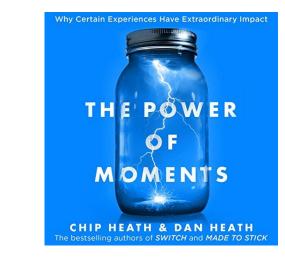


# **A NEW LOOK AT HIRING**







# Transitions

Culture

Clarification

Consistency

### **The Great Resignation - Adobe Survey**

Rachel King-Fortune Magazine-August 26, 2021

### 3,400 enterprise workers Gen Z 18-24 Millennials 25-39

More than half Gen Z workers plan to pursue a new job in the next year—more than any other generation. They are the least satisfied generation at work, with only 56% satisfied with work/life balance and 59% with their job overall.

Gen Z (57%) and millennials (54%) feel most pressured to be always available and are most likely to describe their job as repetitive (65% and 58%, respectively) and tiring (65% for both).

### Fend off Burnout

Positive Experiences

Mental Health Resources

Digital Mindset

Employee Experience Solutions via Qualtrics (SHRM) Hybrid Work Environment

**Research Trends/Explore the Non-Typical** 

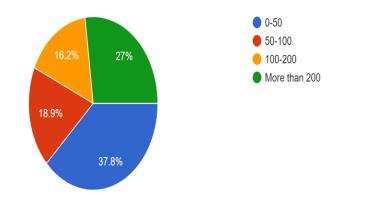
Transitions are almost always signs of growth, but they can bring feelings of loss. To get somewhere new, we may have to leave somewhere else behind.

#### Fred Rogers

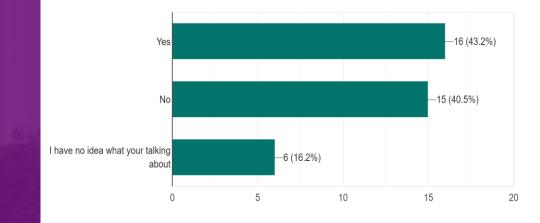
## **Transitions**



How many employees are in your agency? Please include full, part-time, seasonal etc. <sup>37</sup> responses



Does your agency have an official onboarding program for Parks & Recreation? <sup>37 responses</sup>



How much time do you spend on training new employees <sup>37</sup> responses



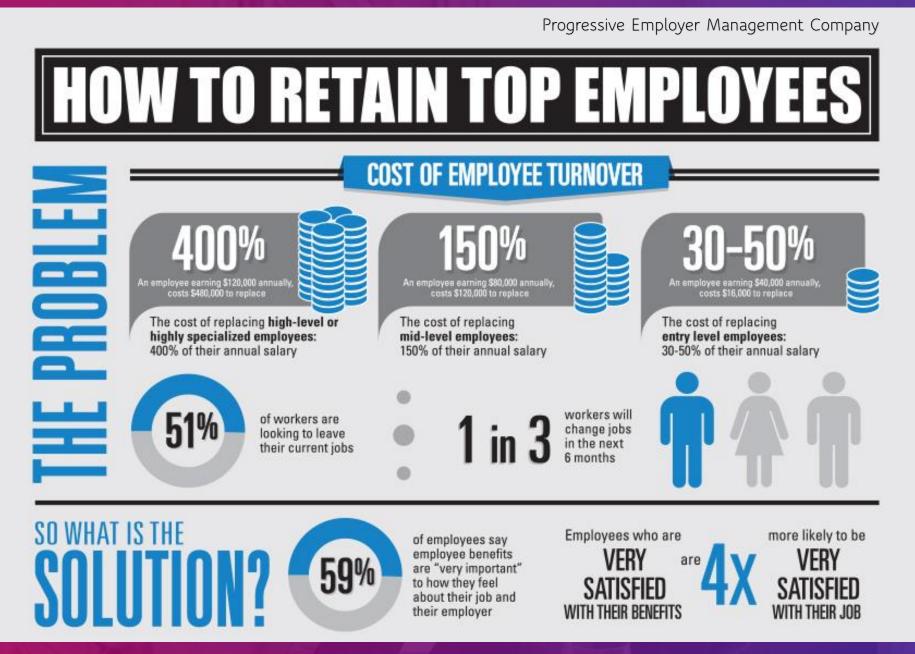
### **Connection = Retention**

# What is drawing people to corporate jobs?

- Compensation
- Potential for growth succession planning
- Workplace environment
- Remote work opportunities
- Workplace benefits
- Why are people choosing fast food over parks & recreation? How long does it last?
- Onboarding vs Hiring

