

# EMPLOYEE FOCUS

October 2020

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A Publication of the Employee Communication Committee  
 Susan Rasmussen, Editor



Employee of the Month  
 August 2020  
 Erika Franco

Ericka has been a Customer Service Representative for nearly four years and has shown excellent skills in customer service, accounting, public relations, and internal and external relationships.

Her accounting skills contributed to a huge success in the Tyler Utility Management conversion. By using her out-of-the box thinking, she pushed us forward and helped bridge that gap between accounting and the new billing system. She showed patience and control throughout this stressful process, and her work did not go unnoticed. Her diligence, self-motivation, as well as dedication to always go the extra mile in order to achieve the best possible results are really admirable. Some more examples of her contributions:

- Erika really stepped up when Ryan Lee left Customer Service and became a trusted point of contact for questions and special projects from other departments.
- She has been cross training in Accounting after hours and on her days off so as not to take time away from her Customer Service responsibilities. The Accounting staff truly appreciates her efforts on many levels, but especially that she took on the tedious process of recording Springbrook utility billing payments into Tyler New World.
- She thinks practically and is always willing to bring forth creative ideas on ways we can improve our procedures and efficiency. She always asks great questions and her perspective has made many CS tasks much more efficient. She has never accepted the answer of “We’ve just always done it that way.”
- She’s compassionate with the customers and understands the nuances of their situations and struggles.
- She works hard and takes pride in being able to perform her job well. She has volunteered to work overtime on many occasions in order to make sure owner changes and other office tasks are completed by their deadlines.
- She truly has a service-oriented mindset and it’s evident that she cares about the work that the District does, not just her own limited job duties.

Erika’s professionalism and helpfulness represents the District’s value at its core. She has set a high standard in the area of job performance and easily meets the qualifications of an outstanding employee. Congratulations Erika!

*“Come, pensive Autumn,  
 with thy clouds, and  
 storms,  
 And falling leaves, and  
 pastures lost to flowers;  
 A luscious charm hangs  
 on thy faded forms,  
 More sweet than Sum-  
 mer in her loveliest  
 hours... ”*

~John Clare



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# HR Happenings

by Liz Kauffman

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## **Recruitments**

### **Maintenance Mechanic I/II**

Due to Jay Alsbury's retirement, this position was posted on August 3. During the posting period, it was approved to convert the Utility I/II position (vacant due to Terry Weagley's passing) to a Maintenance Mechanic position. After two days of interviews, Jason Chatham was selected to fill one of the positions. He will officially start his new role on October 1. The second position was offered to an outside candidate. More information to come.

### **URS I/II**

With Jason Chatham's official transfer to the Heavy Maintenance Department, there will be an opening in the URS Department down the road. Stay tuned for more info.

### **Human Resources**

Since I have officially taken the helm as HR Director, I am excited to announce an upcoming opportunity in the HR Department. Look for more information on this position in the coming weeks.

### **Flu Shots**

If you missed the flu shot clinic held at the District in September, have no fear! You can still get your immunization at any Rite Aid or CVS Pharmacy. They have great pharmacy hours and no appointments needed. Just drop in and make sure to bring your Anthem Insurance Card.

### **Dental Insurance Cards**

You should have received new insurance cards earlier this year. If you have visited the dentist in the last couple of months or have upcoming visits scheduled, please make sure they have the updated cards. Call CDS if you need a replacement card: 800-455-4236.

## **Open Enrollment for Deferred Comp**

During October you can make changes that will become effective with the first pay day in November, 11/3/2020. The Deferred Comp Election Change forms are in the public folder under FORMS. You can also contact HR to obtain a form. Completed forms should be submitted to HR by October 23. Additionally, employees can enroll in Deferred Comp after six months of employment. Reach out if you want to start saving for your retirement!

## **Retirement Readiness Webinar**

Empower Retirement will be hosting a webinar on Tuesday October 13 at 12pm. Check your email for details or contact HR.

## **Open Enrollment for 2021**

Open Enrollment is upon us! This is the time in which you can make changes to your health insurance plan for the following year. The District's official Open Enrollment period will run from October 5 through October 19. Look for more information to come through email in the next couple of days.

## **Employee Assistance Program**

Don't forget all employees and their dependents are eligible to use this program. Being mindful of your mental health during the COVID-19 outbreak is important. If you need to get a grasp on your anxiety or need to find ways to connect during this time, the EAP could help. You can call 24-hours a day, seven days a week: 1-800-242-6220 or visit [members.mhn.com](http://members.mhn.com) and use the company code STPUD.

