



NOTICE OF MEETING

CIVIL SERVICE MERIT BOARD MEETING WEDNESDAY, APRIL 10, 2024 1:30 P.M. CONFERENCE ROOM 461, CITY COUNTY BUILDING 400 MAIN STREET

Per City of Knoxville Executive Order, all persons attending this meeting are encouraged to follow current CDC and OSHA guidelines.

The City of Knoxville Civil Service Merit Board's meetings will be conducted permitting the public and City/Board staff to participate or view the meeting either in person, or by electronic or other means of communication using Zoom's webinar platform.

To join the meeting via Zoom, either to view live or to participate, you must register in advance by going to the following link and providing your name and email address:

https://us02web.zoom.us/webinar/register/WN_STpWD3M_Rn2BeohmYubY8A

After registering, you will receive a confirmation email containing information about joining the webinar for audible and/or live access by the public. If you have any difficulty registering, email vhatfield@knoxvilletn.gov for assistance.

A copy of the agenda and agenda packet can be found on the CSMB website:
<https://www.knoxvilletn.gov/cms/One.aspx?portalId=109562&pageId=166147>

Registering will only give you viewing access. If a member of the public wishes to be added to speak/participate on an agenda item, please email Vicki Hatfield at vhatfield@knoxvilletn.gov or call 215-2106 no later than Monday April 8, 2024 at 1:30 p.m. and specify whether you plan to attend in-person or via the Zoom platform.

If a member of the public prefers to provide questions and/or comments on an agenda item to the board for their review prior to the meeting, please send those to Vicki Hatfield at vhatfield@knoxvilletn.gov or mail to: Civil Service Department, 400 Main Street Suite 569, Knoxville, TN 37902. All comments/questions must be received no later than Monday, April 8, 2024 at 1:30 p.m. so that they may be distributed to the board.

The City of Knoxville ensures meaningful access to City programs, services, and activities to comply with Civil Rights Title VI and ADA Title II laws and reasonably provides: translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids and services. To request language translation services, contact the Community Empowerment office at 865.215.2536. For disability accommodations, contact City ADA Coordinator Stephanie Brewer Cook at scook@knoxvilletn.gov or 865.215.2034 at least 72 hours before the meeting.

If you need assistance, contact the Civil Service Department at 215-2106.

AGENDA
CIVIL SERVICE MERIT BOARD MEETING
WEDNESDAY, APRIL 10, 2024 1:30 P.M.
CONFERENCE ROOM 461, CITY COUNTY BUILDING

CALL TO ORDER

1. Approval of the Minutes of the previous business meeting held on Wednesday, March 13, 2024.

REPORTS

2. Reports regarding litigation.
3. Civil Service Staff Report.
 - Reappointment of Jane Roberts for a second term.
 - April 3 Job Fair
 - Live remote proctoring - Proctorio
 - Updating Oral Boards for KPD supervisory ranks
 - Laura Peck, HR Analyst Sr., attending SHRM Workplace Investigations Specialty Credential program.
 - Laura Peck and Missi Foster, HR Analyst Srs, attending the PSHRA Public Sector HR Essentials Program
 - Executive Secretary – Job Notebook preparation
 - 1 active grievance (Step III) and 1 active disciplinary appeal
4. HR Report.
 - July changes and City Council AIS request
 - Next Supervisory Training – June 13
 - HR Specialist selection process
 - HR and UTK presentations
 - Update on Summer in the City and Internship Programs
 - Active Shooter training
 - TPMA – HR participation in state training

UNFINISHED BUSINESS

NEW BUSINESS

5. Election of Chairman for 2024/2025. (Chair will turn over to Vice-Chair)
6. Election of Vice-Chairman for 2024/2025.

This meeting and all communications between members is subject to the provisions of the Tennessee Open Meetings Act, TENN. CODE ANN. § 8-44-101, *et seq.*

7. Rule amendments to Article 18 “Police Cadet/Apprenticeship Program” of the Civil Service Merit Board Rules and Regulations. (Attachment: Article 18. Police Cadet/Apprenticeship Program – April 2024)
8. Board discussion of Executive Secretary selection process. (Attachment: Executive Secretary Selection Materials)

OTHER BUSINESS

Such other business as may come before this Board.

This meeting and all communications between members is subject to the provisions of the Tennessee Open Meetings Act, TENN. CODE ANN. § 8-44-101, *et seq.*

**MINUTES
CIVIL SERVICE MERIT BOARD MEETING
WEDNESDAY, MARCH 13, 2024 1:30 P.M.
CONFERENCE ROOM 461, CITY COUNTY BUILDING**

A meeting of the Civil Service Merit Board (hereinafter referred to as the Board) held on Wednesday, March 13, 2024 at approximately 1:30 p.m. in Conference room 461. Bill Lyons Chair, called this meeting to order. Dr. Vicki Hatfield, Executive Secretary, and Michael Winchester, Board Attorney, were present. George Shields, City Law Department, was present via Zoom video.

