



# City Academy

Shawnda Howard, Chief Human Resources Officer,  
Department of Human Resources

# Department of Human Resources Vision, Mission, and Core Values

## Vision Statement

The City of Alexandria Department of Human Resources will be recognized as a strategic business partner that provides leading, innovative people solutions.

## Mission Statement

Our mission is to be a fair, objective, and strategic partner to stakeholders of the City of Alexandria, striving for excellence in the work that we do. We support City government in all efforts to recruit, retain, develop, and motivate its greatest resource – employees.

## We Value...

- Respect
- Integrity
- Diversity and Inclusion
- Customer-focus
- Communication
- Excellence



# Department of Human Resources delivers HR expertise for the business:

- Benefits
- Compensation and Human Resource Information Systems (HRIS)
- Employee Relations
- Learning and Development
- Strategy and Operations
- Talent Acquisition

**Attracting, retaining, and rewarding top talent!**

# Benefits

Develops and administers employee benefit policies and programs that have positive impact on employee engagement and retention and drives business outcomes.

- Benefit plan design, strategy, and communications
- Work-life integration programs
- Voluntary benefit programs
- Employee total wellbeing – physical, financial, emotional, and community



# Compensation and Human Resource Information Systems (HRIS)

Management and delivery of compensation and rewards to drive employee and business outcomes; manage employee data and automation of HR transactions.

- Compensation system plan design, strategy, and communications
- Classification and benchmarking
- Rewards and recognition
- Performance management
- Employee and manager self-service

# Employee Relations

Provides guidance, counsel, and policy interpretation to develop and improve positive employer-employee relationships, employee turnover, engagement, and retention.

- Communications
- Performance management
- Grievances, disputes, complaints
- People management coaching
- Alumni and volunteer relationships

# Learning and Development

Leverages L&D expertise to improve departmental and individual performance and proactively influence talent and business decisions.

- Employee development
- Leadership and manager development
- Career development and coaching
- Performance management
- Onboarding

# Strategy and Operations

Creates and executes City government human resources strategy to support evolving organizational needs and deliver against business initiatives.

- HR Transformation – continued movement towards human capital management; shift from personnel to strategic HR business partner and agile centers of excellence
- Change management, culture, workforce planning, organizational design, analytics



# Talent Acquisition

Forecasts need for new talent and efficiently attracts and hires high-quality talent.

- Hiring needs definition
- Branding, attraction, sourcing
- Candidate experience
- Assessment and selection
- Onboarding



**How can HR align its service  
delivery to the most valuable  
activities?**

**How can HR align its service  
delivery to the most valuable  
activities?**

Compare and prioritize initiatives based  
on the high-impact needs of the  
business.



# Key DHR Initiatives – 2020 and Beyond

- HR transformation and digitalization
- Diversity, equity, and inclusion
- Build critical skills and competencies
- Current and future leadership bench
- Performance management
- Improve employee experience

**Shape employee experience to improve performance and customer satisfaction**



# Questions?

## **Department of Human Resources**

301 King St., Suite 2500

Alexandria, VA 22314

703.746.3777

[alexandriava.gov/HR](http://alexandriava.gov/HR)