

## Goals for ER Analyst YEAR-YEAR

### **Performance Goal # 1**

On an ongoing basis, provide responsive, thorough, accurate and innovative customer service by maintaining an individual, team and overall 90% customer satisfaction rating in each of the following services: Recruitment & Selection and Employee and Labor Relations, as demonstrated by the quarterly/annual measurements taken from the “How Are We Doing” surveys.”

**Start date:** <<DATE>>

**Target date:** <<DATE>> (Ongoing)

### **Performance Goal # 2**

By <<DATE>> , complete all assigned classification and compensation surveys by deadline date to meet labor contract obligations and department requests for service.

**Start date:** <<DATE>>

**Target date:** <<DATE>>

### **Performance Goal # 3**

On an ongoing basis, collaborate with and/or assist supervisors and managers in following appropriate corrective action with employees by providing timely, relevant and essential advice for the resolution of employer/employee relations issues at the lowest possible level.

**Start date:** <<DATE>>

**Target date:** <<DATE>> (Ongoing)

### **Performance Goal # 4**

On an ongoing basis, support the professional development of County employees by providing subject matter expertise and facilitating/co-facilitating at least two training sessions per year, including but not limited to: New Employee Welcome, Corrective Action, Performance Evaluations and Presenting Yourself Effectively in the Civil Service Interviewing Process.

**Start date:** <<DATE>>

**Target date:** <<DATE>> (Ongoing)

### **Development Goal # 1**

By <<DATE>>, expand knowledge of the Employee and Labor Relations responsibilities including effective negotiation strategies and cultivating a trusting and collaborative working relationship with all employee organizations and County department managers to review and understand procedures in order to ensure the resolution of employee/labor relations issues at the lowest level as well as capitalize growth and development opportunities for myself.

**Start date:** <<DATE>>

**Target date:** <<DATE>> (Ongoing)

### **Development Goal # 2**

By <<DATE>> , expand knowledge in the areas of organizational redesign and restructuring, including training in conducting SLOTS assessments, facilitation and process mapping in an effort to capitalize growth and development opportunities for myself.

**Start date:** <<DATE>>

**Target date:** <<DATE>> (Ongoing)

