



Philadelphia International Airport (PHL) Northeast Philadelphia Airport (PNE)

Tamara Whitfield

Departmental HR Manager 3

Date: October 22, 2024



City of Philadelphia,
Department of Aviation



PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

Department of Aviation's Human Resources Unit



**Employee Relations, Payroll, Hiring Services, and
Transactions**



PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
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Human Resources Unit Overview



- Human Resources (HR) focuses on Managing the Department of Aviation's most valuable asset: ***It's Employees***. The Human Resources Unit works to Ensure Employees Have the Necessary Resources to Support them Throughout Their Life Cycle as an Employee Here with the Department of Aviation.
- We Handle Various Responsibilities Ranging From Hiring, Payroll, Benefits, Onboarding, Offboarding, Transactions, and Employee Relations. We are the Resource which Strikes the Balance in Between the Organization and Employees to Ensure Compliance with City, State, and Federal Policies, Procedures, Rules and Regulations.

The Policies which guide our work:

Civil Service Regulations

Home Rule Charter

FLSA Guidelines

Union Contracts

EEOC

ACT 195 Public Employee Relations ACT

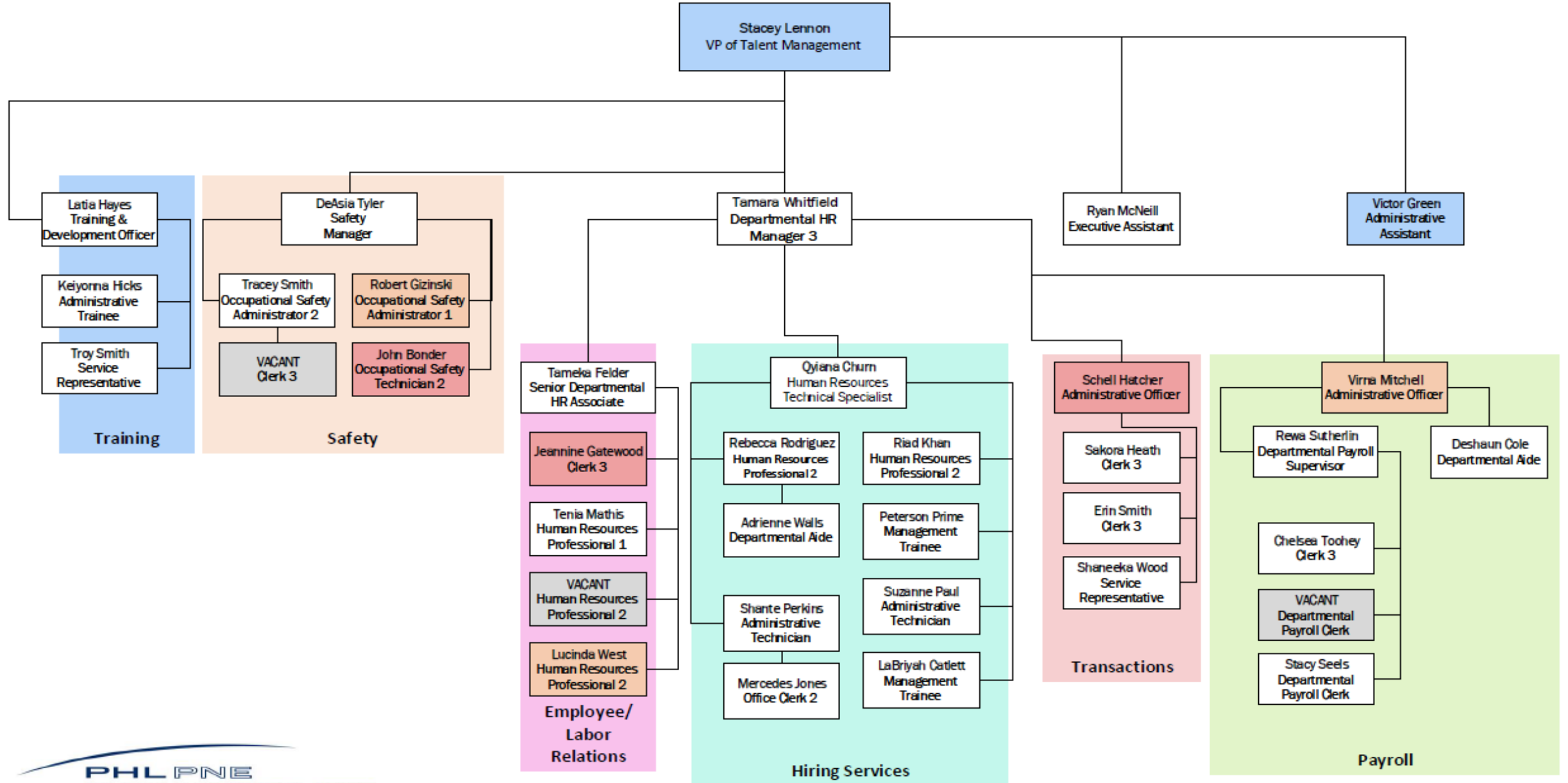
Philadelphia Code

Airport Rules and Regulations

Federal Hiring guidelines

FAA Guidelines

HUMAN RESOURCES



Impact on the Department of Aviation's Mission & Vision



Vision

We are a World Class Global Gateway of Choice

Mission

Proudly Connecting Philadelphia with the World



Employee Relations Unit



The Employee Relations Unit (ERU) is Comprised of One (1) Clerk 3, One (1) Human Resources Professional 1, One (1) Human Resources Professional 2, and One (1) Senior Departmental Human Resources Associate.

