



DEPARTMENT OF HUMAN RESOURCES

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ADMINISTRATIVE SERVICES

Division #25-1053

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CIVIL SERVICES

Division #25-1054

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COMPENSATION & BENEFITS

Division #25-1055

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PERSONNEL

Division #25-1057

DEPARTMENT OF HUMAN RESOURCES

Administrative Services Division #25-1053

Mission Statement

The Department of Human Resources is responsible for all Personnel functions of the City. The Department provides Civil Service functions and oversees all hiring for City Government as well as the Buffalo Board of Education (BOE), Buffalo Municipal Housing Authority (BMHA) and Buffalo Sewer Authority (BSA). The Department administers health and benefits and implements training and wellness programs for all City employees.

The Department is comprised of three Divisions in addition to the Commissioner's Office:

- Division of Civil Service
- Division of Compensation and Benefits
- Division of Personnel

Goals

1. Increase efficiencies through the implementation of the Human Resources' new applicant tracking system (NeoGov). This process will be accomplished through civil service, roster cards, applicant tracking, online applications, grievance tracking, new hire and termination workflows, and employees' and Departments' self-service.
2. Complete revisions of the Rules for the Classified Civil Service for the City of Buffalo and prepare them for public hearing.
3. Further enhance the current remote Civil Service process, allowing electronic submissions of required paperwork and payments.
4. Develop and provide manager specific training with Subject Matter Experts (SME).
5. Continue key controls in the Benefits Department for auditing work and capturing errors internally to ensure the appropriate separation of duties with financial impact.

Activities

1. Oversee strategic planning for Civil Service, Compensation and Benefits and Personnel Departments.
2. Regularly participate in Civil Service decision procedures under Rules 10 & 11 of the Rules for the Regulation of the Classified Civil Service of the City of Buffalo.
3. Train the Department of Human Resource's staff on the new applicant tracking system's capabilities, which will enhance service delivery and decrease the need for paper use.



City of Buffalo
 Recommended Budget 2022-2023
 General Fund

	2020-2021 Actual Amount	2021-2022 Adopted Budget	2021-2022 Revised Budget	2021-2022 Year To Date 4/28/2022	2022-2023 Recommended Budget
1053 HR ADMINISTRATION	154,974	163,919	163,919	122,764	173,829
TOTAL					
12553001 EMPLOYEE RELATIONS	154,874	163,719	163,719	122,664	173,629
PS					
411001 ANNUAL SALARY	152,499	161,019	161,019	119,964	170,929
414001 LONGEVITY	2,375	2,700	2,700	2,700	2,700
12553004 EMPLOYEE RELATIONS	100	200	200	100	200
TR					
458003 REGISTRATION & MEMBERSHIP FEES	100	200	200	100	200



City of Buffalo
Recommended Budget 2022-2023
General Fund

Administrative Services
12553001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Commissioner of Human Resources			1	\$ 126,131	\$ 126,131
Secretary to the Commissioner of Human Resources	5	1009	1	44,798	44,798
Total			2		\$ 170,929

DEPARTMENT OF HUMAN RESOURCES

Civil Service Division #25-1054

Goals

1. Administer examinations for decentralized titles (Wastewater Treatment Plant Operator I, Assistant Filtration Plant Operator, Complaint Clerk, Senior Typist and IT Titles – Help Desk Support Specialist, Systems Analyst, and Systems Administrator) in order to reduce the number of provisional appointments as well as allow incumbents to obtain permanent status.
2. Administer Entry Level Firefighter Examination (exam date is **June 4, 2022**) and assist with recruitment effort to reach diverse, city-wide applicant pool.
3. Continue the hiring process for Police Officer from the current eligible list.
4. Adopt Eligible List for Police and Fire Promotional examinations that were held in the fall to sure that the Police and Fire Departments do not fall below minimum staffing levels.
5. Continue administering State and Consultant prepared examinations for City-wide vacancies, in accordance with existing testing protocols.
6. Streamline process for seasonal appointments such as Lifeguards, First-Class Stationary Engineers and other vacancies as requested by department heads.
7. Schedule public hearings for Civil Service Rules Appendices for reclassification of titles that are pending exempt or non-competitive jurisdictional classification status.
8. Train new Personnel Assistants and Personnel Specialists on the process for planning and conducting decentralized examinations (Typist, Account Clerk Typist, Wastewater Treatment Operator, all MIS titles, etc.); and, training and experience examinations (Occupational Therapist, Physical Therapist, Veterinary Technician, etc.), as well as ordering standard centralized examinations, special accommodation requests, alternate test date polices, etc. in the online portal from New York State Civil Service.
9. Make recommendations for succession planning City-wide as well as onboarding: New hire process (offer letter) and exit process.
10. Review and streamline disciplinary process and procedure (Section 72-75 terminations) and provisional and temporary employee disciplinary actions.
11. Evaluate need for performance review process Citywide.
12. Interface with the MIS Department on implementing the NeoGov applicant tracking system, which will assist with roster cards, applicant flow program and applicant self-service portal. Systems will go live mid-2022 once department heads are advised.
13. Pursue avenues to digitize and archive files in accordance with NYS retention guidelines.

