HR Ambassador reception desk in the main lobby of the Annex as well as performing HR Technician responsibilities. Based on the shifting needs of the building and employee feedback, we recognize that there is a need for a full-time receptionist that is focused on customer service in-person and via telephone. We have shifted the HR Technician duties within the department and wish to focus this position solely on customer support. The new classification will be Office Specialist 1, C13.

Attachments:

- Learning & Development Director Classification
- Learning & Development Director Brochure
- Office Specialist 1 Classification



Learning and Development Director

Category: Exempt
Pay Grade: E32
Job Code: TBD

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs highly responsible administrative, professional, technical, supervisory, and managerial work directing the organization's learning and development strategy to enhance employee skills, foster career growth, and drive organizational performance. This role involves designing and implementing comprehensive training programs, managing talent development initiatives, and cultivating a culture of continuous learning.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Develop and execute a strategic learning and development plan aligned with organizational goals.
- Identify key skills and competencies needed for future business success.
- Design and implement training programs that address employee needs across various levels and functions.
- Evaluate and improve existing training programs based on feedback and effectiveness.
- Create leadership development programs to build a strong pipeline of future leaders.
- Facilitate coaching and mentoring initiatives to support employee growth.
- Leverage technology to enhance learning delivery (e-learning, LMS, virtual classrooms).
- Stay current with industry trends and best practices in learning and development.
- Establish metrics to assess the effectiveness of training initiatives and their impact on business outcomes.
- Provide regular reports and presentations to senior leadership on L&D activities and results.
- Partner with HR, departmental leaders, and external vendors to ensure training aligns with business needs.
- Foster relationships with educational institutions and training organizations.
- Manage the learning and development budget, ensuring cost-effective use of resources.
- Identify opportunities for grants or funding to support L&D initiatives.
- Lead and mentor the L&D team, promoting professional development and collaboration.
- Encourage a culture of innovation and continuous improvement within the team.
- Advises senior leadership regarding initiatives and activities that promote maximum staff effectiveness and create a positive impact on organizational performance;
- Plans, launches, monitors, and acts on long-range improvement initiatives that are aligned with the organization's strategic goals;

- Designs and establishes benchmarks that measure the impact and effectiveness of learning and development programs within area of assignment;
- Forges working relationships with internal and external stakeholders, including but not limited to universities/colleges, public schools, private industry, government entities, etc.;
- Coordinates and manages needs assessments of internal stakeholders such as frontline leaders, individual contributors, support staff, and others;
- Identifies opportunities to share best practices and improve technical and organizational effectiveness across units;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Nine (9) years of professional experience in learning and development that includes five (5) years of relevant professional leadership experience, or; a Bachelor's degree in human resources management, organizational development, business, or related field; and five (5) years of experience as described above; or Master's degree in human resources management, organizational development, business, or related field and three (3) years of relevant professional management experience; or any equivalent combination of education, training, and/or experience.

Special Qualifications:

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence, possess specialized training, or certifications in one or more specific HR programs and functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities (examples, may vary depending on area of assignment):

- Knowledge and technical expertise in learning and development including best practices for today and the future;
- Knowledge of designing and implementing successful training programs;
- Knowledge of adult learning principles and instructional design methodologies;
- Knowledge of learning management systems and e-learning technologies;
- Knowledge of federal, state, and local laws and guidelines pertaining to learning and development;
- Communication, interpersonal, and presentation skills;
- Ability to apply technical expertise creatively to best achieve organizational goals and meet professional standards;
- Ability to develop and implement progressive practices within area of learning and development to achieve productivity, efficiency, cost containment, and current objectives;
- Ability to analyze data and metrics to drive decision-making;
- Ability to supervise and lead a diverse staff;
- Ability to establish and maintain effective working relationships with administrative officials, associates, and the general public;
- Ability to develop administrative practices, procedures, and systems for a learning and development program;
- Ability to analyze facts and to exercise sound judgment and to arrive at valid conclusions;
- Ability to prepare and deliver instruction and learning plus lead individuals and groups to meet desired objectives;

- Ability to present ideas persuasively to internal and external audiences;
- Ability to encourage, motivate, and guide individuals and teams in learning and improving effectiveness;
- Ability to contribute to operational, tactical, and strategic planning in support of the organization's business plan;
- Ability to develop visual aids and other instructional materials to meet informational and training needs;

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.