What is drawing people to Parks & Recreation jobs?

- Culture
- Previous involvement in sports/recreation
- Compensation
- Create a connection to people
- Remote work conditions, can we adjust.....
- How do we prevent leap frogging from agency to agency or from corporate to government?
  - Successful succession planning, clear goals for each employee
- Blanket Hiring vs Personalized Onboarding







Midco® Aquatic Center: Ages 15+ Recreation Division: Ages 15+ & 18+

SIOUX FALLS

#### **CLICK HERE FOR DETAILS & TO APPLY!**



Have questions about working at Collinsville Aqua Park? Check out the FAQ's below for more information. If you still have questions after reading through the FAQ's, email Jessica at jwiedman@collinsvilleil.org.

#### How do I apply to work at Collinsville Aqua Park (CAP)?

- Apply online at <a href="https://collinsvilleil.applicantpro.com/jobs/">https://collinsvilleil.applicantpro.com/jobs/</a>
  - For your safety and the safety of our staff, we currently prefer online applications only.
- You can apply in person by visiting our office during operating hours (Monday – Friday, 8:30 am – 5 pm),
  - If you choose to apply in person, please contact our office ahead of time to ensure our hours have not changed. You can email Jessica at jwiedman@collinsvilleil.org or call (618)-346-7529.
- By printing an application from our website and mailing it to
  Jessica Wiedman

10 Gateway Dr. Collinsville, IL 62234

#### City of Detroit Parks and Recreation Division

looks to fill

### **200 seasonal positions**

during job fairs on:

APRIL 9 • 2-6 p.m. Crowell Recreation Center, 16630 Lahser Road

APRIL 11 • 9 a.m.-2 p.m. Kemeny Recreation Center, 2260 S. Fort Street

APRIL 12 • 9 a.m.-2 p.m. Young Recreation Center, 2751 Robert Bradby Dr.

APRIL 17 • 2-6 p.m. Farwell Recreation Center, 2711 E. Outer Drive

Parks & Recreation Department



A New Look at Hiring





For more information, go to **detroitmi.gov/employment** 

### **Sell the Sizzle**

SOUTH JORDAN CITY RECREATION

MULLIGANS

### **APPLY HERE**

### We're hiring a Business Manager!

**Fun Environment Grow a Business Government Benefits ☑**\$82,601-\$99,947\* Salary **☑** Community Involvement



Salt Lake County Parks and Recreation 🥝 Yesterday at 10:36 AM · 🚱

If you're looking to dive back into the job market, or if you're new to the market, AND you've got swimming skills, we want you to apply with us. Flexible hours, professional training, and great coworkers. Apply: bit.ly/slcoguard #PeopleParksPlay #WorkPlayPay



**NOW HIRING:** LIFEGUARDS bit.ly/slcoguard 回潟回



Heather has been a crossing guard with **Clearfield City for 12** years. She loves being a crossing guard for so many reasons. **#1** is being able to interact with the kids and parents. Come join our

...

at could be more ortant than saving a fe of a child? Heathe

Department 🗗 🎯 🕑

https:/clearfield.city/job-openings/

team!