DEPARTMENT OF HUMAN RESOURCES

Civil Service Division #25-1054

Activities

1. Prepare staff and locations for administration of all Civil Service Examinations: written; physical agility; assessments centers; oral board testing; and, military make-up exams in accordance with established protocols from NYS Civil Service.
2. Complete 2021 Annual Report to New York State Civil Service. This includes all new hires, current employees and their status; exams administered and adopted during the year and department projects and goals.
3. Conduct appeal hearings upon request from applicants processing for Firefighter and Police Officer positions.
4. Provide general policy guidance and technical assistance to departments regarding posting, nomination, certification, canvassing, and personnel requisitions.
5. Review and process requests for education stipends for Police and Fire personnel.
6. Maintenance and administration of eligible lists including canvassing, processing candidates and certifying the lists to appointing authority.
7. Review classification plan, assist Department heads to determine staffing needs and develop new titles or update current job specifications as required as well as identifying direct and collateral promotional lines.
8. Train new Personnel Specialists on all aspects of test administration, eligible list management, classification system administration, jurisdictional classification, application review/qualifying, job audits, selection, recruitment, placement and various other civil service procedures.
9. Update and post all City Civil Service examination and vacancies on City webpage.
10. Respond to FOIL requests and employee records requests for pending litigation or disability hearings.
11. On a daily basis oversee and review paperwork for all new hires, reinstatements, change of status, terminations, etc. in accordance with NYS Civil Service Local Transactions Manual.
12. Create and maintain employee roster card and personnel files.

Accomplishments

1. Administered decentralized examinations for Typist, Typist (Spanish Speaking) and Account Clerk-Typist.
2. Processed entry-level Firefighter class (30 recruits).
3. Hired a total of 12 Fire Captains and 15 Lieutenants. Also worked on project to fill positions vacated by IOD incumbents when the department falls below union mandated staffing levels.

DEPARTMENT OF HUMAN RESOURCES

Civil Service Division #25-1054

4. Complete all pre-qualification screening and certification for police civilian hires in accordance with DCJS certification guidelines (online).
5. Complete and update E-Justice certification process to insure that all inactive employees were deleted from the database (total of more than 8,000 entries checked and verified) and that our office is in compliance with standards from the Department of Criminal Justice Services.
6. Processed approximately 4,500 applicants by annual application review for examinations, provisional, temporary, seasonal, non-competitive and unclassified appointments for all City Departments, the Board of Education, the Buffalo Sewer Authority and the Buffalo Municipal Housing Authority.
7. Created and/or revised job specifications for the following positions: Director of Fire Personnel; Deputy Director of Planning; Budget Administrator; Glazier, Director of Capital Improvements, Public Safety Dispatcher, Senior Public Safety Dispatcher, Textbook Coordinator as well as other positions requested by Departments in the City, the Buffalo Municipal Housing Authority, the Buffalo Sewer Authority and the Board of Education.
8. Create training modules and project environment for implementation of NeoGov program to ensure compatibility with our current systems and minimize any problems once the program goes live.
9. Continue process to adopt Model Civil Service Rules and Rules Appendix process. This includes interfacing with all city department agencies and independent agencies for review and justification of titles pending jurisdictional classification.
10. Coordinate in-person hiring events with the Board of Education to process large numbers of applicants in a smooth and seamless manner in order to alleviate critical staffing shortages in school buildings.



