

working for clean rivers



# BES Workforce and Professional Development Update

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June 20 2024



ENVIRONMENTAL SERVICES  
CITY OF PORTLAND

working for clean rivers

MINGUS MAPPS, COMMISSIONER  
DAWN UCHIYAMA, INTERIM DIRECTOR

# Overview

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- Workforce Strategy Development
- Demographics
- Professional Development
- Labor-Management Committee
- Q&A



# Drivers for Workforce Strategy

- Changes in City organization
- Risk-based prioritization of BES capital investments
- Refocused delivery of programmatic services
- Implementation of Equity and Antiracism initiatives
- Succession planning and resilience

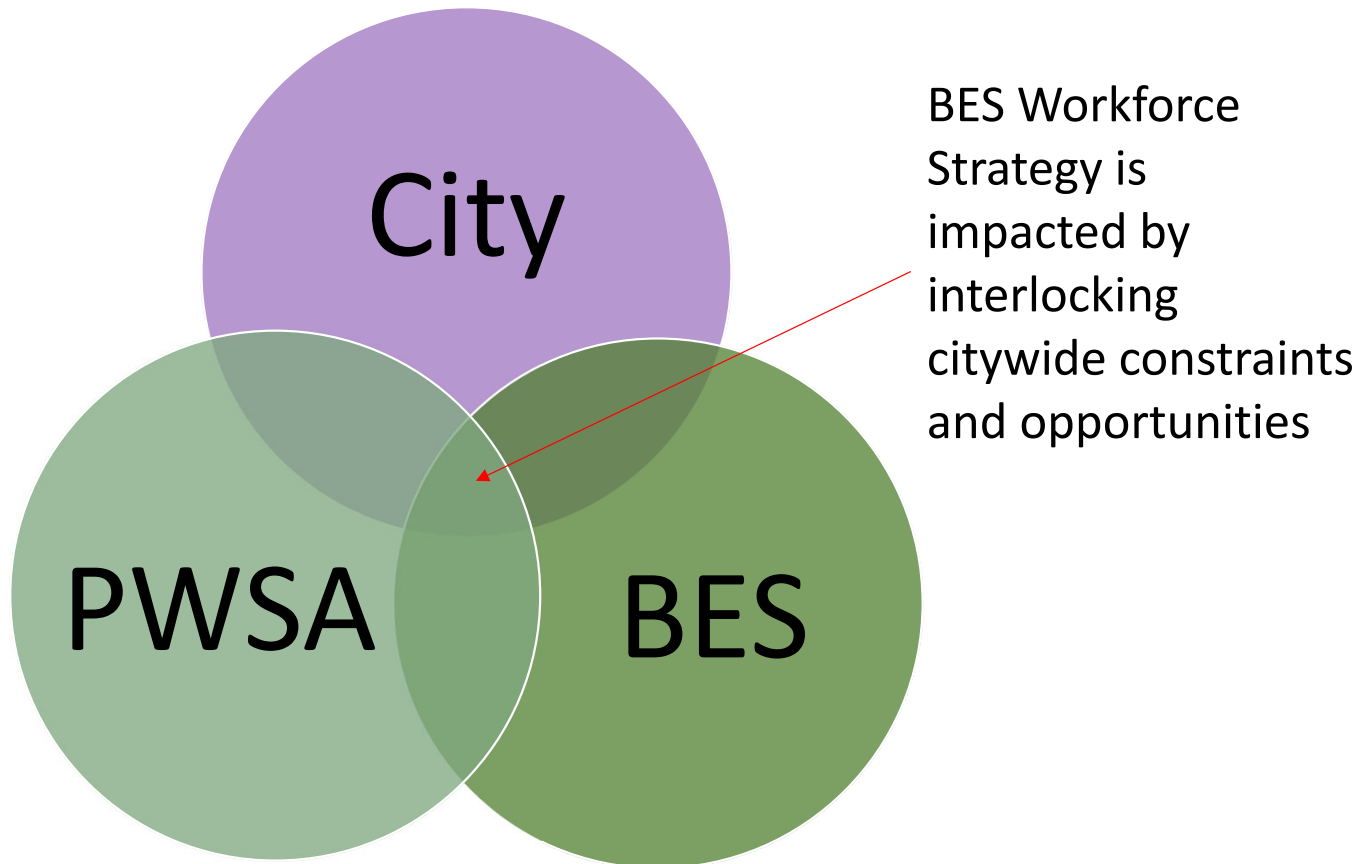


# Workforce Strategy - Components

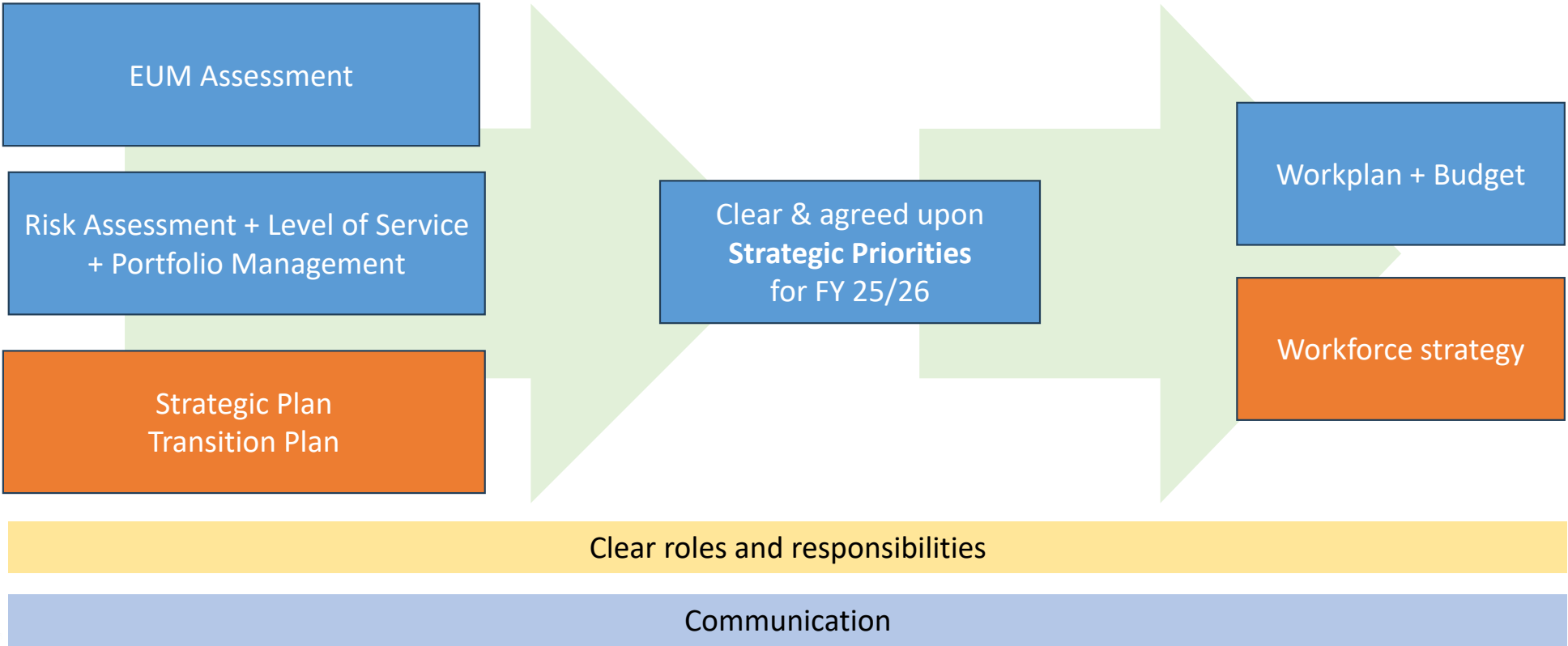
- **The Right People:** Aligned with current and future strategic needs, BES workforce must have the necessary skills and capabilities to deliver service-level expectations to our community.
- **The Right Organizational Shape:** The BES organizational structure must support equitable, effective, and efficient management of service delivery through reasonable span of control, documented position descriptions, and clearly defined roles, responsibilities, and accountabilities.
- **The Right Support:** To be effective in our jobs, BES employees must be engaged to contribute to organizational success. Employees must be provided needed tools and training, clear business processes and policies, feedback, coaching, and opportunities to grow professionally with the bureau and city.



