

**PROCEEDINGS OF PERSONNEL COMMITTEE
WEST BLOOMFIELD TOWN HALL
4550 WALNUT LAKE ROAD
CONFERENCE ROOM 75/76
WEDNESDAY, JANUARY 6, 2010 – 12:30 P.M.**

CALL TO ORDER

Trustee Larry Brown called the meeting to order at 12:37 p.m.

ROLL CALL

Members present: Trustee Larry Brown
Trustee Steve Kaplan
Trustee Howard Rosenberg

Members absent: None

Staff Present: Denise Maier, Human Resources Director
Marya Duncan, Human Resources Specialist

General Public: Tom Walsh, Community Development Director
Cathy Shaughnessy, Township Clerk
Teri Weingarden, Township Treasurer
Teresa Hebert, IT Department
Millie Gray, Development Services Department
Linda Furman, Development Services Department
Ronelle Greer, Oakland Press

APPROVAL OF AGENDA

Motion by Mr. Rosenberg and supported by Mr. Kaplan to approve the agenda as submitted.

Ayes: Brown, Kaplan, Rosenberg

Nays: None

Absent: None

Motion carried

*****UNAPPROVED*****

APPROVAL OF MINUTES

Motion by Mr. Rosenberg and supported by Mr. Kaplan to approve the 10/30/09, 11/16/09, and 11/24/09 minutes as presented.

**Ayes: Brown, Kaplan, Rosenberg
Nays: None
Absent: None
Motion carried**

UNFINISHED BUSINESS

None.

NEW BUSINESS

REVIEW OF CURRENT HIRING ORDINANCES FOR POLICE AND FIRE DEPARTMENT HEADS

Motion by Mr. Kaplan and supported by Mr. Rosenberg to table the Review of Current Hiring Ordinances for Police and Fire Department Heads to include consideration at the Township Board level for the Police Chief hiring policy and procedure.

**Ayes: Brown, Kaplan, Rosenberg
Nays: None
Absent: None
Motion carried**

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION

Mr. Walsh stated that currently, his department shares the clerical support staff with the Development Services Department. He indicated that it is difficult to complete a project with the current structure and therefore, he wished to have a clerical position within the Community Development Department.

Mr. Walsh stated that a Quality Control Manual was implemented within his department in July to address the customer service goals and in order to maintain the service goals, it was necessary to have clerical support.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Mr. Rosenberg questioned whether the manual has already been put in place. Mr. Walsh replied that it has been put in place on an as needed basis. He stated that currently, only the plan review service goals are in place. The building inspections and code enforcement service goals will be included in the near future.

Mr. Rosenberg questioned the 90% customer satisfaction ratings. Mr. Walsh stated that was the department goal. Mr. Rosenberg asked for the industry standard. Mr. Walsh indicated that it was 85%. He added that he was benchmarking the City of Grand Rapids as well as the City of Rochester Hills Building Department, which is the first to become certified in the State of Michigan. These were the standards which he measured the customer feedback through phone calls.

Mr. Walsh stated that in April 2007, the Development Services Department was created and at the time, there were three Senior Development Clerks assigned to the Building Director, Development Services Director, and the Planning Director. In January 2008, all three clerks were put into the Senior Development Clerks pool for the Development Services Department. This resulted in the department heads losing their support staff.

Mr. Brown asked if there was currently support staff for a variety of tasks and if Mr. Walsh was attempting to obtain a designated individual rather than utilizing individuals who were available for an assignment.

Mr. Walsh replied "Yes" and indicated that currently he coordinates with the Office Manager to have assignments or tasks completed.

Mr. Rosenberg stated that it appears the request as indicated by Mr. Walsh is different from what is proposed in the staff packet. Mr. Walsh stated the proposal includes a Senior Development Clerk/Ombudsman. The individual will be responsible for assisting customers with issue resolution and relationship building within the Community Development Department. Therefore, this person would serve as the front line for the department and work with a customer throughout the entire permit process.

Mr. Kaplan asked about the location of the position on the organizational chart. Mr. Walsh stated the position does not appear on the current organizational chart because the position is currently within the Development Services Department. Mr. Kaplan asked if he has consulted with Mr. Labadie. Mr. Walsh replied, "Yes." Mr. Kaplan asked about Mr. Labadie's view. Mr. Walsh indicated that Mr. Labadie was in support of the proposal.