City of Buffalo
 Recommended Budget 2022-2023
 General Fund

	2020-2021 Actual Amount	2021-2022 Adopted Budget	2021-2022 Revised Budget	2021-2022 Year To Date 4/28/2022	2022-2023 Recommended Budget
1054 HR CIVIL SERVICE TOTAL	539,236	1,433,259	1,625,043	1,123,147	1,269,172
12554001 CIVIL SERVICE PS	432,834	686,692	686,692	401,628	902,932
411001 ANNUAL SALARY	389,011	596,800	596,800	340,272	756,994
412002 HOURLY SALARY	19,380	45,525	45,525	23,803	37,890
413001 OVERTIME	8,831	22,995	22,995	29,894	86,500
414001 LONGEVITY	5,725	7,125	7,125	5,125	7,150
414007 PERFECT ATTENDANCE INCENTIVE	6,333	8,374	8,374	0	8,525
414028 VACATION BUYOUT	3,554	5,603	5,603	2,534	5,603
415001 AUTOMOBILE ALLOWANCE	0	270	270	0	270
12554005 CIVIL SERVICE SP	112	3,515	4,847	1,993	3,515
461400 POSTAGE	0	100	100	0	100
464000 PERIODICALS	0	415	1,747	1,332	415
467000 MISCELLANEOUS SUPPLIES	112	3,000	3,000	661	3,000
12554006 CIVIL SERVICE SV	106,289	743,052	933,504	719,526	362,725
432002 MEDICAL SERVICES	16,030	106,625	192,305	191,410	132,250
432004 ENGINEER & TECHNICAL SERVICES	86,503	618,205	685,410	487,170	195,000
443301 MACHINERY & EQUIP REPAIRS	59	0	0	0	0
443400 EQUIP MAINTENANCE CONTRACTS	252	272	272	265	400
444101 RENTAL LAND & BUILDINGS	2,010	2,500	19,767	19,317	2,500
454000 ADVERTISING	0	3,000	23,000	15,763	23,000
455000 PRINTING & BINDING	0	1,000	1,000	0	0
455100 INTERNAL PRINT SHOP	618	3,950	4,250	2,082	3,950
456000 OTHER SERVICES	818	7,500	7,500	3,519	5,625



City of Buffalo
Recommended Budget 2022-2023
General Fund

Civil Service
12554001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Account Clerk Typist	12	A005	1	\$ 41,386	\$ 41,386
Account Clerk Typist	12	A005	1	41,386	41,386
Administrative Director	5	I085	1	102,454	102,454
Personal Assistant	15	A013	1	45,995	45,995
Personal Assistant	12	A013	2	44,336	88,672
Personal Specialist I	14	A049	1	58,116	58,116
Personal Specialist I	11	A049	1	54,111	54,111
Personnel Specialist I	5	A049	2	62,113	124,226
Personnel Specialist II	5	A067	1	72,804	72,804
Personnel Specialist II	12	A067	2	63,922	127,844
Total			13		\$ 756,994

DEPARTMENT OF HUMAN RESOURCES

Compensation & Benefits Division #25-1055

Goals

1. Update and revised any on line forms to be more efficient and effective in our daily processes.
2. Oversee the City's compliance with the Affordable Care Act and related New York State laws and regulations as they pertain to self-insured health and pharmacy benefits.
3. Participate in ensuring that the City is in compliance with all laws and regulations pertaining to the administration of Compensation and Benefits, such as in cases dealing with FMLA, FFCRA, Workers' Compensation and Unemployment.
4. Ensure that drug rebates, subsidies and reconciliations are applied, managed and received in a timely manner, as these relate to the City's self-insured prescription program.
5. Collaborate with City of Buffalo vendors on issues concerning Compensation and Benefits.
6. Brainstorm medical opportunities and initiatives to reduce spending, but maintain core benefits at the same level.

Activities

1. Prepare RFP's for Medical Broker, and Workers Compensation along with reviewing final proposals for Medical IOD Consultant.
2. Work closely with MIS and Audit & Control for 2021-22 medical premiums upload.
3. Continue to advise employees, retirees and members of Collective Bargaining Agreements regarding their benefits.
4. Review and continually update new hire and exit orientation packages.

Accomplishments

1. Employees have been valuable and efficient providing services working from their home offices during this pandemic.
2. Successfully providing virtual new hire and exit interviews. However, if employee prefer face-to-face communication, the Division will accommodate.
3. The City has implemented a Pharmacy reconciliation program that ensures contracted rebates and discounts are delivered to the Health plan on an annual basis. The City received \$1.5 million for 2021 Pharmacy Plan.
4. Interfaced with the MIS Department on uploading all employee 2021-2022 premiums and benefits on MUNIS system.
5. The Division has been effective with annual open enrollment responsibilities virtually with obliging all employee request.
6. Completed annual PESH/OSHA report for February 1, 2022, posting.



City of Buffalo
 Recommended Budget 2022-2023
 General Fund

	2020-2021 Actual Amount	2021-2022 Adopted Budget	2021-2022 Revised Budget	2021-2022 Year To Date 4/28/2022	2022-2023 Recommended Budget
1055 HR BENEFITS & MANAGEMENT TOTAL	2,735,290	3,717,688	3,717,748	2,531,136	4,225,827
12555001 COMP & BENEFITS PS	408,422	531,688	531,688	369,497	588,127
411001 ANNUAL SALARY	392,007	508,145	508,145	355,284	565,352
413001 OVERTIME	426	5,000	5,000	1,241	5,000
414001 LONGEVITY	6,475	7,125	7,125	7,285	7,775
414007 PERFECT ATTENDANCE INCENTIVE	5,128	5,709	5,709	0	5,000
414028 VACATION BUYOUT	4,387	5,709	5,709	5,687	5,000
12555004 COMP & BENEFITS TR	474	400	460	60	400
458003 REGISTRATION & MEMBERSHIP FEES	474	400	460	60	400
12555005 COMP & BENEFITS SP	0	0	624	624	0
464000 PERIODICALS	0	0	624	624	0
12555006 COMP & BENEFITS SV	2,326,394	3,185,600	3,184,976	2,160,955	3,637,300
429007 CASE MANAGEMENT SERVICES IOD	375,000	375,000	375,000	375,000	585,000
432002 MEDICAL SERVICES	1,951,384	2,801,900	2,801,900	1,785,712	3,051,900
455100 INTERNAL PRINT SHOP	10	400	400	243	400
456000 OTHER SERVICES	0	8,300	7,676	0	0