Learning & Development Director

Pinellas County, Florida

Pinellas County Government is seeking a dynamic learning and development leader to provide strategic direction while designing and implementing comprehensive training programs, managing talent development initiatives, and cultivating a culture of continuous learning.

Ideal Candidate

- Able to work in a multi-tier environment and serve as a learning and development thought leader for the County.
- Will create and maintain strong relationships with County leaders and training staff to explore and meet training needs.
- Strong background in developing management/ leadership training opportunities and organizational development, preferably in a corporate environment.
- Equipped with a strategic mindset to assess organizational needs and create a multi-year training strategy to support the growth of employees at all levels.

Your Partners

As the Learning & Development Director, you will support the Unified Personnel System by acting as a learning expert to a leadership team consisting of 10 organizations (Appointing Authorities) with diverse workforces including Business Technology Services, Clerk of the Circuit Court, County Administration, County Attorney, Human Rights, Human Resources, Forward Pinellas, Property Appraiser, Supervisor of Elections, and Tax Collector. You will collaborate with senior leadership and partner with

the Unified Personnel Board and the Employees' Advisory Council to create buy-in and support, as well as provide guidance to training staff across the County.

What You Will Do

- Develop and execute a strategic learning and development roadmap aligned with organizational goals.
- Lead the creation and execution of innovative learning programs, including executive and leadership development programs, onboarding, soft skills development and technical training.
- Create leadership development programs to build a strong pipeline of future leaders and enhance the skills of current leaders.
- Lead and mentor the learning and development team, promoting professional development and collaboration while staying involved in day-to-day operations.
- Encourage a culture of innovation and continuous improvement within the team.
- Serve as a leading voice/expert reference for training staff across the entire County; those that report directly to this role and those that report to other departments.
- Evaluate and improve existing training programs based on feedback and effectiveness, utilizing process improvement methodology.
- Leverage technology to enhance learning delivery (e-learning, LMS, virtual classrooms, AI-based learning tools).

- Establish metrics to assess the effectiveness of training initiatives and their impact on business outcomes.
- Implement organizational development consulting and interventions.
- Forge working relationships with internal and external stakeholders, including but not limited to universities/colleges, public schools, private industry, government entities, etc.
- Manage the learning and development budget, ensuring the cost-effective use of resources.

What You Should Have

- Nine (9) years of professional experience in learning and development that includes five (5) years of relevant professional leadership experience, or; a Bachelor's degree in human resources management, organizational development, business or related field; and five (5) years of experience as described above; or Master's degree in human resources management, organizational development, organizational behavior or related field and three (3) years of relevant experience; or any equivalent combination of education, training, and/or experience.
- Certifications such as the CPLP (Certified Professional in Learning & Performance) a plus.

Compensation and Benefits

The Learning & Development Director reports to the Chief Human Resources Officer. The target salary is \$130,000 to \$150,000 based on qualifications with an excellent benefits package. The County is proud to provide comprehensive benefits that include health benefits, life insurance, disability insurance, and Florida Retirement system (FRS) retirement plans. To learn more, visit www.pinellas.gov/what-we-offer.

About Pinellas County

Pinellas County is located in the heart of Florida's beautiful Gulf Coast, just a short drive away from Tampa Bay. Known for its pristine beaches, charming coastal towns, and stunning natural landscapes, Pinellas County is a premier destination for outdoor enthusiasts, families, and retirees.

As a leader in local government, Pinellas County offers a unique and exciting opportunity for experienced professionals to make a real impact on the lives of residents and visitors alike. Home to over one million people, Pinellas County is committed to promoting a thriving, safe, and healthy community through innovative policies, programs, and services.

