



# 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

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### 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, applicant tracking, online applications, new hire 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. Prepare for upcoming retirements and begin succession planning through filing vacancies.
4. Move and reconstruct the physical ability testing for Buffalo Fire in the newly secured location.

### Activities

1. Oversee strategic planning for Civil Service, Compensation and Benefits and Personnel Departments.
2. Regularly participate in Civil Service procedures while following Rules 10 & 11 of the Rules for the Regulation of the Classified Civil Service of the City of Buffalo.
3. Continue City-wide training of departments' designees on the new applicant tracking system's capabilities, which will enhance service delivery and decrease the need for paper use.
4. Further enhance the current remote Civil Service process, allowing electronic submissions of required paperwork and payments.



City of Buffalo  
 Adopted Budget 2023-2024  
 General Fund

	2021-2022 Actual Amount	2022-2023 Adopted Budget	2022-2023 Revised Budget	2022-2023 Year To Date 6/9/2023	2023-2024 Adopted Budget
<b>1053 HR ADMINISTRATION</b>	<b>156,160</b>	<b>172,775</b>	<b>172,775</b>	<b>156,322</b>	<b>178,170</b>
<b>TOTAL</b>					
<b>12553001 EMPLOYEE RELATIONS</b>	<b>156,060</b>	<b>172,575</b>	<b>172,575</b>	<b>156,222</b>	<b>177,671</b>
<b>PS</b>					
411001 ANNUAL SALARY	153,360	169,875	169,875	153,522	174,971
414001 LONGEVITY	2,700	2,700	2,700	2,700	2,700
<b>12553004 EMPLOYEE RELATIONS</b>	<b>100</b>	<b>200</b>	<b>200</b>	<b>100</b>	<b>499</b>
<b>TR</b>					
458003 REGISTRATION & MEMBERSHIP FEES	100	200	200	100	499



City of Buffalo  
Adopted Budget 2023-2024  
General Fund

**Administrative Services**  
**12553001-411001**  
**Budgeted Salaries**

DESCRIPTION	QTY	SALARY	TOTAL
COMMISSIONER OF HUMAN RESOURCES I129	1	127,245	127,245
SECRETARY TO THE COMMISSIONER OF HUMAN RESOURCES I009	1	47,726	47,726
	<b>2</b>		<b>174,971</b>

# DEPARTMENT OF HUMAN RESOURCES

## Civil Service Division #25-1054

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### Goals

1. Administer the entry-level Police Officer examination (June 2023).
2. Continue the hiring process for Firefighter candidates from the current eligible list.
3. Continue the hiring process for Police Officer candidates from the new eligible list.
4. Continue administering State examinations for City-wide vacancies, in accordance with NYS testing protocols.
5. Train new staff on the process for planning and conducting decentralized examinations and training and experience examinations.
6. Make recommendations for City-wide succession planning and onboarding: new hire and exit interview process.

### 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 NYS Civil Service.
2. Administer consultant-based examinations for Police entry-level and promotional examinations.
3. Complete 2022 Annual Report as required by 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.
4. Implementation of the new applicant tracking system NeoGov which creates and maintains eligible lists and efficiently tracks canvassing, processing candidates, and certifying the lists to appointing authority for all new hires, reinstatements, change of status, terminations, etc. in accordance with NYS Civil Service Local Transactions Manual.
5. Provide general policy guidance and technical assistance to departments in, posting, nomination, certification, canvassing, and personnel requisitions.
6. Review and process requests for education stipends for Police and Fire personnel.
7. Create and maintain employee roster card and personnel files.

### Accomplishments

1. Hired a total of 60 entry-level Police Officers.
2. Hired a total of 33 promotional Police Officers
3. Hired a total of 22 promotional Fire Officers.
4. Completed all pre-qualification screening and certification for police civilian hires in accordance with Division of Criminal Justice Services accreditation guidelines.

