



# Human Resources and Riverside Public Utilities Service Level Agreement

AS PRESENTED TO THE BOARD OF PUBLIC UTILITIES ON  
NOVEMBER 14, 2022

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# Service Level Agreement

Between Riverside Public Utilities and City of Riverside Human Resources Department

Human Resources is excited to continue the strong partnership with RPU to help the department continue the mission to provide the highest quality municipal water and electric services to benefit the community. We look forward to continuing this positive relationship to collaborate on current and future personnel needs of the Department.

## Purpose

The purpose of this Service Level Agreement (SLA) is to establish a collaborative, strategic, and supportive two-way partnership between Human Resources (HR) and Riverside Public Utilities (RPU). This SLA will:

- Formalize support and working assumptions between HR and RPU
- Define mutual requirements and responsibilities for critical processes and overall performance
- Strengthen communication between RPU and Human Resources
- Outline a collaborative process to identify RPU priorities and goals annually

## Alignment

The HR Department supports the achievement of the City of Riverside's strategic plan, Envision Riverside 2025, and incorporates the City's Cross-Cutting Threads into how we serve our internal customers:

- **Community Trust** – Riverside is transparent and makes decisions based on sound policy, inclusive community engagement, involvement of City Boards & Commissions, and timely and reliable information. Activities and actions by the City serve the public interest, benefit the City's diverse populations, and result in greater public good.
- **Equity** - Riverside is supportive of the City's racial, ethnic, religious, sexual orientation, identity, geographic, and other attributes of diversity and is committed to advancing the fairness of treatment, recognition of rights, and equitable distribution of services to ensure every member of the community has equal access to share in the benefits of community progress.
- **Fiscal Responsibility** - Riverside is a prudent steward of public funds and ensures responsible management of the City's financial resources while providing quality public services to all.
- **Innovation** - Riverside is inventive and timely in meeting the community's changing needs and prepares for the future through collaborative partnerships and adaptive processes.
- **Sustainability & Resiliency** - Riverside is committed to meeting the needs of the present without compromising the needs of the future and ensuring the City's capacity to persevere, adapt and grow during good and difficult times alike.

Our work is aligned to the City Strategic Priority of **High Performing Government**, Goal 5.1: **Attract, develop, engage and retain a diverse and highly skilled workforce across the entire city organization.**

## Human Resources Mission & Vision Statement

### **Vision Statement**

We aspire to be a trusted partner, delivering progressive, people-focused solutions to ensure the City of Riverside thrives.

### **Mission Statement**

The Human Resources Department is committed to integrity and transparency in our interactions with others; fostering an inclusive and diverse culture; and building a safe, cohesive working environment that ensures individual and organizational success.

## Service Performance

HR staff are available during regular business hours. HR observes the standard, approved City holidays. HR Leaders are available for emergencies after hours.

Human Resources provides consultation, advice, assistance and support on the implementation and application of the organization's HR policies and procedures with regards to employee relations, selection and recruitment activities, employee & organization development, benefits administration, classification and compensation, employee transaction processing, and worker's compensation for RPU.

### HR and RPU Collaborative Service Agreements

The HR team ensures that all RPU inquiries are handled and responded to in a timely manner. Subsequent follow-up times may vary based upon the complexity of the issue and the specific follow-up will be agreed upon between the HR subject matter expert and the staff requesting assistance. The service time for each function will vary based upon service type. More complex inquiries will be handled on a case-by-case basis.

### RPU Resources

RPU funds additional staffing resources in Human Resources to ensure HR has the capacity to respond to RPU's higher volume of requests. For the areas where RPU has provided additional resources, below are the service level agreements that are in place.

#### *Recruitment*

Recruitment is a top priority for RPU and HR, and joint agreements will be in place regarding response times for both HR and RPU. An approved P1/requisition in NeoGov is the trigger for HR to begin the recruitment process. Upon receipt of a new approved recruitment, HR and RPU will agree on a recruitment plan and timeline that addresses the department's staffing needs. HR and RPU will meet as needed to discuss any relevant recruitment updates.

#### *Employee Relations*

Timely response to an employee performance inquiry or discipline request is important to ensuring the issue remains relevant, and that discipline or coaching is administered as quickly as possible. Provide guidance on performance coaching, progressive discipline and the investigative process; administration of the grievance process and other related labor relations matters. Serve as department leave

administrator. HR and RPU will meet on a regular basis or as needed to provide status updates on various matters.