This Unit is Supervised by Tameka Felder Senior Departmental Human Resources Associate.

The Employee Relations Unit is responsible for:

- Unemployment Inquiries and Hearings.
- Representing DOA at Civil Service Hearings and Step 4 Grievances.
- Processing Legal Subpoenas.
- Employee Advocacy.
- Manager and Supervisory Coaching.
- Labor/Union Management.
- Disciplinary Process.
- Union Contract Interpretation.
- Grievance Management.
- Supervisory Support.
- Outside Employment.
- Right to Know Requests.
- Driver's License Status.
- Oversight of Sick and Late Abuse processes.
- Conducts employee investigations.
- Stay Interviews.
- Exit Interviews.

Hiring Services Spotlight



The Hiring Services Unit Consists of One (1) Office Clerk, One (1) Management Trainee, Two (2) Human Resources Professionals, Two (2) Administrative Technicians, and One (1) Human Resources Technical Special. The Hiring Services Unit consists of Two Subunits: Staffing and Onboarding and Benefits. The Unit is supervised by Qyiana Churn; Human Resources Technical Specialist.

The Staffing Subunit is responsible for:

- Submitting Hiring proposal to OHR.
- Managing Internal Staffing Request Process.
- Candidate Identification.
- Interview Scheduling.
- Selection Assistance.
- Background Checks.
- Reference Checks.
- Offer Letters.
- Medical Screening.
- Driver's License.
- Coordinating Physical Abilities Testing.
- New Employee Orientation Coordination.
- Updating Job Descriptions and Job Specifications.
- Compiling Budget data and Reporting.
- Attending Job Fairs.
- Coordinating Recruitment Events.

Hiring Services Spotlight - Continued



The Onboarding and Benefits Subunit is responsible for:

- Employee Benefits
 - Administration
 - Coordination with DC 47 and DC 33 Employee Benefits Administrator.
- Coordinating and Scheduling Employee Badging Appointments.
- Collecting and Processing New Hire Documents.
- Issuing Departmental, City, State, and Federal policies.
- Coordinating Benefit Open Enrollment for CAP Employees
- Notifying Employees of Union Orientation.
- Coordinating First Day Reporting Instructions.

Transactions Unit



The Transactions Unit consists of One (1) Service Representative, Two (2) Clerk 3's, and One (1) Administrative Officer. The Unit is Supervised by Schell Hatcher; Administrative Officer.

The Duties Which the Transactions Unit is Responsible for are:

- Processing New Hire Appointments, Separations, and Promotions
- Processing Leaves of Absences (FMLA, Parental, Personal Leaves etc.,)
- Compiling and Maintaining Staffing Reports and Vacancy Data.
- Managing and Distributing Probationary and Annual Performance Evaluations.
- Creating and Updating Employee Records in the OnePhilly System.
- Coordinating Employee Retirements with Board of Pensions and Deferred Compensation.
- Intake and Process City ID Applications
- Update Beneficiary Information.
- Intake and Process Emergency Responder Badge Applications.
- Maintain Employee Personal and Confidential Files.

