

## Topics

- **New Division of Personnel Director**
- **HR Information Sessions**
- **Train Alaska**

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- **Classification Study Update**
- **My Phone Book**
- **Review of Classification Services**

# HR Update

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August 16, 2004

### **NEW Director of Personnel** (Director's Office)

We are pleased to announce the appointment of Mila Cosgrove as the Director of the Division of Personnel effective immediately. She brings twenty years of private and public sector human resource experience to her new role.

### **Information Sessions** (Division of Personnel)

The Division of Personnel will be hosting Human Resources open information sessions in Juneau and Anchorage. The attached flyers include specific information about the sessions. Feel free to post them in your workplace. You may attend any of the meetings and are not limited to a meeting scheduled in your building. Because these are open sessions no registration is required.

#### **Dates and locations in Juneau:**

August 17th - Fish and Game building, 9-11 a.m.

August 18th - DOP large training room (SOB), 9-11 a.m.

August 19th - DOT 7-mile, 9-11 a.m.

#### **Dates and locations in Anchorage:**

August 23rd - Atwood building, 1:30-3:30 p.m.

August 24th - Gamble Job Center, 1:30-3:30 p.m.

August 24th - Frontier building, 9-11 a.m.

August 27th - API, 9-11 a.m.

If you have questions, or wish to schedule additional sessions, please contact Amanda Holland at 465-4434 or [amanda\\_holland@admin.state.ak.us](mailto:amanda_holland@admin.state.ak.us)

### **Train Alaska** (Training and Development)

#### **Effective Interviewing & Hiring - EIAH**

This one-day course provides basic knowledge of legally defensible hiring principles and statewide policies and procedures for recruitment screening, and selection.

#### **Performance Appraisal: The Basics - PATB**

This one-day course is designed to provide an overview of the performance management Process including the Performance Appraisal cycle and provide the basic knowledge necessary to write performance appraisals.

#### **Performance Coaching - PECO**

This one-day course is designed to teach supervisors and managers basic knowledge and skills that will enable them to manage a continuous performance improvement environment.

#### **The Disciplinary Process - DISP**

**Prerequisite: Performance Coaching - PECO.** This one-day course is designed to teach supervisors and managers basic knowledge of the State of Alaska disciplinary process.

#### **Valuing Diversity - VDIV**

This one-day course is designed to teach the knowledge necessary to understand diversity issues and build awareness of the value of diversity in the workplace.

#### **Workplace Alaska for Hiring Managers - WPAK**

In this half-day course Hiring Managers will learn basic legally defensible hiring practices and will learn to use the Job Aid for use with the on-line system.

The Division of Personnel is proud to announce the 2004-2005 Train Alaska curriculum and schedule. The 2004 – 2005 schedule is on the DOP Training and Development web site.

**A Respectful Workplace - ARWP** This half-day course is designed to provide employees with knowledge of their rights and responsibilities under key state and federal EEO laws. Employees also learn to recognize inappropriate behavior including sexual harassment and are made aware of their choices in dealing with disrespectful behavior.

#### **Academy For New Supervisors - AFNS**

This **five-day course** is designed for newly-appointed supervisors and more experienced supervisors when their knowledge and skill development needs can be met by AFNS course learning objectives. Supervisors will learn the basic knowledge and skills necessary for the lawful, ethical, and effective supervision of State of Alaska employees. Do not enroll unless you can attend the entire five-day course.

#### **Change Management for Supervisors - CMGT**

**Prerequisite: Performance Coaching - PECO.** This one-day course is designed to teach supervisors foundational knowledge and skills that will enable them to manage the process and people elements of successful change implementation.

#### **Customer Service in the Public Sector - CSPS**

This one-day course is designed to provide the knowledge necessary to understand the need for and how to provide the outstanding customer

## Classification Studies (Classification)

Among the classification studies currently underway are several involving large groups of employees.

