

HILLSBOROUGH COUNTY CIVIL SERVICE BOARD



**A Shared Services Model
Ahead of Its Time . . .**

THE CIVIL SERVICE BOARD IS...

- A CENTRALIZED APPROACH TO DELIVERING JOB MANAGEMENT & RECRUITING SERVICES TO 20 COUNTY AGENCIES
- PROCESS IMPROVEMENT DRIVEN
- CUSTOMER SERVICE DRIVEN

THE CIVIL SERVICE BOARD IS...

- NOT REDUNDANT WITH AGENCY INTERNAL HUMAN RESOURCES DEPARTMENTS
- NOT CREATED TO PROTECT POOR PERFORMING EMPLOYEES

HOW DOES THE CSB STILL ADD VALUE TODAY?

- **SAVES TAX \$**

- A. Eliminates Redundancy: Centralizes Job Management & Recruiting Services Across 20 County Agencies (10,000 classified employees)
- B. Reduces Employment Lawsuits.
 - 1) Internal, Quasi-Judicial Dispute Resolution Process
 - 2) Objective, Professionally-Applied & Court-Tested Job Evaluation Process (Hay)
 - 3) Objective, Professionally-Applied & Court-Tested Selection Procedure Development Process
- C. Reduces Hiring Costs: Minimizes Inter-Agency Competition for Employees

HOW DOES THE CSB STILL ADD VALUE TODAY? (cont.)

2. PROVIDES CITIZENS WITH A CENTRAL POINT OF CONTACT FOR EMPLOYMENT OPPORTUNITIES
3. PROVIDES EMPLOYEES WITH PROTECTION AGAINST UNFAIR EMPLOYMENT PRACTICES
4. ENSURES CONSISTENT & KNOWLEDGABLE COUNTY STAFF, DESPITE CHANGING POLITICAL CLIMATE
5. MAINTAINS DISTANCE BETWEEN AGENCY OFFICIALS AND THOSE SEEKING EMPLOYMENT
6. PROVIDES EXPERTISE TO COUNTY AGENCIES, LARGE & SMALL, IN THE AREAS OF JOB MANAGEMENT, RECRUITING, & SELECTION

EFFICIENT APPROACH TO SELECT PERSONNEL SERVICES

THESE PERSONNEL SERVICES ARE PROVIDED
EXCLUSIVELY BY THE CIVIL SERVICE BOARD TO
21 CLIENT AGENCIES

- RECRUITING / MINIMUM QUALIFICATION SCREENING
- JOB ANALYSIS, EVALUATION & CLASSIFICATION
- COMPENSATION PLANNING
- DISCIPLINE / TERMINATION DISPUTE RESOLUTION

NO REDUNDANCY OR DUPLICATION EXISTS
IN THE DELIVERY OF THESE SERVICES

TRADITIONAL PERSONNEL SERVICES NOT PROVIDED BY THE CIVIL SERVICE BOARD

- BENEFITS ADMINISTRATION
- LABOR RELATIONS (INCLUDING UNIONS)
- INTERVIEWS / FINAL SELECTION / ON-BOARDING
- PAYROLL
- TRAINING
- SAFETY / RISK MANAGEMENT / WORKER'S COMPENSATION
- SUCCESSION PLANNING
- WELLNESS PROGRAMS
- ORGANIZATION DEVELOPMENT