# Citywide Context of Workforce Strategy



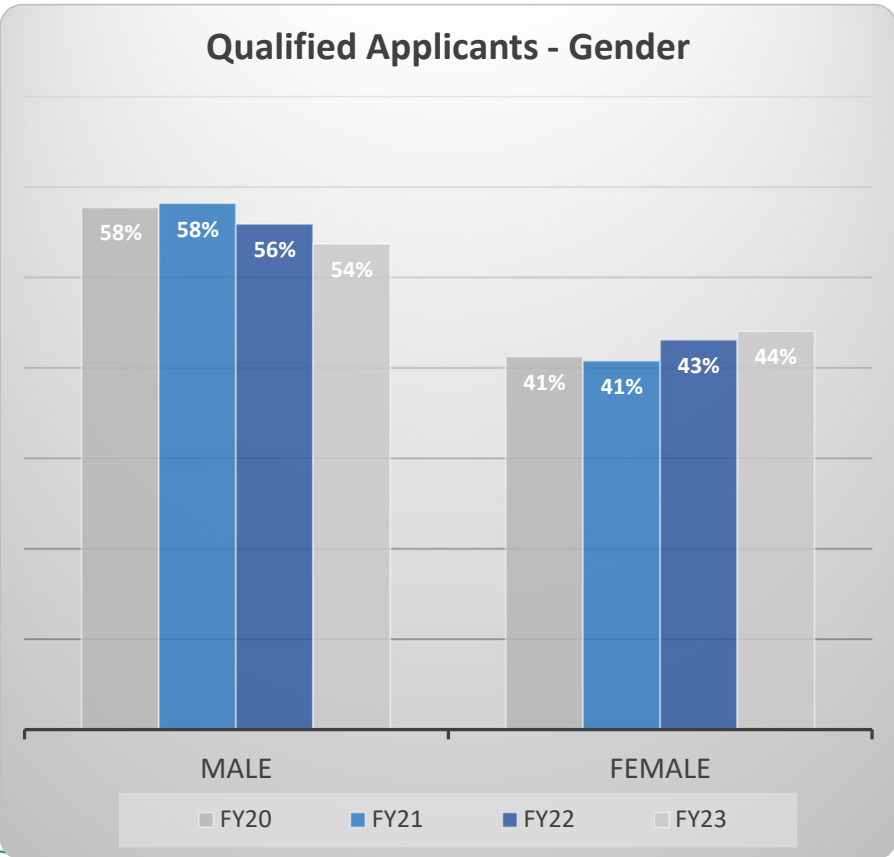
# BES Planning Workflow