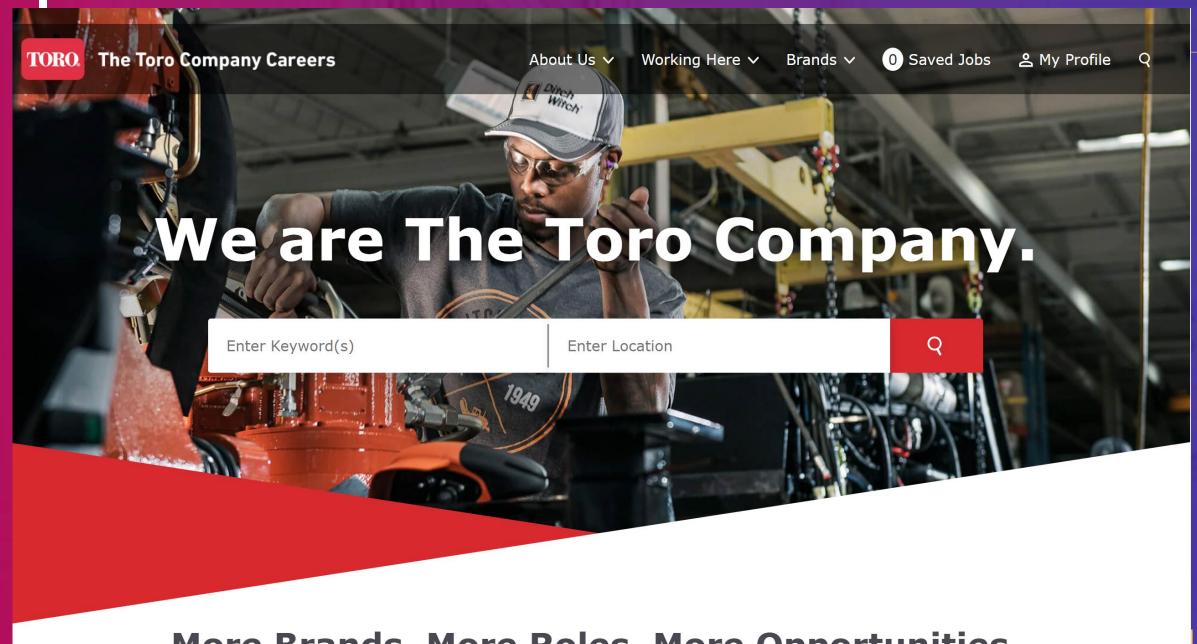








# Corporate World



More Brands More Poles More Opportunities

TORO. The Toro Company Careers

About Us  $\checkmark$  Working Here  $\checkmark$  Brands  $\checkmark$  0 Saved Jobs  $\triangleq$  My Profile Q

#### 

#### Life at The Toro Company: Community Values

Listen to employees from across The Toro Company on how they love our community and culture of belonging, trust and integrity.

Up Next: Sustainability at The Toro Company

#### Volunteerism

- Dollars for Doers Program TTC grants \$300 to a qualifying nonprofit when an employee volunteers 30 hours or more of personal time in a year.
- Individual Heroic Effort Program TTC recognizes those who participate in multi-day or marathon fundraising events by matching monies raised, up to \$1,000.
- One of TTC's greatest community contributions comes in the form of employee volunteerism. The Everyday Hero Award recognizes individual employees who demonstrate an extraordinary commitment to strengthening Toro communities through volunteerism.

MEL 81 PRODUCT DEVELOPMENT

#### **Wellness Programs**

- Wellbeats On-demand fitness and nutrition classes.
- Calm An app that helps you to get better sleep, lower stress and lessen anxiety.
- Learn to Live Online mental health programs for anxiety, depression, insomnia and/or substance abuse.
- Fidelity Retirement Planning Retirement planning resources and advisors available.

#### **Team Participation in Nonprofit Events**

• When six or more employees participate in an event, TTC will match monies raised, up to \$1,000.

### **Benefits That Have** Your Back

People are at the heart of what we do at The Toro Company (TTC). And we provide the resources our workforce needs to be stable, secure and supported. We offer a competitive and comprehensive benefits program, designed to meet your health and welfare needs, as well as build financial security for your future.