Mr. Kaplan asked if the proposal would result in a net increase of staff. Mr. Walsh replied, "No" and indicated that it would be a lateral move.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Mr. Kaplan stated the term Ombudsman implies someone outside of an organization or someone with independent autonomous power. Although he was in favor of the concept, the individual would be reporting to the Community Development Director and therefore, this individual is truly not an Ombudsman. Mr. Rosenberg agreed and indicated that an Ombudsman is a person who is empowered to solve problems with the authority to make decisions and change things.

Mr. Rosenberg did not disagree with lateral movements; however, he could not support the proposal as presented because of the following language listed under Special Items: *“Correcting errors that may have occurred during the development review process. Finding alternative solutions to meet township regulations, requirements and conditions.”* He stated this language creates too much authority and power in one individual regardless of the level of that person. In addition, it could potentially conflict with the ordinances pertaining to wetlands, woodlands, and the Planning Commission.

Mr. Rosenberg stated that if Mr. Walsh is simply asking to have a Senior Development Clerk assigned to his department, it would involve an internal decision based on the Township Supervisor and any individual below this Committee making decisions without any changes to the job description. He did not think it was appropriate for the Committee to discuss that type of decision. He suggested that Customer Service Facilitator, Executive Assistant or Assistant be used rather than Ombudsman.

Mr. Brown stated that if Mr. Walsh needs an individual to help with specific tasks, that would be a different situation since the Development Services staff is currently cross trained in a variety of functions. He stated there were numerous clerks to assign special projects and tasks.

Ms. Maier stated that she and Mr. Walsh had discussion regarding an internal situation until it involved a title change and revised job description, which requires a review by the Personnel Committee.

Mr. Rosenberg stated that if the job description and title remained the same and there was agreement between the Township Supervisor, HR Director, Development Services Director and Community Development Director, the issue did not need to come before the Committee for consideration.

Mr. Walsh stated his goal was to have one individual deal with the customer on the permit process from start to finish and be able to answer all questions. He stated that what he wished to accomplish actually resulted in additions to the job description.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Mr. Rosenberg stated that a customer facilitator has to be able to indicate to customers that some things are not permitted. Mr. Brown stated that some of the clerks were already able to do that. Mr. Walsh stated that occurred some of the time but not all the time.

Mr. Rosenberg referred to the qualifications of the job description requiring only a high school graduation. He had discussions in the past with union representatives relative to requiring college degrees and the argument was that there were qualified employees who have been with the Township for numerous years that do not have college degrees. He suggested a dual level requirement in which existing personnel would be exempt from the college degree requirement, but new hires would be required to have a college degree.

Mr. Rosenberg stated he wanted to explore the possibility of changing the qualifications to require a college degree because in today's society, there are numerous college graduates.

Ms. Hebert stated that when the Development Services area was created, the goal was to provide better customer service and it resulted in combining the Building, Engineering, Environmental and Planning departments. This resulted in all the clerks now possessing a little knowledge of everyone's job and there are still some who have specialized duties. She indicated that there was a Letter of Understanding with the union that addressed the seniority levels of the Senior Development Clerks in the event of a layoff.

Ms. Hebert stated that at one time, the department had three clerks who reported directly to the respective department heads and it was difficult to have those individuals provide assistance during lunch hours and other absences because they were out of the loop for most of the day. Therefore, on 01/01/08 those clerks were placed into the clerical pool.

Mr. Rosenberg asked for the number of clerks in the Development Services Department. Ms. Hebert replied that there were six clerks, one Permits Coordinator and two Recording Secretaries.

Mr. Rosenberg asked if he was suggesting that a clerk be reassigned to another department. Mr. Walsh replied that he wanted a clerk to be assigned to his department and work directly for him. He was not suggesting hiring an additional employee, but rather, utilizing an existing employee.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Mr. Walsh stated the Development Services Director has an Assistant Engineer responsible for all the technical documents as well as a Senior Development Clerk responsible for completing tasks specifically for the DS Director. He simply wanted one individual to help him run his operations, similar to Mr. Labadie having Lisa McCully and Cindy Victor to help him with his operations.

Mr. Kaplan asked if there would be sufficient work for the staff member. Mr. Walsh replied, "Absolutely." Mr. Kaplan stated that in the event the individual did not have any work during the week, would that individual then work with Mr. Labadie. Mr. Walsh replied, "No, she would work with Millie Gray." Mr. Kaplan asked if that person would remain busy. Mr. Walsh replied, "Yes."