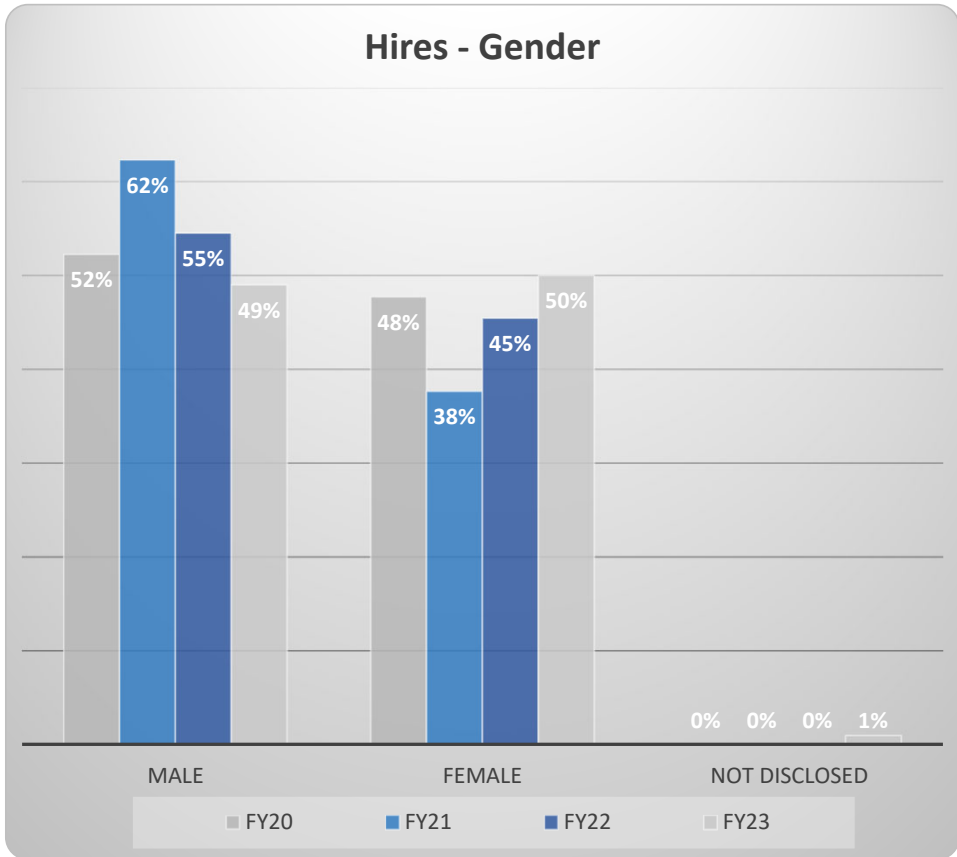
# Demographics



### Qualified Applicants - Gender