#### Health

- Medical, Dental, Vision
- · Life & Disability Insurance
- Paid Parental Leave
- Accidental Death & Dismemberment Insurance
- Business Travel Accident Coverage
- Pet Insurance

### Wealth

- 401(k)
- Paid Vacation and Holidays
- Toro Employees Federal Credit Union
- Adoption Assistance
- Tuition Reimbursement Programs
- Scholarship Programs
- Equipment Purchase Plan
- Matching Gift Program
- Discount Tickets to Local Attractions

### **Job Hunt**

38 Applications12 Interviews4 Job Offers1 Acceptance12 GhostsAverage respons

Average response rate to either interview or rejection – 6 weeks Unemployed 90 Days (Ghosting Principal)

### **The Job Hunt Process**



### Competition

• Job Descriptions

Selling the experience before the job is even mentioned St George City Qualtrics

- Advertising
- Text that excites and engages future employees

- Where impact meets opportunity Building the better local business. McDonald's Works For Me. Don't just work harder. Career better It's Our People Who Make the Difference
- Workplace environment

Work Hard

Growing together,

prospering together

- Testimonials
- Color, Design, First Look

A New Look at Hiring

### Parks & Recreation

- Job Descriptions
  - Is Standard Enough..... Quarterly, Lunches, Gamification, Break Experiences, technology provided
- Culture Paragraph
- Advertising Now Hiring, <u>Help Wanted</u>, IS NOT ENOUGH
- Posting Indeed, Ziprecruiter, URPA, Monster, Utah.gov, <u>Glassdoor</u>
- Compensation monetary, mental, social
- Create a connection to people
- Create the bond between HR and Parks & Recreation
- Remote work conditions, can we adjust.....
- The most dangerous phrase in the language is "we've always done it this way." Rear Admiral Grace Hopper

### Tell Me the Why

Scholarships?

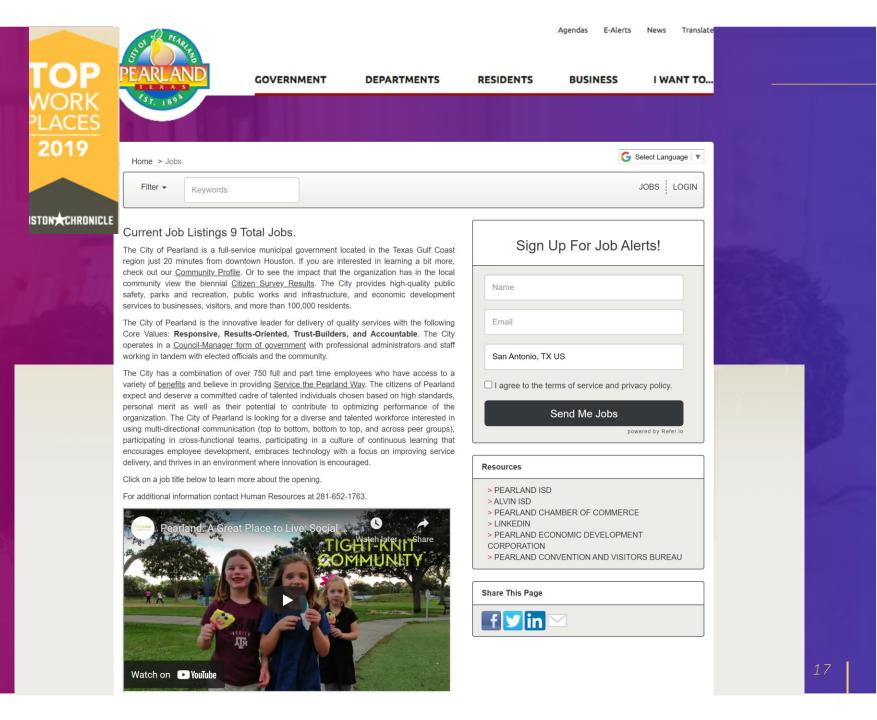
Why work for this team?