#### *Employee Training and Organization Development*

- HR provides a calendar of training programs in which staff citywide can participate. Additional sessions of each workshop will be offered to accommodate varying employee shifts and scheduling. RPU will be eligible to participate in any City employee training and development programs including supervisory skills, Career Development program, and other soft-skills programs being offered.
- HR will provide a second cohort of the Emerging Leaders Academy and RPU will be guaranteed up to twenty (20) seats.
- HR will provide custom training programs to RPU for learning needs that are not offered as part of the City calendar. HR will provide change management and culture change services as requested by RPU to support RPU initiatives and organizational changes.
- HR will administer the education reimbursement program citywide.

#### *Monthly Executive Meeting*

The HR Director and RPU General Manager will meet monthly to discuss collaborative efforts, priorities, goals and progress.

#### *Annual Joint Planning, Priorities and Goal Setting Meeting*

The HR leadership team will meet with RPU Executives on an annual basis to discuss RPU's priorities and goals for the upcoming Fiscal Year and how HR can partner with RPU to best achieve their goals. The meetings will occur no later than September 30th of each fiscal year.

For questions related to this SLA, please contact:

Human Resources Director  
Rene Goldman  
(951) 826-5271

## Appendix

### RPU-specific HR Contacts and Services Provided

Service	RPU Contact	HR Division Description
Administration	Deputy HR Director – Administration	<p>The Administration Division is responsible for developing and administering the department budget, records management, processing employee transactions and position control.</p> <ul style="list-style-type: none"> <li>• Performance Appraisals</li> <li>• Personnel transactions</li> <li>• Position control</li> <li>• Contract management</li> <li>• Employee Service Awards</li> <li>• HR Board</li> <li>• Records management</li> <li>• Budget development/Monitoring</li> <li>• Subpoena processing</li> <li>• Employment verifications</li> <li>• Policy development</li> </ul>
Benefits	Deputy HR Director	<p>Administer a comprehensive benefits and wellness programs. Provide innovative programs and services to mitigate risks and improve health and well-being.</p> <ul style="list-style-type: none"> <li>• Benefits program management</li> <li>• Health care facilitation</li> <li>• Annual open enrollment process</li> <li>• Retirement process</li> <li>• Manage benefit eligibility</li> <li>• Administer and implement wellness program</li> <li>• Vendor management</li> <li>• Benefits policy development and maintenance</li> </ul>
Classification & Compensation	Principal HR Analyst	<p>Provide classification and compensation programs which are equitable, compliant, and which recognize, reward and retain a diverse and highly skilled workforce.</p> <ul style="list-style-type: none"> <li>• Develop and maintain classification and compensation structure</li> <li>• Annual Reclassification Process</li> <li>• Reclassification Studies</li> <li>• Salary Surveys</li> </ul>
Employee & Labor Relations	Principal HR Analyst	<p>Administer memoranda of understandings for the City's labor partners. Coach and counsel City supervisors and managers on</p>

		<p>employee performance and discipline, while minimizing liability risk for the City.</p> <ul style="list-style-type: none"> <li>• Leaves of Absence administration</li> <li>• ADA consultation and coordination</li> <li>• Policy and legal compliance</li> <li>• Investigations</li> <li>• Discipline and dismissal</li> <li>• Conflict and complaint resolution</li> </ul>
Employee and Organization Development	Principal HR Analyst	<p>Provide professional learning opportunities which provide individuals and teams resources to develop their job skills, knowledge, and effectiveness, prepare for future career growth opportunities, and meet compliance obligations.</p> <ul style="list-style-type: none"> <li>• Offer a calendar of soft skills, supervisory, light technical, and leadership development training.</li> <li>• Mandated training</li> <li>• Organization design consultation for organization structure changes and restructures. Implement change management strategies as needed to ensure the success of the changes.</li> <li>• Change management and culture change initiatives</li> <li>• Employee engagement survey administration and analysis</li> <li>• Teambuilding and individual, team and group interventions and customized meeting facilitation</li> <li>• Education reimbursement program</li> <li>• Volunteer, apprentice, and intern program management &amp; training</li> <li>• RPU Exit Interviews</li> </ul>
Recruitment	Principal HR Analyst	<p>Provide full scope recruitment services that attract and retain a diverse and highly skilled workforce.</p> <ul style="list-style-type: none"> <li>• Develop and execute recruitment plans</li> <li>• Outreach to diversity applicant pools</li> <li>• Application review to identify qualified candidates</li> <li>• Applicant skills assessment</li> <li>• Background checks and pre-employment testing</li> <li>• Executive Recruiting</li> </ul>
Safety	Safety Manager	<p>The Safety Division is responsible for maintaining a safe and healthy workplace for</p>

		all employees in compliance with applicable laws and regulations.
Worker's Compensation	WC Supervisor	The Workers' Compensation Division is responsible to make certain that injured workers, and their dependents in the event of their death, receive promptly and accurately the full measure of compensation to which they are entitled.