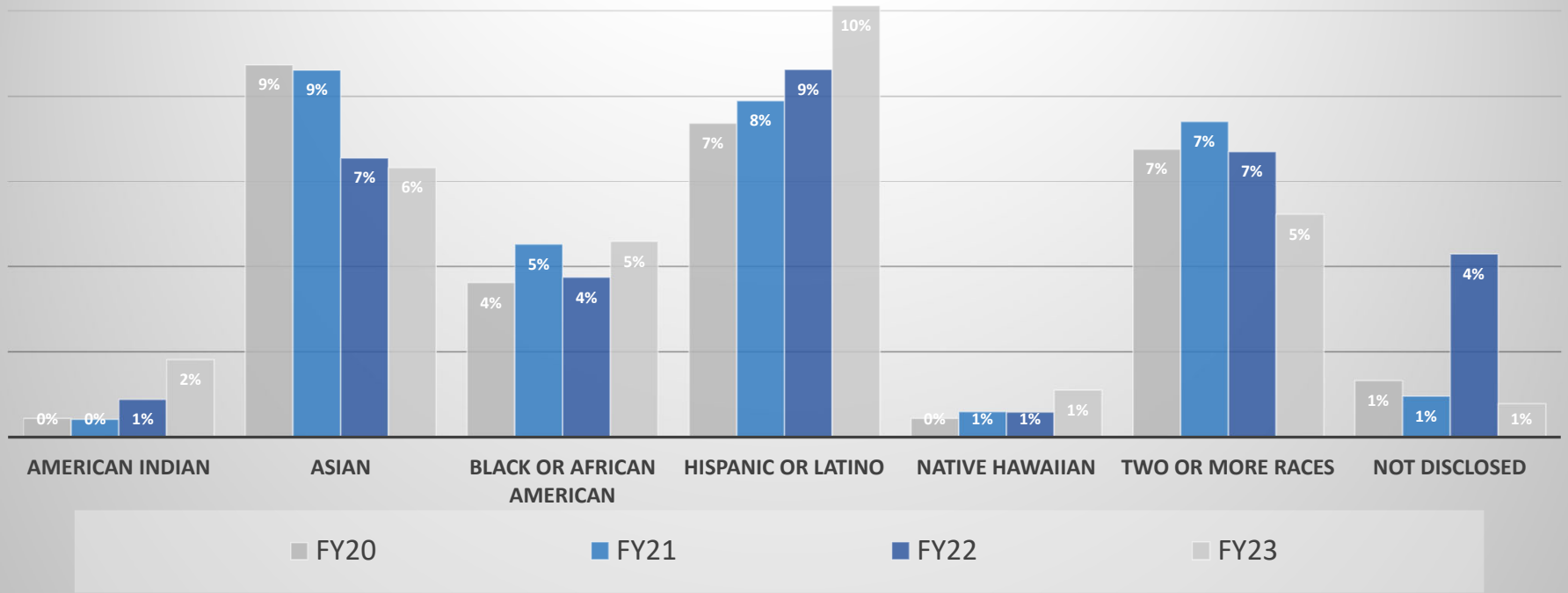


### Hires - Gender

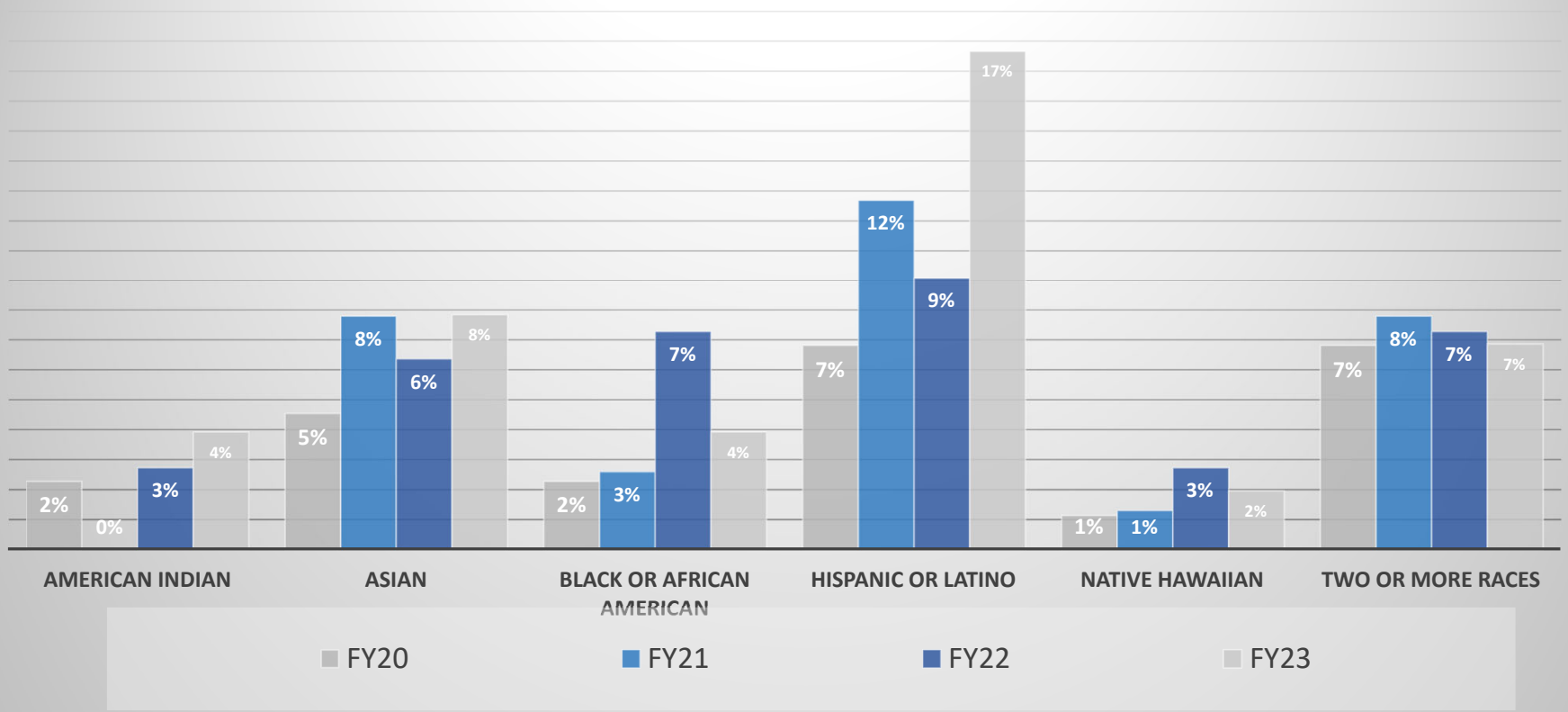