Testimonials

Mission, Vision, Values

Career Path

Awards



### Tell Me the Why

≡ Menu >

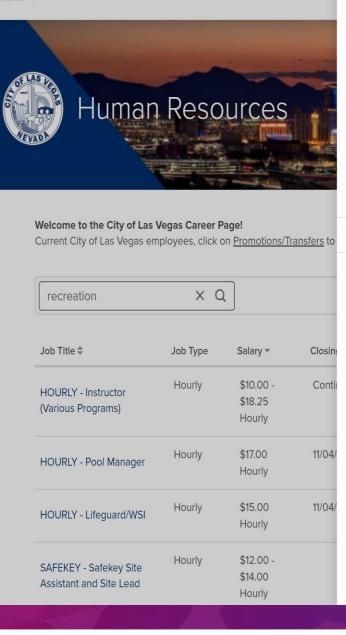
# Why work for this team?

### Testimonials

Mission, Vision, Values

### Career Path

A New Look at Hiring



#### in $\sim$ APPLY HOURLY - Pool Manager Salary (i) \$17.00 Hourly Location (i) City of Las Vegas, NV Job Type Hourly Parks and Recreation Department Job Number HRLY2021 Closing 11/4/2021 11:59 PM Pacific BENEFITS QUESTIONS DESCRIPTION About the Position **Career Opportunity:** The City of Las Vegas Parks & Recreation department invites applications for Pool Manager. This is an hourly level, part-time position. Scheduled hours for this position are limited to 19 hours or less per week (Shift will vary based on the needs of the programs and facility). Hourly employees are also limited to 1,560 hours of work in any 18 month period. Supervision Received Receives general supervision from higher level supervisory or management staff. POOL LOCATIONS Municipal Pool • 431 E. Bonanza Road Pavilion Pool • 101 S. Pavilion Center Drive Doolittle Pool • 1940 N. J St. Garside Pool • 250 S. Torrey Pines Drive Carlos L. Martinez & Darrio J. Hall Pool • 889 N. Pecos Road Baker Pool • 1020 F. St. Louis Ave

### Interviewing/Reviewing



### Competition

- Applying Hiring on the spot
- Interview Questions <u>Digital Interview</u>
- Process Text, Email, Push Notifications on next steps
- Timeline Infographic that shows the process after interview, portal for tracking process. Info sheet of helpful information.
- <u>Career Expert Advice for quitting your job</u>

### Parks & Recreation

- First Impression <u>Website</u>
- Applying <u>What do our applications look like?</u>
  You're on the clock competing with other employers
- Interview Questions Thought provoked, custom to job

Values Question

Key question – Values, Mission, Vision Exercise

Entry Level – 15-20 minutes; Mid Level – 20-25 minutes; Executive Level – 30-40 minutes; Group – 15-20 minutes per group.

- Process How do we communicate back to the applicant?
- Timeline Do we have a clear timeline of the next steps? How do we avoid ghosting applicants?

Create the kind of workplace and company culture that will attract great talent. If you hire brilliant people, they will make work feel more like play.

**Richard Branson** 



### **Introduction to the Culture**

### Competition

- Research the competition in your community
  - Top employer in your city, county, geographical area
  - The private sector isn't copying us in our hiring practices
  - CEOs aren't calling City Managers for advice

### Parks & Recreation

- Acceptance Letter
- Link to Intro Videos <u>Director</u>, <u>Mayor</u>, Council Reiterate core values, mission and vision
- Custom Swag Options Sheet. Custom Office Supplies.
- Email employees of new employees start date
- Prepare outline for first day
- Prepare email/text of what is expected the first day i.e., dress code, supplies, documents, office space, etc.
- Before the first day
  - Paperwork Employee Cheat Sheet
  - Cheat Sheet plays a critical role in the onboarding customization process

### Swag Up

YOUR CHOICE MATTERS



CHOOSE 1 JACHET OR HOODIE 2 POLO'S 2-3 T-SHIRTS

PLEASE SPECIFY SIZE, COLOR, QUANTITY OF EACH

MORE INFORMATION WWW.SANMAR.COM WWW.NEXTLEVELAPPAREL.COM



### **Before the first day**

Prepare Paperwork Packet

Think about what can be prefilled out or done before first day i.e., CPR, first aid, training videos, payroll documents NO paperwork first day

Prepare Office Space = Home at Work

phone charger, speakers, headphones for remote/conference calls office organizer, paint colors, NEW office chair, TV, office sign, etc.

