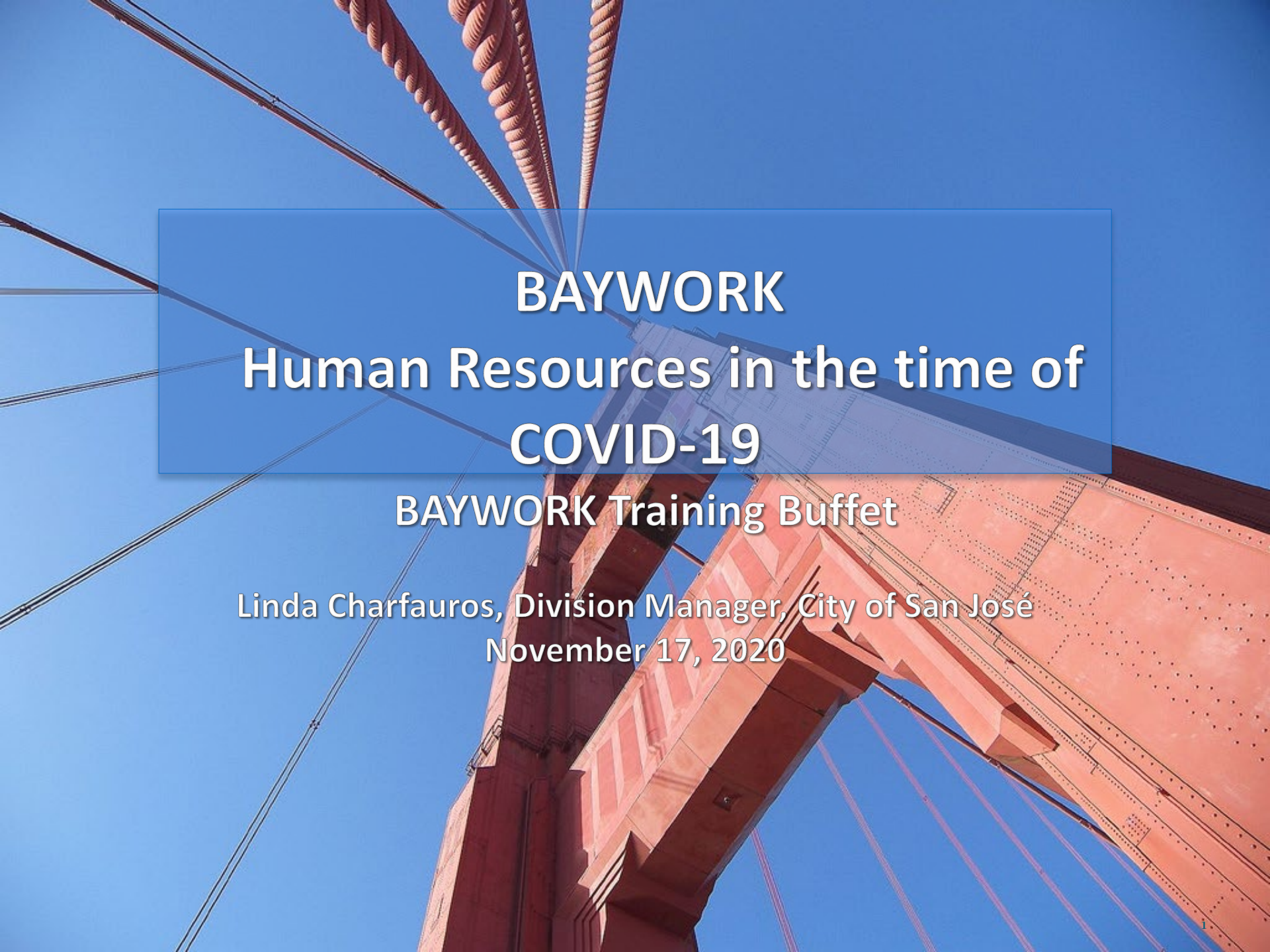




BAYWORK

Human Resources in the time of COVID-19

BAYWORK Training Buffet

Linda Charfauros, Division Manager, City of San José
November 17, 2020

City of San José



Delivering world-class utility services and programs to improve our health, environment, and economy.

Environmental Services Department (ESD)

- San José-Santa Clara Regional Wastewater Facility
- South Bay Water Recycling
- San Jose Municipal Water System
- Recycling and Solid Waste
- Stormwater Protection
- Climate Smart San José



Delivering world-class utility services and programs to improve our health, environment, and economy.

ESD Mission and Vision Statements

- **Mission:** Delivering world-class utility services and programs to improve our health, environment, and economy.
- **Vision:** A place where people do great work and make a difference.



Delivering world-class utility services and programs to improve
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#1 Priority: Staff Safety

- Health screenings before entering City facilities
- Closed break rooms
- Plexiglass barriers and COVID signage
- Touchless infrastructure
- Cloth face coverings at all times (except when eating)
- Social distancing except when impossible to do so
- Quarantine requirements
 - Exposure
 - Travel



The Work

- Initially, minimum staffing for Regional Wastewater Facility including the Lab and for Municipal Water Systems operations staff
- Now, all staff working onsite or remotely – all work that can be performed remotely is done so
 - Business process improvements
 - Shift to online resources such as SharePoint and OneDrive





Recruitment

- Recruiters and hiring managers collaborate remotely
 - OneDrive, Microsoft Teams, Zoom, Conference calls
- Zoom interviews

Positives	Negatives
No traveling for candidates or panelists	Video and audio challenges
Efficient	Lose the personal connection

- In-person interviews
 - Hands-on practicals; works better for field staff
- Increase in number of applicants

Interviews, Meetings, & Collaboration



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Looking Ahead

- Online staff health screenings before work
- EOC developing plans for distribution of vaccines – serving the needs of the community and the City workforce
- What will be the “new normal” for work?
 - Everyone back in the office, or
 - Increased teleworking