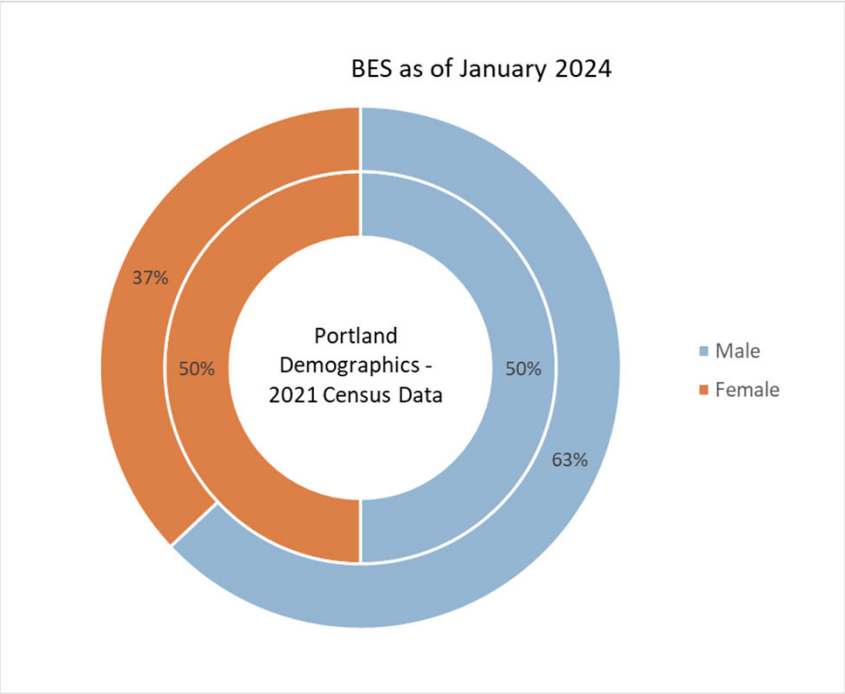
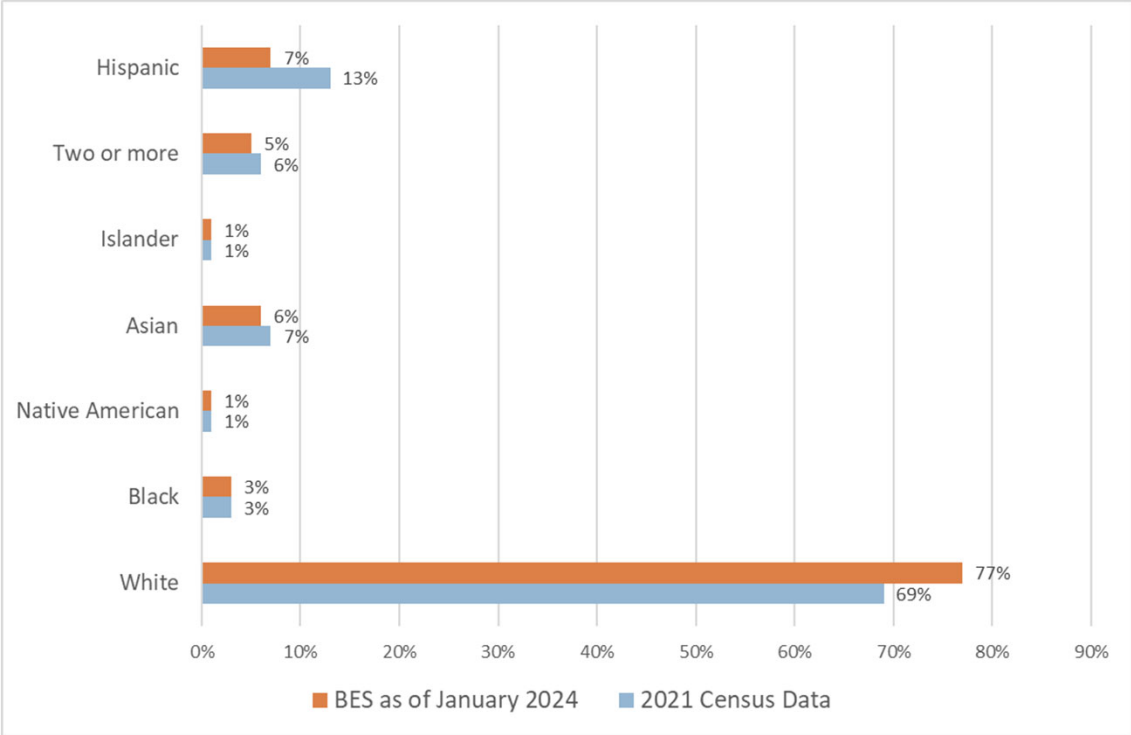
### Qualified Applicants - Ethnicity



