

101 ORGANIZATION DESCRIPTION

101.1 THE HISTORY OF HALL COUNTY

Hall County was created on December 15, 1818. It was named for Dr. Lyman Hall, a signer of the Declaration of Independence and later governor of Georgia. Hall County rests on the shores of the Chattahoochee River and Lake Lanier, the most northern impoundment of the river. Lake Lanier is a major recreation and tourism site and served as a venue for the rowing and kayaking events in the 1996 Olympic Games. The County is bordered by Lumpkin, Forsyth, Gwinnett, White, Dawson, Jackson, Barrow, Habersham and Banks counties.

101.2 SERVICES

The County provides a full range of services, including police and fire protection; the construction and maintenance of highways, streets, and other infrastructure, recreational activities and cultural events. The County is also financially accountable for a legally separate Health Department and a legally separate Library, both of which are reported separately within the County's financial statements.

The County maintains budgetary controls to ensure compliance with State of Georgia law. Departments prepare revenue and expenditure estimates, which are reviewed by the Board of Commissioners in a hearing open to the public. The Board of Commissioners then adopts the final budget on or before June 30 at an official commission meeting.

101.3 ORGANIZATIONAL STRUCTURE

Hall County operates under the commission form of government as set forth in its charter.

101.3.1 COUNTY COMMISSION

The Board of Commissioners is comprised of five members – one Chairman is elected at-large and the other four are elected by their respective geographical districts. Elections for the district seats are staggered so as to provide some continuity on the Board of Commissioners. As the legislative branch of Hall County and the elected representatives of the community at large, the County Commission establishes policy, direction and goals to be achieved by the organization. The County Commission establishes levels of service and appropriates funds to meet the needs of the community. By adopting ordinances and resolutions, pay and benefit programs, and other actions, the County Commission provides the basic tools for management to guide, motivate, attract and retain a productive work force.

101.3.2 COUNTY ADMINISTRATOR

The County Administrator, appointed by the Board of Commissioners, serves as the chief administrative employee and is responsible for the administrative oversight of employees under the Civil Service system.

101.3.3 DEPARTMENT DIRECTOR

Department Directors are responsible for ensuring the optimum performance of their department by providing leadership, guidance and direction to achieve organizational goals and assure departmental integrity through coordinated teamwork as governed by the County's Rules and Regulations. A department director includes individuals appointed by the County Administrator and elected department heads such as the Sheriff, Clerk of Courts, Tax Commissioner, Probate Judge and Juvenile Court Judges.

101.3.4 DEPARTMENTAL RULE ESTABLISHMENT AUTHORITY

Each department director has the authority to establish additional policies or standard operating procedures that specifically apply to that department's activity and may not apply to the general employee population. Supplementary departmental policies and standard operating procedures must be consistent and compatible with these Policy Guidelines. Should there be a conflict between departmental policies and these guidelines, these guidelines will ultimately serve as the official policy of the County.

NOTE: Public Safety and Public Works are allowed to enforce stricter standards as deemed necessary for their operation. As in all disciplinary matters, up to and including termination, the employee shall be notified in writing of the disciplinary action and, when applicable, of the employee's right to appeal.

101.3.5 HUMAN RESOURCES DEPARTMENT

The Human Resources Department is responsible for providing guidance and direction to County department directors and supervision in:

- a. Managing personnel through policy development and individual consultation;
- b. Facilitating the development of an outstanding workforce through effective employee recruitment and supervisory training;
- c. Providing a competitive compensation and benefits program to assure the County can attract, retain and motivate a skilled workforce
- d. Assuring equitable treatment of all employees through the management of the discipline and grievance procedures; and
- e. Encouraging talented employees to make a career of governmental service through conscientious management of our human resource.
- f. Developing policy, rules, regulations, compensation and benefit programs, pay practices, recruitment and selection and, when necessary, for presenting policy for consideration and approval to County Management.
- g. Ensuring clear work standards are established.

101.3.6 MANAGER OR SUPERVISOR

The Manager/Supervisor is responsible for assuring employees perform assigned work responsibilities, enforcing rules and ensuring compliance with regulations. Every member of management is responsible for reporting or responding to improper action or misconduct.