# DEPARTMENT OF HUMAN RESOURCES

## Civil Service Division #25-1054

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5. Administered training for Department Heads regarding the new applicant tracking program.
6. Processed approximately 3,500 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: Administrative Assistant (Fire Department), Assistant Administrator of Tenant Relations, Chief of Security (Buffalo Public Schools), Climate Action Manager, Deputy Director of Real Estate, Director of Infrastructure and Quality of Life, Director of the Office of New Americans, Director of Recruitment and Staffing Services, Forester (Buffalo Sewer Authority), Press Information Officer (BMHA), Senior Account Clerk (Real Estate), and Textbook Inventory Specialist.
8. Procured a new site for Fire Abilities testing.
9. Pursued different options to process seasonal stationary engineers for the Board of Education and the Department of Public Works.
10. Restarted in-person weekly meetings with the Board of Education to resolve ongoing personnel matters, enhance processing procedures and address payroll certification issues.



City of Buffalo  
 Adopted Budget 2023-2024  
 General Fund

	2021-2022 Actual Amount	2022-2023 Adopted Budget	2022-2023 Revised Budget	2022-2023 Year To Date 6/9/2023	2023-2024 Adopted Budget
<b>1054 HR CIVIL SERVICE TOTAL</b>	<b>1,099,459</b>	<b>1,272,687</b>	<b>1,714,560</b>	<b>1,194,227</b>	<b>1,355,977</b>
<b>12554001 CIVIL SERVICE PS</b>	<b>505,772</b>	<b>906,447</b>	<b>906,447</b>	<b>491,706</b>	<b>734,244</b>
411001 ANNUAL SALARY	430,645	760,509	760,509	450,066	650,292
412002 HOURLY SALARY	24,942	37,890	37,890	2,597	21,600
413001 OVERTIME	39,966	86,500	86,500	29,858	37,440
414001 LONGEVITY	7,685	7,150	7,150	6,565	7,125
414007 PERFECT ATTENDANCE INCENTIVE	-	8,525	8,525	-	10,077
414028 VACATION BUYOUT	2,534	5,603	5,603	2,585	7,510
415001 AUTOMOBILE ALLOWANCE	-	270	270	36	200
<b>12554004 CIVIL SERVICE TR</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>826</b>
458002 MEALS & LODGING	-	-	-	-	776
458003 REGISTRATION & MEMBERSHIP FEES	-	-	-	-	50
<b>12554005 CIVIL SERVICE SP</b>	<b>1,993</b>	<b>3,515</b>	<b>3,940</b>	<b>52</b>	<b>3,125</b>
461400 POSTAGE	-	100	100	-	125
464000 PERIODICALS	1,332	415	840	-	-
467000 MISCELLANEOUS SUPPLIES	661	3,000	3,000	52	3,000
<b>12554006 CIVIL SERVICE SV</b>	<b>591,694</b>	<b>362,725</b>	<b>804,173</b>	<b>702,469</b>	<b>617,782</b>
432002 MEDICAL SERVICES	54,205	132,250	183,775	113,885	132,250
432004 ENGINEER & TECHNICAL SERVICES	501,538	195,000	565,770	562,867	463,500
443400 EQUIP MAINTENANCE CONTRACTS	265	400	400	-	400
444101 RENTAL LAND & BUILDINGS	2,050	2,500	20,596	20,596	2,500
454000 ADVERTISING	27,913	23,000	23,000	1,010	11,000
455000 PRINTING & BINDING	-	-	757	757	757
455100 INTERNAL PRINT SHOP	2,205	3,950	4,250	1,531	1,750
456000 OTHER SERVICES	3,519	5,625	5,625	1,823	5,625