NO REDUNDANCY OR DUPLICATION EXISTS
IN THE DELIVERY OF THESE SERVICES

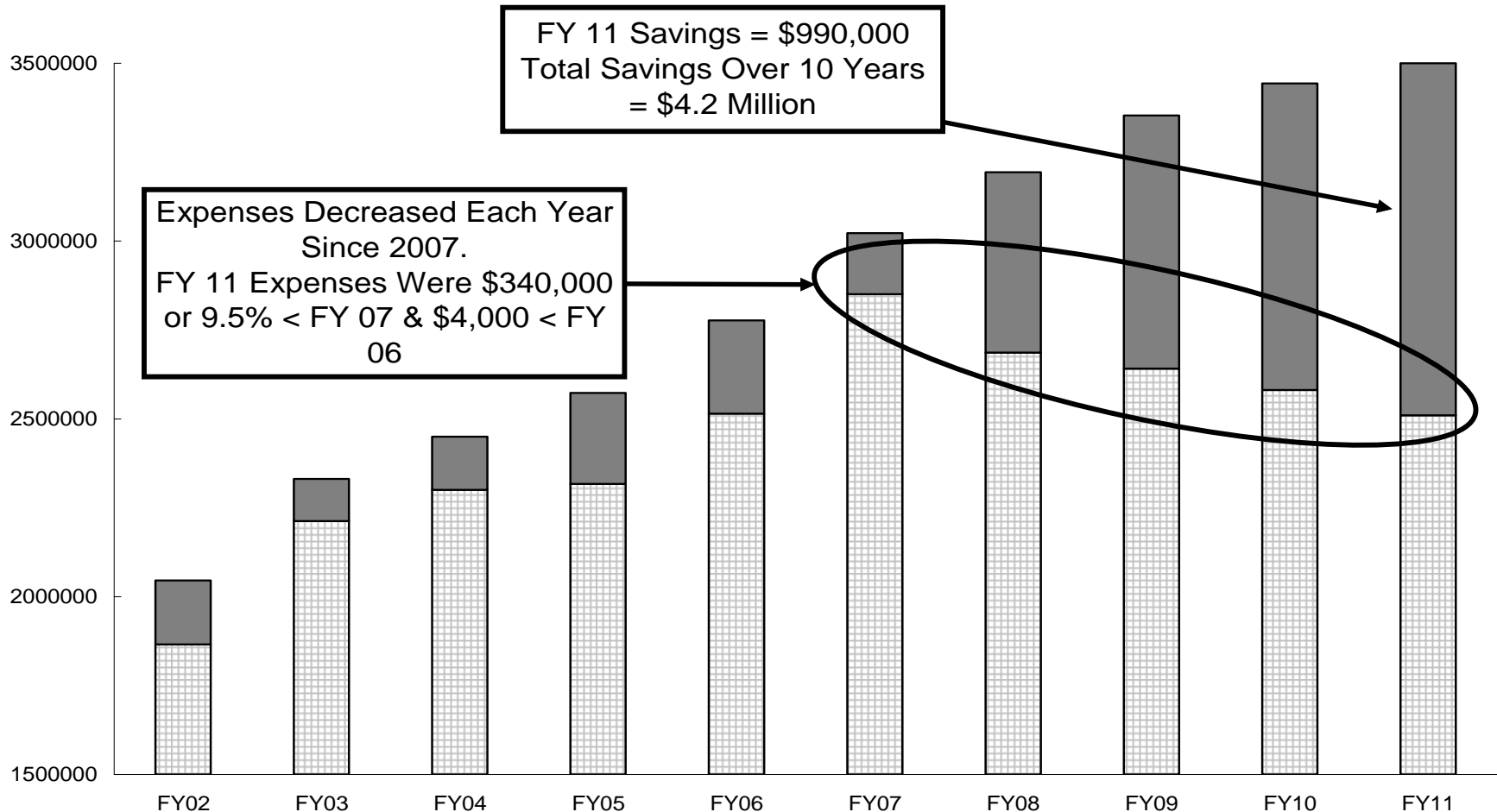
PROCESS IMPROVEMENT DRIVEN

CIVIL SERVICE BOARD BUDGET & EXPENSE HISTORY

	FY05	FY06	FY07	FY08	FY09	FY10	FY11
EMPLOYEE COUNT	31	31	34	34	32	30	27
SALARY & BENE BUDGET	2,175,810	2,301,491	2,591,163	2,687,541	2,828,972	2,677,798	2,765,239
OPERATING BUDGET	367,798	465,265	421,092	486,145	504,399	745,802	714,582
CAPITAL BUDGET	29,250	10,000	10,000	20,000	20,000	20,000	20,000
TOTAL BUDGET	2,572,858	2,776,756	3,114,958	3,193,686	3,353,371	3,443,600	3,499,821
ACTUAL EXPENSES	2,298,510	2,514,547	2,851,292	2,686,256	2,641,225	2,581,006	2,510,107
\$ SAVINGS	274,348	262,209	263,666	507,430	712,146	862,594	989,714
PERCENT SAVINGS	10%	9%	8%	16%	21%	25%	28%