### Grants Administrators.

New class specifications are effective August 16. The series is expanded to include a managerial level Grants Administrator IV. Staff will continue to work with departments to complete the internal alignment review by October 1.

### Environmental Sciences.

In consultation with the Department of Environmental Conservation, the study schedule has been revised. Draft class specifications will be distributed to affected departments in August; department comments are due in mid-September. Draft position allocations will be distributed to the departments in late October. The target implementation date for new class specifications and position allocations is January 1, 2005.

**Park Rangers.** The initial draft of definitions and distinguishing characteristics of the series will be completed in August. Test allocations of selected positions will be conducted in September.

### Emergency Management.

Final class specifications are under review and allocations are in progress. The study will be implemented on September 1.

## My Phone Book (IT)

The installation/reference manual for MyPhoneBook is available for use on the MyPhoneBook web site. The installation/reference manual can be viewed in multiple formats; Power Point, PDF, and Flash.

The login screen makes use of the LDAP authentication techniques, so, as long as you are a State employee, you are able to log in to the system with your LDAP user name and password. In most cases, your LDAP user name and password are the same as what you login to your e-mail system with. If you are unable to login, please contact your IT administrator to verify your LDAP login information.

## Review of Classification Services (Director's Office)

Effective August 16, 2004, the Division of Personnel implement a 6 – 12 month project designed to improve the services we offer client agencies in the classification area. We will specifically focus on improving client service, turnaround times on individual position allocations and classification studies, and business processes. In order to look at all areas in the most effective manner possible, we have assigned project teams in each critical core area.

Pam Day, Classification Services Manager, will focus on client services assisting departments in developing HR solutions to pressing classification issues. She will meet with client agencies and their respective Management Services Teams to identify ways to streamline classification actions for departments, and to assist departments in preparation for the new on-line PD system, scheduled to go live in early 2005. Pam will also provide management direction to the classification staff working on individual position allocations.

Lee Powelson, Classification Manager, will focus his efforts on classification studies and the administrative processes of the classification function. Lee will work with staff to further develop their expertise and to identify efficiencies in the class study process. He will continue to work with operating agencies to determine class study priorities.

We will increase our efforts to complete the Workplace Alaska audit of class specifications and initiate maintenance requests and changes to the minimum qualifications in certain job classes to assure a greater ability of hiring managers to attract qualified applicant pools for recruitment purposes.

Sarah Brinkley, Administrative Manager, and Julie Russo, our Quality Management Specialist, will begin an internal review focusing on classification processes with the goal of identifying areas for increased efficiencies.

As we go through this process, members of our team will look to the operating agencies for direct feedback and suggestions for improvement. Any assistance or insight you could provide in this area will be appreciated.

## HR Update Feedback (Division of Personnel)

Thank you for the feedback on the HR Update. If you have any suggestions about how to improve HR Update or topics you think should be addressed, please contact ([Mila Cosgrove@admin.state.ak.us](mailto:Mila.Cosgrove@admin.state.ak.us)) or ([Amanda Holland@admin.state.ak.us](mailto:Amanda.Holland@admin.state.ak.us))

## Contact Information (Division of Personnel)

**DOP Contact List:** Go online to the DOP website to get the latest DOP contact list. Access the list through "HR Contacts" under Quick Links on the DOP home page or go to

<http://dop.state.ak.us/index.php?id=85>

**Employee Call Center:** Please remember to direct employees to the Employee Call Center when they have general questions about their employment. The Call Center phone number is (907) 465-3009 or email [employeeccenter@admin.state.ak.us](mailto:employeeccenter@admin.state.ak.us).

## Quick Links

(Division of Personnel)

DOP Home Page:

<http://dop.state.ak.us/>

PD Tracker

<http://dop.state.ak.us/pd/>

Employee Call Center

<http://dop.state.ak.us/index.php?id=5>

TrainAlaska

<http://dop.state.ak.us/trainalaska/>

DOP Newsletters

<http://dop.state.ak.us/index.php?id=144>