Board members present:

Bill Lyons
Stephanie Taylor
Mark Dukes
Jane Roberts

Scott Schimmel was unable to attend.

Dr. Bill Lyons called for approval of the Minutes of the previous Business Meeting held on Wednesday, February 14, 2024.

Stephanie Taylor made a motion to approve the minutes. Mark Dukes seconded the motion. All Board members present approved the motion.

Reports of litigation: Michael Winchester, Board Attorney stated that he had nothing to report. George Shields, from the City Law Department, also stated that he had nothing to report.

For the staff report, Dr. Hatfield reported that the new PeopleSoft tool will house the Sick Leave Bank. She stated that the new module has been requested and there will not be extra costs associated with separate software.

Dr. Hatfield stated that she is working on amendments to the KPD Cadet and Accelerated Advancement Programs. Dr. Hatfield stated that she has created some draft amendments for the Cadet program for Dr. Lyons and Mike Winchester to review prior to setting a Public Hearing.

Dr. Hatfield stated that there are two active appeals of disciplinary action set with hearing officers, one active grievance and one active complaint of discrimination in promotion.

Dr. Hatfield explained to the Board that KPD employees in Animal Control were subject to a possible layoff. She stated that KPD contacted her ahead of time to discuss several options to remedy issues associated with a layoff. Dr. Hatfield stated, as a result, no layoffs would be necessary. She stated that two employees were requesting transfer to a lower skill level within the City of Knoxville. Two employees were selected into the City's PSR Program, and one employee accepted a position at Young Williams Animal Center.

Dr. Hatfield stated that KFD has requested a Firefighter Posting. She stated that Firefighter Recruit would be posted in March.

Dr. Hatfield updated the Board on the Budget submission for Civil Service.

Dr. Hatfield reminded the Board of her impending retirement date. She stated that now is the time to begin discussion of the necessary processes and decide the methods of selecting a replacement for her position.

For the HR Report, Dr. Drummond updated the Board of the upcoming Supervisor Training on March 20, 2024. She stated that she has attained a representative from BGT Staffing to discuss HR trends and recruitment. Dr. Drummond announced a new quarterly read entitled, Now Discovering Strength Finders. The material discusses the top five strength assessments. Dr. Drummond introduced the newest member to her staff, Leah Pendarvis, the new Training Coordinator. Dr. Drummond updated the Board on HR data, and a variety of measurements including training and development data, and hiring processes. Dr. Drummond stated that updates for Reclassifications have been submitted to Civil Service for review. Dr. Drummond stated that Mary Margaret, the HR Generalists is coordinating a City of Knoxville Job Fair on April 3, 2024 at the Public Works Complex.

NEW BUSINESS

Request by Police Chief Paul Noel to exempt from Civil Service 1 grant funded position of Family Services Advocate until June 30, 2025. (attachment: KPD Exemption Request)

Dr. Bill Lyons called for a motion on item five of the agenda.

Jane Roberts made a motion to approve the exemption. Stephanie Taylor seconded the motion. All Board members present approved the motion.

Pursuant to CSMB 3002, request by Animal Control Officer. Sr. Rhonda Bender that she be certified by the board to transfer to a lower classification of Stores System Clerk in the Police Department effective April 1, 2024. Chief Paul Noel approves this request and certifies that she is fully qualified to fill the position. (attachments: Bender Request to Transfer, KPD Approval of Transfer)

Dr. Bill Lyons called for a motion on item six of the agenda.

Jane Roberts made a motion to approve. Stephanie Taylor seconded the motion. All Board members present approved the motion.

Pursuant to CSMB 3002, request by Animal Control Officer Sr. Claudia Reagan that she be certified by the board to transfer to a lower classification of Deputy Municipal Court Clerk I in Municipal Court effective April 1, 2024. Judge Tyler Caviness approves this request and certifies that she is fully qualified to fill the position. (attachments: Reagan Request to Transfer, City Court Approval of Transfer)

Dr. Bill Lyons called for a motion on item seven of the agenda.

Jane Roberts made a motion to approve. Stephanie Taylor seconded the motion. All Board members present approved the motion.

Preliminary discussion regarding the upcoming vacancy in the Executive Secretary position effective February 1, 2025.