Mr. Kaplan stated that Mr. Walsh is essentially supervising three departments and agreed that he needs additional assistance.

Mr. Brown stated the Committee still needed to understand the structure of the department and whether the proposal was acceptable. Mr. Rosenberg stated that Mr. Labadie needs to be at the next meeting if that discussion were to take place.

Ms. Hebert stated the union was still under the impression that the departments were all part of Development Services. Mr. Walsh stated, "No, we are two separate departments." Ms. Hebert stated that Building, Planning, Engineering, and Environmental were combined. She asked if those departments have now been split up. Mr. Walsh stated that Building, Planning, and Code Enforcement are now under the Community Development Department.

Mr. Walsh stated the job title still reflects Senior Development Clerk and therefore, the Letter of Understanding would still apply.

Ms. Hebert pointed out that if an individual is removed from the Development Services group and becomes specialized, it would impact the Community Development Department operations when that individual is absent since that individual will be the "go to" person helping with the operations and no one else would be trained in that area.

Ms. Hebert referred to the comment regarding the Engineering Assistant and a Senior Development Clerk and stated that Lisa McCully is a level 6 and handles all of the engineering aspects. She stated Cindy Victor is part of the clerical pool and sits out front with the rest of the clerical staff even though Mr. Labadie considers her the "go to" person to assist him with his projects.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Mr. Brown suggested that Mr. Walsh have discussions with Ms. Maier, Mr. Labadie and the union to have an understanding of how this proposal would be achieved and work the best.

Mr. Kaplan stated that all of the Board members have concerns with department heads having to work beyond one person's capabilities. He stated that at some point, it could affect the health of a department head when he or she is working 60 to 70 hours a week without any help.

Ms. Shaughnessy stated the departments were split up, which resulted in the Building, Code Enforcement and Planning departments being placed under Community Development. She felt that in better economic times, Mr. Walsh would have come before the Committee and requested a clerical person.

Ms. Shaughnessy stated that all the Development Services Clerks work on numerous projects and are supervised by the Office Manager who distributes the workload. Although Mr. Walsh has access to all those clerks, she felt a department head should have a dedicated clerical person.

Mr. Brown suggested that the issue be brought back to the Committee after discussions with the HR Director, union representatives, Development Services Office Manager and Development Services Director as to how it would be worked out.

Ms. Shaughnessy stated the last transfer of an employee from one department to another had to be approved by the Township Board. Mr. Brown stated that was true; however, this transfer would be within the Development Services Department. Mr. Rosenberg stated the transfer would actually be occurring between the Community Development and Development Services Departments. Therefore, it would require approval by the Township Board since they are two separate departments.

Mr. Brown asked about the timeline for completing the transfer. Mr. Walsh stated the sooner, the better. Mr. Brown stated that the issue could be placed on the next agenda.

Mr. Walsh addressed the union representatives and wanted them to understand that things have changed and the departments will no longer be operating in the same fashion as in previous years. He stated the operations will be run in a more professional manner.

CONSIDERATION TO REALLOCATE POSITION OF SENIOR DEVELOPMENT CLERK WITH A CHANGE TO TITLE AND JOB DESCRIPTION (Continued)

Ms. Gray stated she worked with Mr. Walsh on a regular basis coordinating the tasks between all the Senior Development Clerks and understood what he was trying to accomplish with respect to establishing a brand new process within the Community Development Department.

Ms. Gray stated that certain tasks given by Mr. Walsh were being assigned to different individuals, depending on who was available to do the work. She stated that assigning the tasks to numerous individuals makes it difficult for Mr. Walsh to establish the new process since it results in the tasks being completed in a different manner by each individual. Therefore, he wanted to have one individual primarily focused to help with his operations in order to achieve the goal of establishing a new process

Ms. Gray stated that under the union contract, changing a job description requires the job to be posted for a period of eight (8) calendar days. This allows anyone in house who is interested to apply for the position. The person who is selected might not have as much seniority as the existing Senior Development Clerks who may also be qualified to fill the position.

Ms. Gray stated that under Article 11 of the union contract layoffs are done by classification. Therefore, the primary concern of the Development Services clerical staff is that in the event of a layoff, the person who fills the proposed position would actually be safe from a layoff since that position is new and has never been held by anyone. If an employee with less seniority is in the position, a more senior employee would not be able to bump into that position because they did not previously hold that position.

