Human Resources Department

Over the past year, the Human Resource Department was busy ensuring the City's workplaces were safe and compliant with all the new rules and regulations resulting from COVID. However, despite all the unexpected challenges, Human Resources was able to accomplish great things because of the administration's commitment to advance the City as a high-quality progressive workplace.

The Human Resources team welcomed 37 new hires, of which 21 are full-time, and 16 are part-time. New employees are so critical to the success and growth of the City. Each new hire brings a fresh perspective and new ideas, which helps us improve our processes.

The Human Resources Department welcomed a new Administrative Assistant, Maria Burrell. Maria has been a part of the City of Wilmington family for over three years. Before joining the Human Resources team, Maria supported the Service Director's Office and Building and Zoning Department. Maria hit the ground running, and in the short time she has been in the Human Resources Department, she has improved both the Department and the support we provide to the employees.

A wellness and rewards program was introduced as part of the City's medical insurance benefit offering. GO365 allows employees and their spouses to earn rewards for healthy activities such as workouts, preventive exams and more. We have had an overwhelming response to GO365! Out of the roughly 225 registered employees and spouses in GO365 we have 135 participating! I am very excited to see what 2021 brings for our new wellness initiative. HR will continue to drive participation and engagement in the wellness program throughout the year.

During 2020, new technology was integrated into the Human Resources department, to set us up for great success in 2021. One of those technologies is *bswift*, a benefits administration system. This platform will streamline the employee benefits process allowing employees to enroll in benefits in an online system. In addition to countless educational videos, *bswift* also includes a decision support feature that uses artificial intelligence to ask the employee a series of questions about what medical expenses are expected in the coming year. The system will then compare the plans and suggest the best options for the employee. Since employees can do benefits enrollment from home, the employee can include their spouse and family in the benefits selection decision.

Another technology Human Resources began implementing in 2020, is the Pryor Learning Management System. Pryor not only includes the annual regulatory training such as Harassment and Discrimination training, but it also includes skill-based training such as Microsoft Office and Customer Service. Human Resources will have the ability to assign courses and track completion inside the Pryor system. The system will also allow departments to be more productive since each training is self-paced, and we will not have to cripple everyday operations to accommodate all employees into a few training sessions.
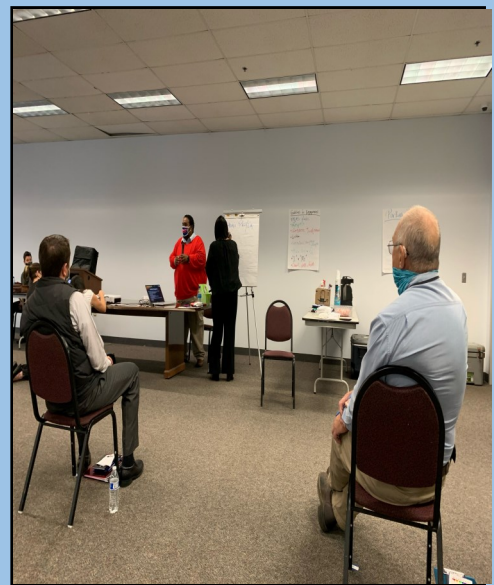
Human Resources Department

Another new addition to Human Resources is a service window! Employees and the public can receive help or get questions answered through the new window. The window enables us to have safe interactions with visitors during the pandemic.

Lastly, a new technology Human Resources has started implementing in 2020 is the Newton Applicant Tracking System. Newton allows employment applications to be submitted online! Newton also helps on the back end with the Administration of job applications, interviews, job offers, etc. Newton is a one-stop-shop for the entire life cycle of an application. When fully utilized, this system will allow for a better experience for the applicant, hiring manager, and Human Resources.

We are excited as we look forward and plan for the new year. The City Administration's support in 2020 and all Human Resources accomplishments, have created a foundation for continued success in 2021.

Greg Muenchen, Director of Human Resources
Maria Burrell, Administrative Assistant