The Board discussed ways to begin the process of selecting applicants and requested that Dr. Hatfield prepare a bullet list of items to be discussed/decided. Dr. Hatfield suggested she also prepare an outline of the prior processes that took place in 1992 and 2005.

There being no further business, Dr. Lyons called for a motion to adjourn the meeting. Mark Dukes made a motion to adjourn. Stephanie Taylor seconded the motion. All board members present approved the motion to adjourn.

The meeting adjourned at approximately 1:55p.m.

Vicki Hatfield
Executive Secretary/Director

Presiding Chair

Discussion items for Executive Secretary Selection Process

- Past process(es)
- Public records and public meetings
- Job Description and minimum requirements
- Salary range
- Process
 - Selection committee?
 - Posting Announcement and posting period
 - Where to advertise (city website, TPMA, PSHRA, SHRM, MTAS, CTAS)
 - Application and components (resume, writing sample, T&E, references, background/credit release, etc.)
 - Who receives applications – online or paper?
 - Screening of applications
 - Selection of candidates for interviews
 - Interviewing – process, schedule, questions
 - Who interviews – committee or board? Or both?
 - Workshop needed?
 - Final selection process
 - Pre-hire components, e.g., background, reference check, credit check, etc.
 - Training
- Timeline
 - Sample timeline if using a selection committee:
 - March meeting– opening discussion of needs, options, Q&A
 - April meeting – focus discussion and finalize process and timeline (then provide 30 days for comments, questions before vote to adopt at next meeting)
 - May meeting – vote to adopt final process and timeline
 - June - July – finalize job description, requirements, posting announcement, application materials (committee or board?)
 - August – 30 day posting period
 - September – review and screening of applications, selection of interview candidates
 - October – committee interviews and recommendations to the board
 - November meeting– board interviews of recommended candidates and/or discussion of final selection
 - December meeting – board appointment of selected candidate
 - December - January –processing of selected candidate (required pre-employment components)
 - February 1 start date

Executive Secretary Appointment 1992

- Called a special board meeting (June)
- Board finalized job description
- Board formed a “search committee” –
 - Fire Representative
 - Police Representative
 - Gen Gov Representative
 - Public Sector Representative (CSMB Hearing Officer) – Served as chair
 - Administration Representative (Policy Director)
 - KUB Representative
 - Board member
- Search committee advertised in various newspapers (Knoxville, Nashville, Chattanooga, Memphis, Lexington, Atlanta) and received 130 applications
- Search committee received and screened resumes
 - Went to a post office box
 - 3 committee members initially reviewed each for MQs
 - Those that met the MQs were forwarded to the entire committee
 - Each member reviewed each resume individually
 - Committee met to review as a group and narrow down
 - A public forum was held by committee to receive input from employees
- Committee selected 5 applicants to forward to the board (August)
- The board chair contacted each of the 5 to advise that the board would proceed in a public forum and asked if they were interested in continuing in the process and requested a list of references from each, all information was provided to each member of the board
- Each candidate was interviewed separately by each board member the morning of the board meeting and then each candidate was interviewed in the public meeting by the entire board (Civil Service staff assisted with scheduling, rooms, etc.) (special called meeting September 25)
- Board deliberated at the October meeting – and a subsequent motion was made to appoint Karen Chancey, seconded, and approved by a majority of the board.
- After discussion, a motion was made for the salary, seconded, and approved.

Executive Secretary Appointment 2005

- Opened discussion for selection procedure (March)
- Board held a workshop to discuss process (April)
- At the April board meeting, the board formalized and voted to adopt the process for selection
 - Approval of posting announcement
 - Approval of minimum qualifications
 - Dates to post and deadline to apply
 - Appointment of a search committee
 - Where to advertise
 - Salary range to be put on posting
 - Inclusion of a training and experience questionnaire
 - Inclusion of a background release and credit check release
 - How many candidates to refer to the board
- Selection committee:
 - Police Representative
 - Fire Representative
 - Gen Gov Representative
 - Hearing Officer
 - Former board member
 - Current board member – non-voting, for monitoring only
 - Mike Winchester- advisory capacity only
- Posted April 18 – May 27
- Advertised on websites: IPMA Assessment Council and City website
- Applications would be received by Mike Winchester (only 8 were received)
- Application packets were given to the board – board decided to interview all since there were so few (June)
- A special meeting was held – board interviewed candidates as a board (July) – board members were advised to bring their top 2 choices to the July board meeting to discuss
- After discussion, a motion was made to appoint Vicki Hatfield, seconded, and approved.
- Starting salary was discussed, and voted on.
- Civil Service staff was asked to notify remaining candidates of non-selection.