Ms. Maier stated she had discussions with Mr. Walsh relative to that issue and it was not their intent to remove someone from the current seniority pool. She added that they would be willing to submit a Letter of Understanding to address that issue.

Ms. Gray stated another concern of staff was that there is currently a Letter of Understanding that addresses the seniority issue of the Development Services Clerks and if this proposal were approved, it would negate that Letter of Understanding unless something else were created to address that situation. Ms. Hebert agreed and indicated that it might simply be an amendment to the existing Letter of Understanding.

Mr. Brown stated that based on Ms. Gray's comments, the proposal to have one individual assigned to Mr. Walsh appears to be a good idea.

There was a consensus of the Committee that discussion be held internally with all parties involved and bring the issue back at the next meeting.

**CONSIDERATION TO FILL SENIOR ACCOUNT CLERK POSITION IN THE
TREASURER’S DEPARTMENT WITH AN UPDATE TO THE JOB DESCRIPTION**

Ms. Weingarden stated she was requesting to fill the Senior Account Clerk position within her department and provided an updated job description. She stated the job description has been revised to accurately reflect the duties being performed within her department.

Mr. Kaplan questioned the qualification requirements and felt that it should require a college degree. Ms. Weingarden stated she did not include college as a requirement because the job would be posted internally. Mr. Kaplan stated that current employees could be exempt from that requirement.

Ms. Maier stated the point Mr. Kaplan was trying to make was if the job description is going to be changed, the qualifications should be updated to reflect a college degree and current employees would be exempt.

Mr. Brown questioned the requirement of a college degree and indicated that there were a lot of people who could not afford to go to college. He expressed concern that certain individuals would be disqualified and asked about requiring a two-year degree rather than a four-year degree. Mr. Rosenberg stated that involves specialized training.

Mr. Rosenberg asked if this was a new position. Ms. Weingarden replied, “No.” Mr. Rosenberg asked if this position is already filled. Ms. Weingarden replied, “No.” Mr. Rosenberg asked if filling the position would add to the budget. Ms. Weingarden replied that it should not add to the budget because it was an opening within the Treasurer’s Office complement. Mr. Kaplan stated it would add to the budget because although it is an authorized position, it is not budgeted.

Ms. Weingarden stated that \$150,000 was removed after the budget was approved and therefore, there would be adequate funds to fill the position. Mr. Rosenberg disagreed and indicated that substantial unfunded expenses have been discovered.

Mr. Rosenberg stated that the part-time receptionist has been temporarily working in the Treasurer’s Department. Mr. Brown stated he has received complaints from residents upset about getting an automated voice mail rather than a live person.

Mr. Kaplan stated there were two issues: (1) should this position be filled and (2) if yes, should it be filled by an additional staff member or a lateral move in house.

**CONSIDERATION TO FILL SENIOR ACCOUNT CLERK POSITION IN THE
TREASURER’S DEPARTMENT WITH AN UPDATE TO THE JOB DESCRIPTION**
(Continued)

Mr. Rosenberg asked if there have been any comments that this position should not be filled. Ms. Maier replied, “No.” Mr. Rosenberg asked if she spoke with the Supervisor. Ms. Maier replied, “Yes” and indicated that the Township Supervisor has reviewed the ongoing overtime in the Treasurer’s Office and felt that at a minimum, a part-time person should be hired.

Mr. Brown stated he requested that the overtime be tracked in the department and indicated that half of the overtime has been from the Deputy Treasurer. Mr. Kaplan stated his understanding was that was a salary position. Mr. Brown felt that the Treasurer’s Office needed assistance; however, he did not feel it was necessary to have a full-time position and that a part-time individual could fill the position.

Ms. Weingarden pointed out that the Township Board approved the removal of a staff member from her department and she was simply trying to fill the vacancy that has been left in her complement. She already had a lean staff and one employee was removed during the tax collection period, but it was not through a vacancy, retirement or attrition. There was no reason why the funds should not have remained in her budget. She added that no other opening in Town Hall has been denied and therefore, she questioned why the Treasurer’s Office is being targeted and not being allowed to have adequate staffing.

Mr. Brown stated that if the HR Director as well as the Supervisor feel the position should be filled by a part-time person in house, he did not have a problem with the request; however, he expressed concern with hiring an outside individual.