# Milestones

## Birthdays

Heidi Baugh	October 1
Jeremy Rutherfordale	October 1
Chris Skelly	October 1
Dan Arce	October 3
Francisco Avina	October 4
Jason Hudak	October 7
Steve Kallas	October 12
Chris Moraida	October 15
Phil Trella	October 17
Greg Smith	October 22
Doug Nurock	October 29

## Anniversaries

Jim Kelly	3 years
Barrett Burghard	4 years
Richard "I.V." Jones	8 years
Benito Cuevas	24 years
Cliff Bartlett	29 years
Ronnie Williams	37 years

## Dates and Events

- 10/1 — Board of Directors Meeting
- 10/13 — Retirement Webinar
- 10/14 — Candidates' Forum, 6:00 p.m., District Board Room
- 10/15 — Board of Directors Meeting

(October 12-18 is National Save for Retirement Week. It is never too soon to invest in your future! See HR for details on how you can sign up for the District's Deferred Comp Plan.)

## Congratulations

Congratulations to Liz Kauffman who was appointed the new Human Resources Director after performing the duties most of the year.

Congratulations are also in order to Jason Chatham who was selected to fill one of the vacancies in Heavy Maintenance.

After 28 years at the District, Nancy Hussmann is officially parting ways. Nancy was hired at the District as the first HR employee and boy did she have her hands full. She was integral in creating a competitive benefits package for employees. Benefits was a passion that she took seriously and was always researching the best and most cost effective solutions. She spearheaded the District's Safety Committee with the ultimate goal of keeping employees safe, as well keeping the District's worker's comp premium low. If you take a look around you, Nancy probably hired the person standing next to you. She was involved in nearly, if not all, hires at the District in the last 28 years. We wish Nancy well in her retirement and thank her for the many years of service.

Good luck and happy retirement to Jay Alsbury!



## Things to Remember

### Tyler “new world”

When creating a Standard PO, it is important to remember to include a description that identifies you and your department. There are two (2) description fields in the PO Entry Screen, and the one on the top half of the entry screen is where it is important to enter the description in the following format: **Department** and **Employee Initials** and a **short description** (i.e. URW- TP-FITTING)

The second description field is on the bottom half of the entry screen under Item; this field should be used to describe the item you are purchasing if detail is required. More information on creating PO’s can be found on the Mainline by clicking the **[Click Here for Tyler “new world” Documentation](#)** link under the new world icon.

The screenshot shows the 'Purchase Order List' interface. At the top, there is a green header with 'Purchase Order List' and 'Purchase Order'. Below this is a navigation bar with icons and the word 'Entry'. A status bar shows 'Approval Status N/A', 'Validation Status N/A', 'Printed N/A', and 'Encumber Funds N/A'. The main form area has several fields: 'Template', 'Department', 'Vendor', 'Description' (highlighted with a red box and containing 'URW- TP-FITTING'), 'Type', 'Form Type', and 'Bill To Location'. On the right side, there are fields for 'Purchasing Address', 'G/L Date' (09/18/2020), 'Deliver by Date', 'Expiration Date', 'Resolution Number', and 'Assign to Buyer'.

### Laserfiche Forms

The District uses Laserfiche Forms for communicating important information that NEEDS YOUR INTERACTION. Laserfiche Forms eliminate paper forms to provide staff with a better experience. Currently the District has Laserfiche Forms in use in various departments. UR Sewer and Water use a DIGS form for notifying the County, Water Conservation uses a form for Water Violations, HR has an onboarding and off boarding form, IT uses them for borrowing equipment and new computer set-up, Accounting has a mileage and expense form, Purchasing has a form for uniforms and requesting masks, there is Anonymous Communication/Questions Box form, and there are several more forms in development. You will receive an email from [lfforms@stpud.dst.ca.us](mailto:lfforms@stpud.dst.ca.us) that will provide you with a link to the form and instructions on how to log on to forms. Please don't Phish these.

### Help Desk

When sending a Help-Desk email, please do not include IT staff individually or send as a “cc” to other staff as this creates multiple Help Desk Tickets. When requesting assistance from IT Staff, requests should be sent directly to the Help-Desk. This allows us to track work orders and the time spent on them.