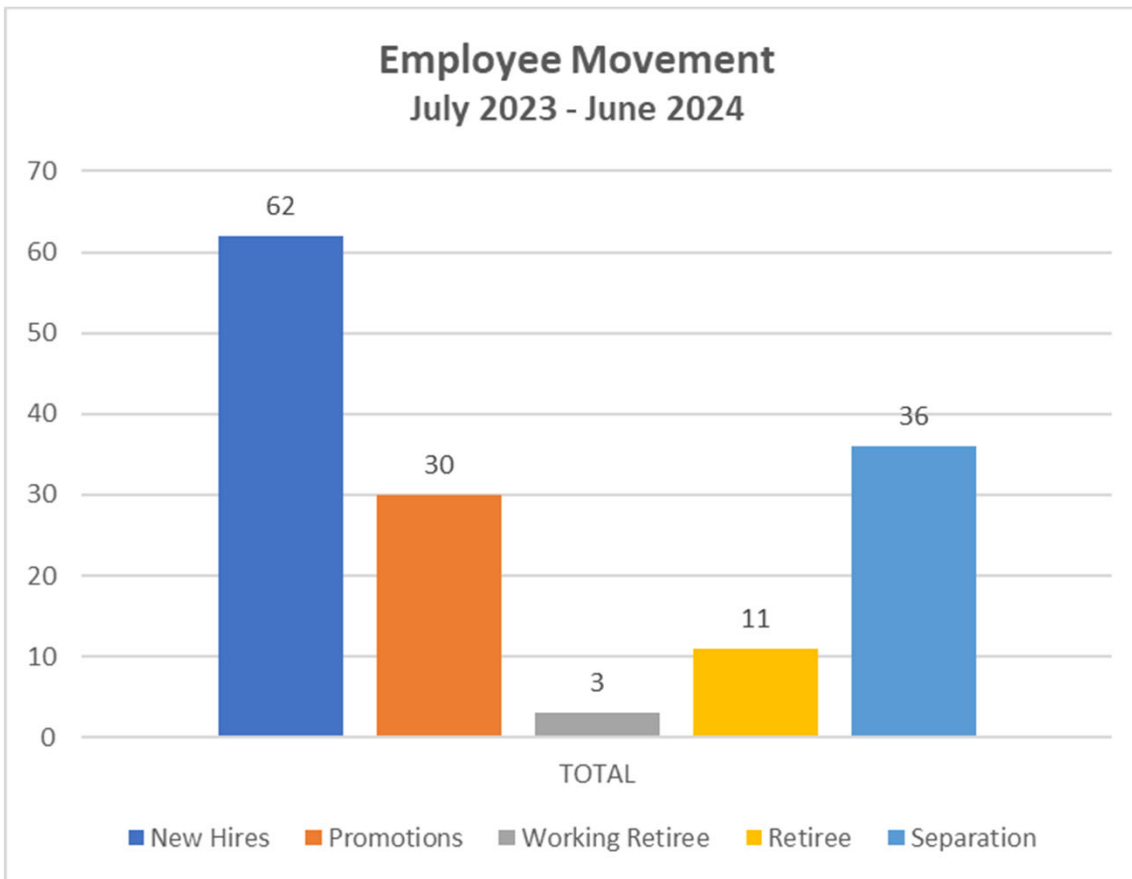
### Hires - Ethnicity



## BES as reflective of the community



### Employee Movement July 2023 - June 2024



# Professional Development Update



# Training and Workforce Development

- Onboarding for New Employees- ONE BES
  - 5-week curriculum, once a week in the morning
  - Organizational onboarding
  - Includes three tours highlighting BES work
- Lunch and Learns- hour trainings over lunch
  - Job Panels- to learn about different job positions and work the bureau does
  - Presentations from different experts in the bureau
  - Tech tips and other resources (e.g. 311)
- De-escalation and Navigating Challenging Conversations
  - Training tailored toward field staff, and how to remain safe and calm when in the midst of challenging situations or interacting with challenging people
- Working to give out 150 licenses to LinkedIn Learning



# Upcoming Projects

- Onboarding for new supervisors
  - Training currently being developed on budgeting and finances
  - Training currently being developed on how to be person centered and manage team dynamics
- Job Shadowing opportunities
- Revamping our Job Rotation Program
  - Work on a project several hours a week for several months
  - Switch jobs with someone in the same job class as you
- Respect in the workplace/navigating inter teams conflict training



# Labor- Management Committee





# BES Labor-Management Committee

- Bureau management and represented employees
- Collaborative problem-solving and relationship-building
- Outside of collective bargaining
- Improvements in:
  - Equity and access
  - Communication and transparency
  - Efficiency and productivity
  - Relationship resiliency
- Summer and fall



# Questions and Discussion



Thank you!