How to Apply

Apply online by Month 00, 2024.

PINELLAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

EOE/AA/ADA/DFW/VP: Certain servicemembers and veterans, and the spouses and family members of the servicemembers and veterans, receive preference and priority in employment by the state and are encouraged to apply for the positions being filled.
10/31/24

**WORK.
GROW.
MATTER.**

www.pinellas.gov/opportunities





Office Specialist 1

Category: Classified
Pay Grade: C13
Job Code: 11036

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs moderately complex work providing clerical support in one or more of the following areas: Customer Service, Accounting, or Office Support; supports departmental activities in a wide range of County programs, services, and offices; evaluates situations and inquiries in order to provide the most useful and appropriate information; explains in general terms the procedures and functions of the various County and other governmental agencies; helps and assists others and takes appropriate action or makes proper referrals based upon this knowledge.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Provides information, assistance, and services to the general public, employees, and others in person, by telephone, or by other forms of communication;
- Assists in the dissemination of information concerning the programs and services of various County agencies;
- Operates computer equipment in providing information and resolving routine problems and complaints;
- Performs computer related duties including encoding data, data entry and retrieval, and routine computer operations;
- Performs routine cashier, billing, receipt, clerical, and filing duties;
- Receives and obtains computer data into personnel, budget, and accounting systems;
- Validates and processes financial forms, payroll information, other forms, and paperwork;
- Researches, compiles, sorts, tabulates, and summarizes data from customers, computer data, files, and other sources;
- Produces computer drafts and business correspondence, reports, documents, and memoranda;
- Validates and processes a wide range of information such as payroll, business, and other forms to support unit operations;
- Prepares requisitions and orders supplies, equipment, and materials;
- Maintains records, libraries, and office files;
- Receives and maintains materials, records, and supplies and assists in checking materials against invoices or orders;
- Issues materials, assembles, packs, and transports or arranges information;
- Picks up, delivers, or receives and disseminates mail and other information;
- May operate office equipment, transcription equipment, document printing devices, and other special equipment;
- Keeps appointment calendars, schedules appointments, researches, and assembles information for others;
- May relieve or fill in for other employees;
- Assists and provides routine support on inquiries from others for assistance, services, and resolution to problems;
- Coordinates the activities of volunteer personnel as needed within the section or department;
- Assists higher level staff in performance of a wide range of activities;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of office support experience dealing with administrative matters, customer accounts, and service problems, general clerical, and experience in the use of computers and general office equipment; or an Associate's degree, trade school, or vocational training degree, diploma, or certificate that includes training or experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Depending on area of assignment, employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of business English, spelling, and punctuation;
- Knowledge of standard office practices, procedures, and equipment;
- Knowledge of the principles and practices of cashier functions;
- Skill in keyboarding accurately at a reasonable rate of speed;
- Ability to receive the public with tact, patience, and courtesy;
- Ability to sort paperwork, file, and otherwise acquire information to perform basic County Government office assistance;
- Ability to perform computer data entry and word processing functions;
- Ability to understand and carry out basic and written instructions and keep records;
- Ability to compose and prepare routine communications;
- Ability to make arithmetical computations with speed and accuracy.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.



HR Update for November (September and October 2024 Updates)

Benefits & Wellness

- Annual Enrollment is November 1 to 15. We are communicating this to employees with webpages, information sessions, flyers, emails, and home mailers.
 - All employees are required to enroll for 2025 benefits coverage in EBS (OPUS), including new hires and those declining coverage.
 - There are no premium increases in 2025 and most benefit partners and plans remain the same.
 - Changes include a new medical plan vendor (UMR/UnitedHealthcare), minor changes to medical plans including expanded coverage and new plan names, new dependent verification process, one-time option to increase supplemental life insurance by up to \$50K without needing to complete evidence of insurability, and a new process to cover a domestic partner and over-age child.
- Dependent Verification Process: This is a one-time verification of all dependents on County medical, dental, and supplemental life insurance plans to take place from January to February 2025. We are communicating this on the website and in the Annual Enrollment outreach materials. We will mail postcards to employees' home addresses in November.
- We are also communicating Annual Enrollment and dependent verification to retirees.
- Biometric Screening & Health Assessment: Due to Hurricanes Helene and Milton, the completion deadline was extended from November 30 to December 13.
- We are partnering with Health and Wellness Professionals to offer free onsite flu shot clinics from October 22 to 31.
- Mammogram Screenings: BayCare's VIP Mammogram Days are from October 29 to November 14 in Clearwater and St. Petersburg.
- Cigna onsite claims representative Shevella Carridice accepted another position with Cigna to represent a different client, so she will not be transitioning to UMR on January 1. For now, we have a temporary claims representative, Ashlee Lara, assisting our employees.