City of Buffalo  
Adopted Budget 2023-2024  
General Fund

**Civil Service**  
**12554001-411001**  
**Budgeted Salaries**

<b>DESCRIPTION</b>	<b>QTY</b>	<b>SALARY</b>	<b>TOTAL</b>
ACCOUNT CLERK TYPIST A005 STEP 12	1	42,628	42,628
Administrative Assistant A041- Step 15	1	57,650	57,650
PERSONAL ASSISTANT A013 STEP 17	1	49,135	49,135
PERSONAL ASSISTANT STEP 12	1	44,798	44,798
PERSONAL SPECIALIST I A/049 -Step 17	1	63,976	63,976
Personnel Assistant A013-Step 12	1	44,798	44,798
PERSONNEL SPECIALIST I A049 - STEP 17	2	63,976	127,952
PERSONNEL SPECIALIST II A/067 - 5	1	74,988	74,988
PERSONNEL SPECIALIST II A/067 - Step 15	1	71,269	71,269
PERSONNEL SPECIALIST II A/067 - Step 16	1	73,098	73,098
	<b>11</b>		<b>650,292</b>



# DEPARTMENT OF HUMAN RESOURCES

## Compensation & Benefits Division #25-1055

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### 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, 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 and working on RFPs for Medical Broker and Pharmacy Benefit Manager.
2. Work closely with the Law Department with union negotiations.
3. Work closely with MIS and Audit & Control for 2022/2023 medical premiums upload.
4. Continue to advise employees, retirees and members of Collective Bargaining Agreements regarding their benefits.
5. Review and continually update new hire and exit orientation packages.

### Accomplishments

1. Complete the 2022/2023 health plan year with a positive financial outcome to include \$1.8M in stop loss reimbursements, \$12.6M in Pharmacy rebates, and \$3.4M in drug subsidies and reimbursements for retirees over age 65.
2. Received a \$100K Highmark BlueCross BlueShield administrative fee reimbursement and continuing discussions regarding additional reimbursements to the plan.
3. Completed a 2022 prescription drug reconciliation resulting in a \$150K credit from CVS to the healthcare plan.
4. Completed the RFP selection process for Injured on Duty Police/Fire.
5. Completed annual PESH/OSHA report for February 1, 2022, posting.
6. Successful 2022/2023 Open Enrollment process.



City of Buffalo  
 Adopted Budget 2023-2024  
 General Fund

	2021-2022 Actual Amount	2022-2023 Adopted Budget	2022-2023 Revised Budget	2022-2023 Year To Date 6/9/2023	2023-2024 Adopted Budget
<b>1055 HR BENEFITS &amp; MANAGEMENT TOTAL</b>	<b>3,131,604</b>	<b>4,229,409</b>	<b>4,229,409</b>	<b>3,307,109</b>	<b>4,186,724</b>
<b>12555001 COMP &amp; BENEFITS PS</b>	<b>473,165</b>	<b>591,709</b>	<b>591,709</b>	<b>427,194</b>	<b>539,274</b>
411001 ANNUAL SALARY	455,188	568,934	568,934	413,928	523,554
413001 OVERTIME	5,006	5,000	5,000	2,393	-
414001 LONGEVITY	7,285	7,775	7,775	7,450	8,800
414007 PERFECT ATTENDANCE INCENTIVE	-	5,000	5,000	-	-
414028 VACATION BUYOUT	5,687	5,000	5,000	3,423	6,920
<b>12555004 COMP &amp; BENEFITS TR</b>	<b>-</b>	<b>400</b>	<b>400</b>	<b>-</b>	<b>-</b>
458003 REGISTRATION & MEMBERSHIP FEES	-	400	400	-	-
<b>12555005 COMP &amp; BENEFITS SP</b>	<b>624</b>	<b>-</b>	<b>351</b>	<b>351</b>	<b>550</b>
461400 POSTAGE	-	-	-	-	100
464000 PERIODICALS	624	-	351	351	450
<b>12555006 COMP &amp; BENEFITS SV</b>	<b>2,657,815</b>	<b>3,637,300</b>	<b>3,636,949</b>	<b>2,879,564</b>	<b>3,646,900</b>
429007 CASE MANAGEMENT SERVICES IOD	375,000	585,000	585,000	548,750	595,000
432002 MEDICAL SERVICES	2,282,573	3,051,900	3,051,549	2,330,781	3,051,900
455100 INTERNAL PRINT SHOP	243	400	400	33	-