- Prepare Outline for first week Washington City
- Assign Mentor or Buddy Washington City example

### Gift basket preparation – uniform, business cards, favorite candy bar, custom gift card (employee cheat sheet)

- Prepare jargon cheat sheet software, city talk, budgets, etc.
- Prepare technology passwords, login information, voicemail, phone setup, etc.
- Notify other departments of new hire
- Review employee cheat sheet for customization

### **Employee Cheat Sheet**

Employee Infor	rmation		Date:
EMPLOYEE INFORMATI	ON		
Name:		Start date:	
Position:		Manager:	
FAMILY LIFE			
Married Single Div	vorced Other	(optional)	
How many kids Spouse Name: Names			
PERSONALTY			
Favorite color:	What motivates You	:	
Favorite movie:			
Favorite food:		ad:	
Favorite song:	Favorite singer:	Fav	orite genre of music:
Hobbies:			
			anguages:
Favorite book:	Fa	avorite quote:	
FUN If you could vacation anywhe What's the coolest thing you			
If you had \$25 what would yo			
– If you could be any animal w	hat would you be and why: _		
If you were a superhero who	would you be and what wou	uld your super hero pov	ver be:
What's was your favorite toy	growing up:	What's your f	avorite toy now:
If you had a day to yourself v	vhat would you do:		
- What's something that most	people don't know about you	J:	

What's one of your guilty pleasures	What's	one	of	vour	quilty	pleasures
-------------------------------------	--------	-----	----	------	--------	-----------

What's your favorite thing to wear: \_\_\_\_\_

If you could have a meal with anyone dead or alive who would it be and where:

#### WORK LIFE

What do you like most about your job:

What motivates you to accomplish your goals:

On a scale of 1 being poor and 10 being excellent how would you rate your job right now: If less than a 6 how can it be better:

What's something you want to accomplish/learn at work that you haven't been able to do yet:

How do you like to be
complimented:
Verbal
Physical – Note, Gift, H
Five, etc.
Public – Meeting, in a
Crowd

If you could change one thing about your job what would it be:

#### VALUES

Please list values that are important to you:

Please list work values that are important to you:

#### OTHER

Please write any other information you want to share:

### Tech Up

YOUR CHOICE MATTERS





OFFICE CHAIR SELECTION CHOICE OF WINDOWS OR OS DEVICE CHOICE OF 3 CUSTOM OFFICE TECH ITEMS UNDER \$25 DESK OR STANDING MOBILE OR DESKTOP SPEAKER(S) FOR OFFICE

### **First Day-Soccer Referee**

- First Day of Training
  - Refer to Centerville Soccer Referee Onboarding Sheet
  - Meet the Team
  - Social Media Intro/South Summit Intro of Lifeguards
  - Intro Mentor/Buddy
  - <u>Team Building Activity</u> Who's on the bus? <u>Card game</u>
- Gamification What can we do to gamify within our programs?
- Company Culture
  - Buy in to the purpose
- Department Perks Flexibility, Scholarship Stipend,
- Communication
- Field Day Experience
  - Scrimmage with stop and play training



### **Soccer Referee**

- Refer to Centerville Soccer Referee Onboarding Sheet
- Meet the Team
- Social Media Intro/South Summit Intro of Lifeguards
- Intro Mentor/Buddy
- <u>Team Building Activity</u> Who's on the bus? <u>Card game</u>
- Buy in to the purpose
- Talk about progression opportunities



#### Job Summary

This is a part-time position working under the direction of the Recreation Director, Program Supervisor, or Site Supervisor. Responsible for officiating the youth soccer league. Maintain standards of the game; detect infractions of rules and decide penalties according to established regulations; instruct players on the reason for the violation. Assist with field preparation and control of the overall game. Maintain a high level of professionalism and customer service. Exhibit and emphasize teamwork and sportsmanship. Perform other duties as assigned.