101.3.7 EMPLOYEE

The employee's role is to perform assigned duties efficiently, effectively, courteously and professionally and to be flexible in adjusting to the changing nature of Hall County functions based on the expectations of management and the public. The employee is responsible for responding to direction from supervisors, managers or directors, including in cases of misconduct or safety matters, those not directly within his/her own chain of command.

The County Commission, County Administrator, all elected and appointed department directors and every employee have an important role in making the County an effective, efficient and responsive organization.

102 CUSTOMER SERVICE

Customers are each employee's most important concern. Every employee represents Hall County to our customers and the public. The way we do our jobs presents an image by which we are viewed by the public. Customers judge all of us by how they are treated with each employee contact. Our first priority is to provide excellent customer service to any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Hall County will provide customer relations and services training to all employees. New employees are expected to attend County provided customer service training. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Hall County. Positive customer relations enhances the public's perception of and improves the image of Hall County.

103 CIVIL SERVICE BOARD

103.1 PURPOSE

The Civil Service Board of Hall County, having been established by constitutional amendment in November 1968, shall administer a personnel program under which County employees shall be selected on a basis of merit and demonstrated fitness. The functions of the Civil Service board are first, to act as an employee appeals board; and second, to advise the County Commission and County management regarding the implementation of personnel policies and procedures.

103.2 CIVIL SERVICE BOARD MEMBERS

The Board shall consist of seven (7) citizens of the County of known interest in the improvement of public administration. These members shall serve four (4) year terms, and shall be appointed in the manner prescribed in the Act (see appendix 1). The Civil Service Board members are to be interested in the fair treatment of employees, with proper recognition and concern for the efficient and effective operations of government services provided to the citizens of Hall County. It is imperative that Board members exhibit mature reasoning, prudent stewardship of public funds, evidence of good judgment, and non-partial and non-political performance of these duties.

103.3 PRIMARY ROLE

The Civil Service Board has the final authority within Hall County to hear a grievance brought by an employee to protest adverse action that impacts employment status or compensation. The Board determines if management's decision is supported by the evidence, lies within the lawful discretion of management and is consistent with County policies and practices.

103.4 CRITERIA FOR REVIEW

In reviewing appeal cases, the Board is guided by the following criteria. It shall be the burden of the appellant to establish and verify that the action in question:

- 103.4.1 Does not substantially comply with sound management principles, consistent with these rules and regulations;
- 103.4.2 Is not supported by a preponderance of evidence maintaining the finding of facts and judgment; and
- 103.4.3 Is not reasonable and relative to the severity of the offense.

103.5 BOARD MEMBERS

The Board shall hold regularly scheduled meetings. All meetings of the Board shall be open to the public. The date, time and place of the meetings will be designated by the Chairperson. The Chairperson may also change the time, date, and place of any meeting provided that proper notification is given to concerned parties.

Special meetings of the Board may be called by any member upon giving reasonable advance notice in writing to each member of the Board and to department heads and elected officials whose interest might be affected by such meetings.

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The Board shall, at the first meeting after July of each year, elect one member to act as Chairperson and a second member to act as Vice Chairperson for a term of one year. If, for any reason, the office of Chairperson is vacated, a new Chairperson shall be selected in like manner as soon as the vacancy on the Board is filled.

The Board shall adopt procedures for the conduct of its activities. Meetings of the Board may be informal, subject to such rules as may be promulgated by the Chairperson of the Board. The Human Resources Director prior to each Board meeting shall prepare an agenda, including all items to be presented to the Board.

Four (4) members of the Board shall constitute a quorum for the transaction of business.

The time and place of each meeting of the Board; names of the Board members present; all official acts of the Board; the votes of each member, except when the acts are unanimous, and when requested, a Board member's approval or dissent, with his/her reasons, shall be recorded in the minutes. The minutes will be transcribed and presented for approval or amendment by a majority of the Board, shall be open to inspection by the Department Heads, employees and the public.

The Board may delegate to the Human Resources Director or other qualified County employee such administrative and technical duties related to the maintenance and administration of the County personnel program, as it deems necessary.