City of Buffalo  
Adopted Budget 2023-2024  
General Fund

**Compensation & Benefits**  
**1255001-411001**  
**Budgeted Salaries**

<b>DESCRIPTION</b>	<b>QTY</b>	<b>SALARY</b>	<b>TOTAL</b>
ASSISTANT ACCOUNTANT A035	1	51,116	51,116
COMPENSATION AND BENEFITS SPECIALIST A/44 - 5	5	61,347	306,735
COMPENSATION AND BENEFITS SPECIALIST A/44 - Step 12	1	54,483	54,483
DIRECTOR OF COMPENSATION AND BENEFITS I109	1	111,220	111,220
	<b>8</b>		<b>523,554</b>

# DEPARTMENT OF HUMAN RESOURCES

## Personnel Division #25-1057

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### Goals

1. 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.
2. Work collaboratively with the City of Buffalo's Employee Assistance Program in order to ensure proper and successful employee support.
3. Ensure timely and successful service contract development originating from the Department of Human Resources.
4. Arrange purchasing and distribution of defibrillators and CPR training.
5. Coordinate employee training course for all City of Buffalo employees addressing areas such as customer service, interoffice communications, leadership and supervisory training, sexual harassment, violence in the workplace and cybersecurity.

### 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 with an outside vendor.

### Accomplishments

1. Conducted annual Workplace Active Shooter training to all City of Buffalo employees.
2. Organized the annual Flu/Covid-19 Shot clinic.
3. Held a City-wide Wellness Fair which included health screenings provided by local vendors.
4. In response to the tragic events of May 14, 2022, mental health support continues to be offered to City employees.
5. Advised Commissioners, Directors and Employees in an effort to resolve immediate personnel matters throughout the City.
6. Coordinated the use of administrative referral procedures to the Employee Assistance Program in serious employee situations involving mental health and substance abuse.



City of Buffalo  
 Adopted Budget 2023-2024  
 General Fund

	2021-2022 Actual Amount	2022-2023 Adopted Budget	2022-2023 Revised Budget	2022-2023 Year To Date 6/9/2023	2023-2024 Adopted Budget
<b>1057 HR EMPLOYMENT &amp; TRAINING TOTAL</b>	<b>138,583</b>	<b>179,367</b>	<b>181,220</b>	<b>106,165</b>	<b>281,558</b>
<b>12557001 EMPLOY &amp; TRAINING PS</b>	<b>69,708</b>	<b>105,969</b>	<b>105,969</b>	<b>55,167</b>	<b>161,667</b>
411001 ANNUAL SALARY	69,708	105,969	105,969	55,167	161,667
<b>12557004 EMPLOY &amp; TRAINING TR</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>85</b>
458003 REGISTRATION & MEMBERSHIP FEES	-	-	-	-	85
<b>12557005 EMPLOY &amp; TRAINING SP</b>	<b>-</b>	<b>4,100</b>	<b>5,288</b>	<b>1,788</b>	<b>3,600</b>
464000 PERIODICALS	-	500	500	-	-
467000 MISCELLANEOUS SUPPLIES	-	3,600	4,788	1,788	3,600
<b>12557006 EMPLOY &amp; TRAINING SV</b>	<b>68,875</b>	<b>69,298</b>	<b>69,962</b>	<b>49,210</b>	<b>116,206</b>
432002 MEDICAL SERVICES	43,485	47,898	49,751	49,210	48,606
432004 ENGINEER & TECHNICAL SERVICES	24,900	19,800	19,263	-	66,000
443301 MACHINERY & EQUIP REPAIRS	-	1,600	949	-	1,600
480000 OTHER SERVICES	490	-	-	-	-



City of Buffalo  
Adopted Budget 2023-2024  
General Fund

**Employment & Training**  
**12557001-411001**  
**Budgeted Salaries**

DESCRIPTION	QTY	SALARY	TOTAL
DIRECTOR OF PERSONNEL I /085	1	109,148	109,148
INVESTIGATOR A-050 STEP 11	1	52,519	52,519
	<b>2</b>		<b>161,667</b>