#### First Day Experience - In Class Training - 60 minutes

Meet the team

- Picture post to social media for introduction (like a signing day with Utah Grizzly)
- Video Council and Mayor
- Tour of office, facilities, breakroom, restrooms, fields
- Intro to Workspace field, gym logistics, school policy, custom uniform, custom swag (employee cheat sheet)

Intro Mentor/Buddy

· Pair with experienced staff member when possible

Team Building Activity

• Who's on the bus?

Company Culture

- Mission, Vision, Value Video
- Video from Director, Council, Mayor
- Department Lingo
- City Required Training
  - o Handbook

o Risk management - Liability

- Communication
  - Parents/Coaches
  - Emergency Procedures

     Accident/Incident Reports
    - o Non-Emergency vs. Emergency
  - Payroll
    - o Incentive based pay/promotion schedule
    - o Schedule signing up for games, cancelation policy, 3 strikes rule

#### Field Day Experience - Out of Classroom Training - 60 Minutes

Practical Training

- Scrimmage with two teams at practice
- Field Set Up
- Rules

### Full Time Staff Member

- Meet in the Parking Lot
- Custom Welcome Gift Basket (employee cheat sheet)
- Office personalization (creative workspace or black hole)
- Notebook DOCUMENT, DOCUMENT, DOCUMENT
- Power of Moments Dan & Cheap Heath – John Deere Hiring
- Everyday should feel like the rehire day

### Full Time Staff Member Centerville City

#### Job Summary

To plan and coordinate year-round sports leagues for youth and adults and recreation programs for children, teenagers, and adults; to coordinate, direct and plan a variety of recreational and facility use functions; to oversee and coordinate volunteers and volunteer opportunities; to assist organizations with planning and program development and community organizations and residents; and to assist with special events; schedules facilities and volunteers.

#### First Day Experience - Morning - 8:30 - 12pm

Meet in Parking Lot

Custom Parking Spot

Meet the team

- Welcome banner
- Picture post to social media for introduction (similar to a signing day Utah Grizzly Example)
- Video Council and Mayor
- Tour of office, facilities, breakroom, restrooms
- Intro to Workspace Glimpse of office space, custom gift basket, staff shirt, banner at office space, welcome signs from other employees. (Employee cheat sheet)

Intro Mentor/Buddy

Pair with experienced staff member when possible

Team Building Activity

Who's on the bus?

Company Culture

- Mission, Vision, Value Video
- Video from Director, Council, Mayor
- Department Lingo

#### Lunch with 2-3 Staff - 12pm - 1pm

- Time for informal questions
- Turn the conversation to getting to know the people of the company

#### First Day Experience - 1pm - 4pm

Move into office

- Clean This is their home at work, make it comfortable
- Personalized Desktop Screen Welcome,
- Customized Items chair, desk, name plate, leather bound journal, let them order a few custom items to personalize space
- Company Directory Emails, Phone Numbers, Departments
- Tools office supplies, tools to hang/install items

### Gamification

# WORKPLACE GAMIFICATION

INCREASING EMPLOYEE ENGAGEMENT AND PRODUCTIVITY



Gamification in the workplace isn't just about turning work into a game. It's about using psychology to motivate workers, drive higher employee productivity and improve business outcomes. Gamification apps tailor the game mechanics and motivational techniques to add competition to the work environment and foster employees' behaviour needed to achieve important business goals.