Employee Communications & Volunteer Services

- Special Edition of the *Pen*: Our employees continue to support recovery efforts in the aftermath of hurricanes Helene and Milton. In the upcoming edition of the *Pen*, we will recognize employee contributions before, during, and after the storm.
- The Volunteer Services Give Pulse project has been delayed due to the storm, and we are working on the updated timeline.
- The *Pen* is moving to a new email format in November 2024, based on employee feedback.

Learning & Development

- Classes have resumed after the storms.
- Several sessions of Cohort 10 of Boot Camp: Leadership Essentials were rescheduled due to the hurricanes, and the cohort will conclude in December. In 2024, approximately 150 supervisors will complete Boot Camp. Our Boot Camp goal in 2025 is 180 supervisors.

- Our Learning & Development team has received a number of compliments about MyLearning and the information it provides.

HR Business Partners & Employee Relations

- HR Business Partners and Benefits team continue to provide HR Roadshow onsite presentations to explain benefits and services available to employees. So far, 4 presentations are scheduled for November.
- Assisted with EAC Representative election.

HR Operations & Recruitment (HRIS / Classification & Compensation / Contracts, Budget & Logistics)

- The time to fill in September was 67.4 days.
 - 42 new hires in September.
 - 43 promotions occurred in September.
- Year-to-date annualized turnover was 14.5% with 26 separations in September. Rolling 12-month turnover is 13.9%.
 - 2 terminations
 - 2 retirements
 - 22 resignations



**Chief Human Resources Officer
Action Taken Under Authority Delegated by the Unified Personnel Board**

The Chief Human Resources Officer, having been granted delegated authority to act on behalf of the Unified Personnel Board, has taken the following actions from **September 2, 2024 through November 1, 2024**.

REVISIONS

| Spec No. | Title | PG |
|-----------------|-----------------------------|-----------|
| 18772 | Board Reporter | C19 |
| 03464 | Assistant County Attorney 2 | E30 |

DELETION

| Spec No. | Title | PG |
|-----------------|-------------------------|-----------|
| 13590 | Maintenance Crew Leader | C15 |

RECLASSIFICATION WITH TITLE AND PAY GRADE CHANGE

| Spec No. | Old Title | New Title | Old PG | New PG |
|-----------------|----------------------------|-------------------------|---------------|---------------|
| 15820 | Risk Management Specialist | Risk Management Analyst | C20 | C24 |

REALLOCATION

| Spec No. | Title | Old PG | New PG |
|-----------------|---------------------------|---------------|---------------|
| 20060 | Certified Veterinary Tech | C21 | C23 |



Unified Personnel Board Meetings 2025

January 9

February 6

March 6

April 3

May 1

June 5

July 10

August 7

September 4

October 2

November 6

December 4

UPB/AA Workshop - TBD



Chief Human Resources Officer's Goals

- Strengthen relationships with the Unified Personnel Board, Appointing Authorities and Employees' Advisory Council.
- Increase the Human Resources team's competencies and nurture a positive environment that optimizes job satisfaction, performance, and customer service.
- Implement a culture of innovation to continually improve the benefits experience for employees and retirees at a reasonable cost to the County.
- Refine the customer service model for HR practices in order to continually identify and meet the needs of the Appointing Authorities.
- Develop a more unified approach to HR practices across the County.