Mr. Kaplan stated he heard Ms. Weingarden’s proposal as well as met with the employees and felt the tension in the office because the employees feel overworked. He stated that Ms. Weingarden is seeking a full-time position and the HR Director has indicated that it should be filled. Mr. Rosenberg stated that Ms. Maier indicated that it should be a part-time position. Ms. Maier stated the position should be filled at a minimum of part-time.

Mr. Rosenberg asked if she was indicating that there should be a full-time position and the hiring freeze be waived. Ms. Maier stated that when she had discussions with Ms. Weingarden about filling the position, the intent was to fill it internally and therefore, it would not be posted outside.

Mr. Rosenberg asked that if Ms. Maier felt a full-time person was necessary, could it be accomplished within the confines of a hiring freeze. Mr. Kaplan stated it could be accomplished with a lateral move. He stated that the person be taken from a department that can spare an employee.

**CONSIDERATION TO FILL SENIOR ACCOUNT CLERK POSITION IN THE
TREASURER’S DEPARTMENT WITH AN UPDATE TO THE JOB DESCRIPTION**
(Continued)

Mr. Rosenberg did not have any objection to moving people around internally and indicated that he would not approve additional funding to fill a position. However, he questioned the domino effect and when it would end. He suggested that this item be tabled to the next meeting and have the HR Director provide information as to what department the individual would come from.

Mr. Brown stated that taxes will become payable the first two weeks of February and he wanted the position to be filled as soon as possible to allow for adequate training.

Ms. Maier stated the original plan was to have the receptionist located in the Treasurer’s Office and maintain her receptionist duties. However, Ms. Weingarden felt she needed a full-time person. She stated that if people are continually pulled from other departments, there will be constant movement within Town Hall as indicated earlier.

Mr. Brown stated that hypothetically, the person could be pulled from the Development Services Department since there is 7 or 8 clerical support staff in that department. He did not feel a part-time receptionist should be moved into a position because it is a downgrade for the full-time employees.

Motion by Mr. Kaplan and supported by Mr. Rosenberg to recommend to the Township Board that the Senior Account Clerk position within the Treasurer’s Department be filled, with the Human Resources Director posting the position for an internal transfer and that no new hires or additional expenditures take place.

**Ayes: Brown, Kaplan, Rosenberg
Nays: None
Absent: None
Motion carried**

**CLARIFICATION OF START DATE OF OFFICE MANAGER/EXECUTIVE
ASSISTANCE IN THE CLERK’S DEPARTMENT**

Ms. Shaughnessy stated that when an employee is promoted, there is a significant raise and it triggers a new anniversary date. She stated her Executive Assistant/Office Manager began employment in the Clerk’s Office on 11/21/08 and when she upgraded the position from level 5.5 to level 6 in January 2009, the date was changed to January. Therefore, the employee was not entitled to a raise after one year and had to wait until January.

CLARIFICATION OF START DATE OF OFFICE MANAGER/EXECUTIVE ASSISTANCE IN THE CLERK'S DEPARTMENT (Continued)

Mr. Rosenberg asked if she was asking to have it retroactive to November 21st. Ms. Shaughnessy replied, "Yes."

Ms. Duncan stated that when the individual was given an increase on 01/12/09, that was the effective date of the increase. She questioned whether that increase should be revised as well. Mr. Rosenberg stated that the increase should be retroactive to 11/21/08.

Motion by Mr. Kaplan and supported by Mr. Rosenberg to recommend to the Township Board that the Executive Assistant/Office Manager pay be retroactive to 11/21/08, making her eligible for a step increase.

**Ayes: Brown, Kaplan, Rosenberg
Nays: None
Absent: None
Motion carried**

AUDIENCE GENERAL COMMENTS/QUESTIONS

Ms. Furman referred to the proposal regarding the Development Services Senior Development Clerks and stated that in the past, the union met with the department heads to discuss any changes prior to any decisions being made and asked that the union be given that opportunity again.

ADJOURNMENT

There being no further business, the meeting adjourned at 2:40 p.m.

Respectfully submitted,

Marya Duncan

Marya Duncan
HR Specialist

NOTE: Approved minutes of this meeting are maintained as part of the public record and are available upon request. A fee will be required for copies of all meeting tapes and and/or approved minutes. Please contact the Human Resources Department for information.