### Gamification can be used to:





employees



employees



Engage employees



workflows



Attract young professionals

# The object of philosophy is the logical clarification of thought.

Ludwig Wittgenstein

🖌 quotefancy

**Clarification = Progress** 

### **Employee Progress**

### Continuous Performance Management

- Weekly Check-ins
- Weekly Planning
- Monthly Leadership Training
- 2-3 quarterly goals
  - Provide supplemental support behind the scenes Review, Revise, Recreate, or Chuck it
- Customized employee appreciation
- Progressive reviews, clear plan to next raise, job title or career
- Increases spread out over year based upon performance
- Surveys QR Codes, Email, Texts, Communication Tools
- DOCUMENT, DOCUMENT, DOCUMENT

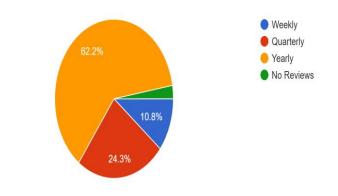
### Resources

Employee Performance Tools

- LinkedIn Learning: Online Courses for Creative, Technology, Business Skills
- <u>HR and Talent Management Resource Library | BambooHR</u>
- <u>www.eloomi.com</u>
- <u>www.allvoices.co</u>
- Employee Recognition Tools
- <u>www.motivosity.com</u>
- Kudos Social Recognition
- <u>try.nectarhr.com</u>
- <u>Bonusly Fun, Personal Employee Recognition and Rewards</u>

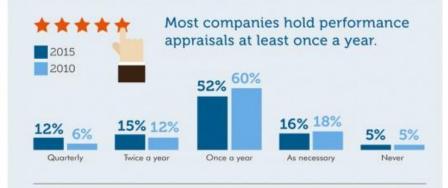
### Employee Progress

How often do you review employee performance? <sup>37</sup> responses



### Performance Reviews vs. 360 Approach

### How Effective Are Performance Appraisals?



### • www.thebalancecareers.com

Resources

- Employee Performance Reviews: Productive Or Destructive? Findmyshift
- <u>13 Employee Performance Review Tips That Actually Improve Performance</u> (quantumworkplace.com)
- <u>32 Performance Review Phrases By Skill (With Examples) | Indeed.com</u>
- Employees Don't Quit Their Job; They Quit Their Boss! | brigettehyacinth.com
- <u>21 Engaging Performance Review Examples (+ Templates)</u> (venngage.com)
- <u>17 Performance Review Templates to Motivate Employees</u> (<u>quantumworkplace.com</u>)

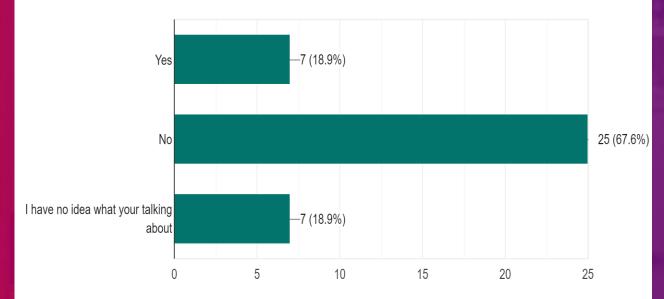
### **Consistency Is HARD but You Can Do It**

### Stay Current with Market

- Create an internal focus group to get relevant feedback from employees
  - Seasonal Advisory Council
  - Part Time Advisory Council Henderson City
- Employee engagement is not easy
  - Combination of custom and blanket employee experience
- Constantly reevaluate process
  - Factors Min. Wage, Economy, Job Force
  - Plan a reoccurring time to update content

### **Offboarding aka When Employees Leave**

Does your agency offer an off boarding process? <sup>37</sup> responses



### When change happens - Learn from It

- Exit Interview Voluntary vs Involuntary
  - Survey for part time, interview for full time if possible
- Off boarding data will improve onboarding process
- Testimonials
- Logistics

Change passwords, logins, access, keys DOCUMENT, DOCUMENT, DOCUMENT, DOCUMENT

Success isn't always about 'greatness'. It's about consistency. Consistent hard work gains success. Greatness will come.

— Dwayne Johnson —

# Consistency

### **THANK YOU!**