103.6 APPEAL HEARINGS

In reviewing the action taken by management, the Civil Service Board confirms or rescinds the action in question. The Board is not empowered to substitute an alternative form of discipline. The Board may reverse decisions made by management if there is a material difference between the action taken and the preponderance of evidence. The Board is empowered to provide management with supplementary observations, comments and recommendations regarding alternate levels of discipline for consideration by management.

103.7 TYPES OF CASES

Issues typically heard by the Board include personnel policy changes, demotions, suspensions or terminations. The Board does not hear cases involving records such as corrective interview documentation, performance evaluations and notices of reprimand.

103.8 ADDITIONAL ROLE

The Civil Service Board also acts as an advisory board to the County Commission, County Administrator and Human Resources Director regarding the establishment of appropriate rules and regulations, personnel programs and policies.

104 EMPLOYEE ADVISORY COMMITTEE

The Civil Service Board shall direct the employees of Hall County, subject to these Rules and Regulations, to select, by referendum conducted by the Civil Service Board, seven (7) employee representatives to serve without additional compensation on the Employee Advisory Committee (EAC). The members of this committee shall serve three (3) year terms. The election of these members shall be conducted in a manner to create and maintain staggered terms.

104.1 ELECTIONS

The employee referendum shall normally be held annually in June, with terms beginning on July 1, and expiring on June 30. The EAC should be representative of all employees and employee groups in the County service. Hence, its membership shall be selected as follows: Each County department and organizational unit shall be entitled to elect by ballot vote, one (1) of its own employees as a nominee for election to the committee, except those departments and units represented by a member whose term will not expire until the following year. The nominee must be an employee who is subject to the coverage of the Civil Service System. The Committee shall prepare an election ballot to include the name and department/unit of each nominee. The ballot shall be arranged in two (2) sections; one (1) lists the nominee from departments with elected department heads, and one (1) lists the nominees from departments with appointed department heads. All employees who are subject to the Civil Service coverage shall be eligible to vote in this election. They shall be instructed to vote for one (1) nominee from each of the two (2) sections of the ballot, and in addition, on alternate elections when three (3) members terms expire, for one (1) more nominee from either section of the ballot. The ballots shall be counted by the Committee, and the one (1) nominee from each section of the ballot receiving the most votes shall be declared duly elected. Additionally, on alternate elections when three (3) members must be elected, the one (1) nominee receiving the next highest number of votes, regardless of which section of the ballot upon which his/her name appears, shall also be declared elected. In all cases, only ballots that are properly cast shall be counted. In the event that a runoff is necessary, it shall be conducted in a manner to be prescribed by the Committee. Said manner shall be consistent with the intent of this provision which is to assure a proper balance of employee representation on the Committee.

104.2 MID-TERM VACANCIES

Should a vacancy on the EAC be created by resignation, death, retirement, or other cause, the Civil Service board shall appoint a replacement member to complete the unexpired term. Any employee receiving such interim appointment must be subject to the coverage of the Civil Service System. An employee serving as a result of an interim appointment shall be eligible for election to a term on the next Advisory Committee.

104.3 CHAIR- AND VICE CHAIRPERSON

It shall be the responsibility of this EAC to select one (1) of its members to serve as a Chairperson, and one as Vice Chairperson. The Chairperson may attend all meetings of the Civil Service Board and shall represent the interest of the employees by advising the Board on matters affecting County personnel administration.

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104.4 MEETINGS

The EAC shall meet as often as deemed necessary. One (1) meeting each month may be during normal working hours while subsequent meetings must be held during off-duty hours. All meetings of the EAC are considered open to the public and subject to related open records act.

104.5 FUNCTION

The EAC shall concern itself with the improvement of the practices of County personnel administration, and with the improvement of employee morale. It shall continually study the County Civil Service System, and offer advice and counsel to the Human Resources Director and Civil Service board who in turn advise the County Administrator and the Board of County Commissioners in matters concerning the system and its relations with and effects on County Employees.

104.6 ATTENDANCE

A member of the committee may be removed from their position for failure to attend three (3) committee meeting within one calendar year.