Payroll Unit

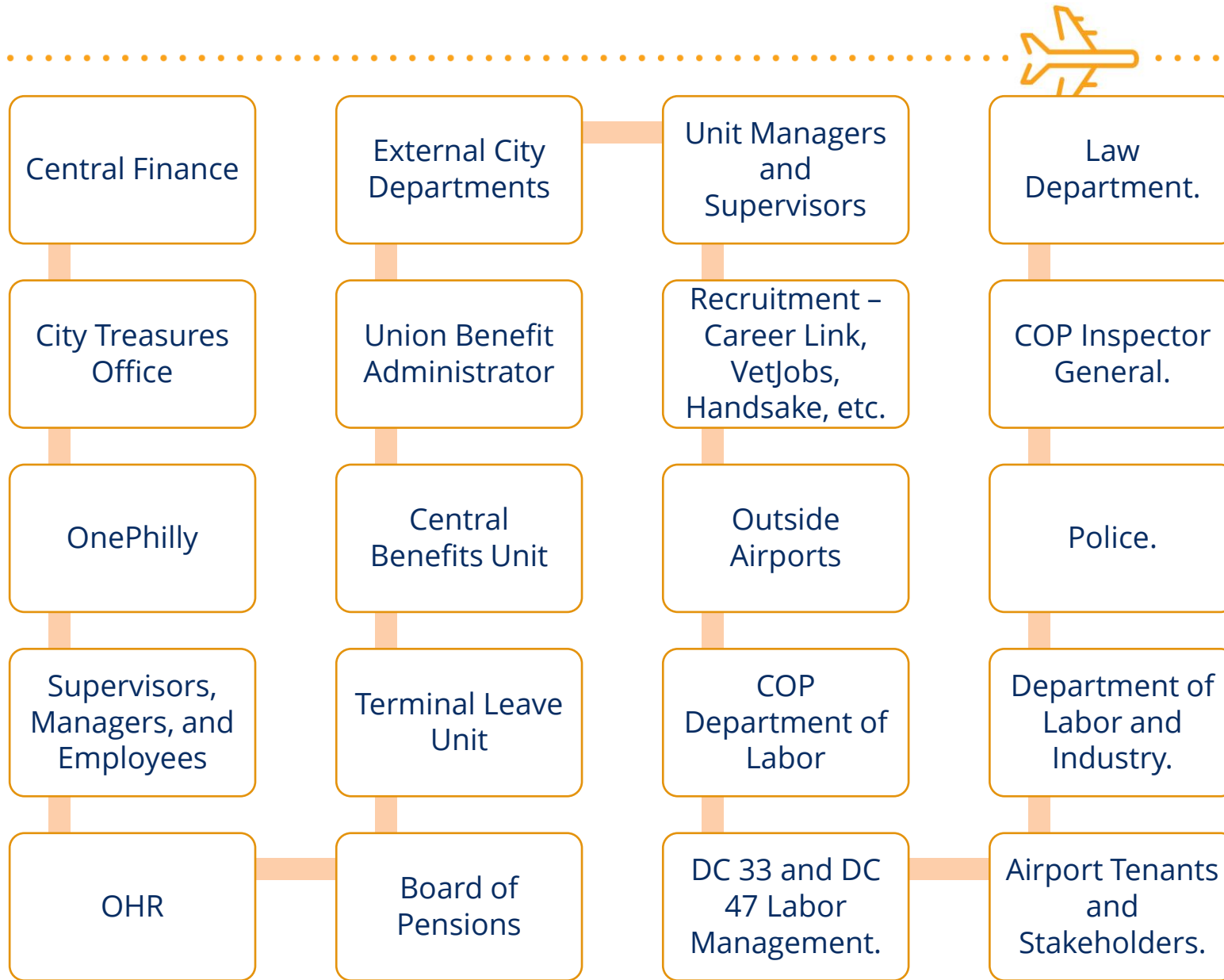


- The Payroll Unit Consists of One (1) Clerk, One (1) Departmental Payroll Clerk, One (1) Departmental Payroll Supervisor, and One (1) Administrative Officer. The Unit is Supervised by Virna Mitchell; Administrative Officer.

The Payroll Unit Duties Include:

- Reviews and Checks for Completeness of Time Worked Using the UKG and OnePhilly Time Keeping Systems.
- Enters Information into UKG and OnePhilly Payroll System.
- Answers Questions Regarding Salary, Leave Usage.
- Maintains Payroll Records, Attendance Records, Time Records, Leave Slips, and Overtime Slips.
- Prepares Documentation for Annual City Controller Audits
- Research and Resolves Employee Pay Issues.
- Biometric Enrollment in UKG Payroll System.
- Troubleshoots Employee, Supervisor, and Manager Escalated Issues.
- Coordinates and Oversees the Implementation of New Payroll Software.

Collaboration



Successes



1. SIDA Differential
2. Provisional Hiring – Skilled Trades
3. Mass hiring model for Custodial Worker
4. Hiring of 173 New Employees Since January 1, 2024
5. Over 130 attendees for Skilled Trades Recruitment Event
 - Custodial Recruitment Event scheduled for 11/2/24.
6. Implementation of UKG Payroll Software
7. Expanded Recruitment Efforts Including Establishing Relationships with CareerLink and Vetjobs
8. Expansion and Restructuring of Human Resources Unit

Aspirations



Our Goals for the future are:

- Increase Staffing Levels.
- Expanded Recruitment
- Increased Upskilling, Reskilling, and Apprenticeship Opportunities.
- Update and Improve Unit and Departmental Processes.
- Improve Onboarding Process.
- Reduce Time to Hire.
- Reduce Employee Turnover.
- Improve Employee Experience.
- Succession Planning Process
- In the future the Human Resources Unit plans to focus on:
 - Increased Training for Employees, Supervisors, and Managerial staff.
 - Payroll Functions and Processes.
 - Employee/Labor Relations.
 - Onboarding and Offboarding Practices.
 - Update Unit Practices, Procedures, and Reporting.



Thank You!

Tamara Whitfield



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