PROCESS IMPROVEMENT DRIVEN

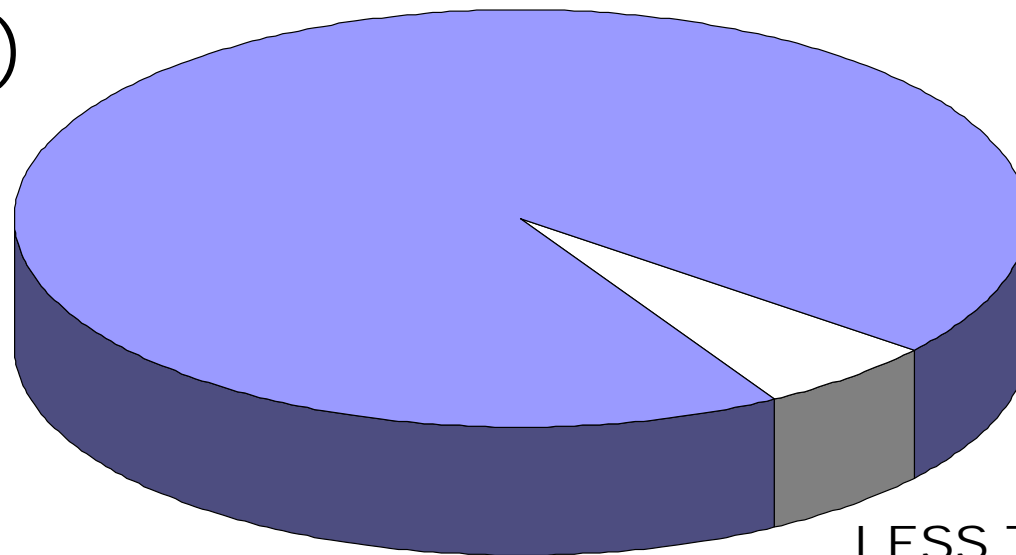
Civil Service Board: Budget vs Expenses by Fiscal Year



CUSTOMER SERVICE DRIVEN

RECENT CUSTOMER SATISFACTION RATINGS

SATISFIED TO EXTREMELY SATISFIED
(94.2%)



LESS THAN
SATISFIED
(5.8%)

AGENCIES SERVED***COVERED POSITIONS*****COUNTY ADMINSTRATOR****4,115****SHERIFF'S OFFICE****3,231****CLERK CIRCUIT COURT****718****AVIATION AUTHORITY****513****TAX COLLECTOR****290****ENVIRONMENTAL PROTECTION COMM****116****PROPERTY APPRAISER****109****TAMPA PORT AUTHORITY****99****CHILDREN'S BOARD****48****PLANNING COMMISSION****34****TAMPA SPORTS AUTHORITY****30****CIVIL SERVICE BOARD****27****COUNTY ATTORNEY****24****VICTIM ASSISTANCE****24****SUPERVISOR OF ELECTIONS****20****PUBLIC TRANSPORTATION COMM****9****ARTS COUNCIL****6****EXPRESSWAY AUTHORITY****6****LAW LIBRARY****3****SOIL & WATER CONSERV DISTRICT****3****BOARD OF COUNTY COMMISSIONERS****0**

Revised 01.09.12

TOTAL EMPLOYEES**9,425**

AUTHORITY FOR
HILLSBOROUGH COUNTY
CIVIL SERVICE BOARD

LAWS OF FLORIDA, CHAPTER 2000-445,
AS AMENDED BY CHAPTER 2007-301

HILLSBOROUGH COUNTY CIVIL SERVICE BOARD

MS. VICTORIA BUTLER, CHAIR	Through July 2, 2013
MS. CHRISTINE BRUNO, VICE CHAIR	Term Expired July 2, 2011
MR. CHRIS KAVOUKLIS	Through July 2, 2013
MR. ROB MITCHELL	Term expired July 2, 2011
MS. PAT SPENCER	Term expired July 2, 2011
MR. SCOTT STREPINA	Through July 2, 2013
VACANT	Since June 1, 2011

BOARD MEETING SEATING ARRANGEMENT

BUTLER

BRUNO

PETERSEN

MITCHELL

KAVOUKLIS

SPENCER

VACANT

ADMIN/CLERK

STREPINA

KRIECK

DUNCAN

SPENCE

WELLS

LEGAL
COUNSEL

CIVIL SERVICE BOARD DEPUTIES

MS. HOLLY WELLS

DIRECTOR OF HUMAN RESOURCES

AVIATION AUTHORITY

MS. VICKI SPENCE

DIRECTOR OF EMPLOYEE RELATIONS & BENEFITS

CLERK OF CIRCUIT COURT

MS. LORI KRIECK

EMPLOYEE RELATIONS MANAGER

COUNTY ADMINISTRATOR

EDWARD E. DUNCAN

COLONEL

SHERIFF'S OFFICE

Civil Service Board Staff

- **Director** **Dane Petersen** **272-5629**
 - **Administrative Assistant** **Victoria Slater** **274-6749**
- **Talent Acquisition** **Kurt Wilkening** **274-6764**
- **Classification & Compensation** **Yolande Wolmarans** **274-6753**
- **Employee Relations & Personnel Actions** **Ron Zeigler** **274-6763**
- **System Support & Process Improvement** **Catherine Elrabi** **274-6757**