City of Buffalo
Recommended Budget 2022-2023
General Fund

Compensation & Benefits
1255001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Compensation & Benefits Specialist	5	A044	5	\$ 59,560	\$ 297,800
Compensation & Benefits Specialist	12	A044	2	52,896	105,792
Director of Compensation & Benefits	5	I109	1	104,399	104,399
Senior Accountant	1	A056	1	57,361	57,361
Total			9		\$ 565,352

DEPARTMENT OF HUMAN RESOURCES

Personnel Division #25-1057

Goals

1. Design employee training course for all City of Buffalo employees addressing areas such as customer service, interoffice communications, leadership and supervisory training, sexual harassment and violence in the workplace and cybersecurity.
2. Plan for an implement wellness programs in collaboration with Blue Cross Blue Shield and the City of Buffalo Wellness Committee. Wellness topics will be for example, handling the covid-19 pandemic, biometric screenings, diabetes management, weight management and mental health.
3. Respond to employee requests for assistance due to personnel matters. Personnel matters will include employee relations, supervisory conflict, disciplinary charges, physical harassment and sexual harassment charges.
4. Work collaboratively with the City of Buffalo's Employee Assistance Program in order to ensure proper and successful employee support.
5. Ensure timely and successful service contract development originating from the Department of Human Resources.

Activities

1. Conduct a training survey of all City Employees in order to register by priority recommendations for employee training.
2. Conduct an employee wellness survey in order to guide future training in the areas of wellness and employee health.
3. Plan and schedule supervisor training in collaboration with Erie Community College's Department of Corporate Leadership.
4. Maintain lines of communication with all City Departments in order to ensure proper 24-hour response via telephone and digital means on matters related to City Personnel.

Accomplishments

1. Coordinated the City's Wellness Committee and conducted wellness activities such as biometric screenings, walking programs, weight management, mental health and flu vaccination clinics for over 600 unique employees.
2. Intervened in over (20) personnel matters throughout the City of Buffalo Departments. Interventions included and collaborated with Commissioners, Supervisors and Employees in order to resolve immediate personnel challenges.
3. Coordinated the use of administrative referral procedures to the Evicore EAP in four (4) more serious employee situations involving mental health and substance abuse.
4. Designed employee training courses for all City Employees addressing areas such as workplace violence, management leadership and harassment in the workplace.
5. Initiated and collaborated with Departments of Law and Audit to ensure all service contract renewals for 2021.



City of Buffalo
 Recommended Budget 2022-2023
 General Fund

	2020-2021 Actual Amount	2021-2022 Adopted Budget	2021-2022 Revised Budget	2021-2022 Year To Date 4/28/2022	2022-2023 Recommended Budget
1057 HR EMPLOYMENT & TRAINING TOTAL	188,592	329,643	329,643	76,018	175,852
12557001 EMPLOY & TRAINING PS	97,243	101,145	101,145	48,876	102,454
411001 ANNUAL SALARY	96,543	100,445	100,445	48,876	102,454
414001 LONGEVITY	700	700	700	0	0
12557005 EMPLOY & TRAINING SP	582	3,000	3,000	0	4,100
464000 PERIODICALS	0	0	0	0	500
467000 MISCELLANEOUS SUPPLIES	582	3,000	3,000	0	3,600
12557006 EMPLOY & TRAINING SV	90,767	225,498	225,498	27,143	69,298
432002 MEDICAL SERVICES	89,649	47,898	47,898	21,743	47,898
432004 ENGINEER & TECHNICAL SERVICES	0	64,800	64,800	5,400	19,800
443301 MACHINERY & EQUIP REPAIRS	1,118	1,600	1,600	0	1,600
454000 ADVERTISING	0	200	200	0	0
480000 OTHER SERVICES	0	111,000	111,000	0	0



City of Buffalo
Recommended Budget 2022-2023
General Fund

Employment & Training
12557001-411001
Budgeted Salaries

Description	Step	Grade	Quantity	Unit Cost	Total
Director of Personnel	5	I085	1	\$ 102,454	\$ 102,454
Total			1		\$ 102,454