



Human Resource Department Report February 2021

Public Works “Ride Along” Policy

The Public Works Department has partnered with the Human Resource Department to implement a Ride Along program for potential new hires. This program is designed to have “potential” new hires spend a day on ride with current Public Works employees. This allows for individual to see “hands on” what the job entails in efforts to make a conscious decision of whether the workload is suitable for them.

The ride along policy has been put in place to hopefully decrease the high turnover rate in this department. This ride along will be scheduled between 1-2 working days. Potential employees will sign a waiver, removing and potential liability on the behalf of the Town of Mason. This waiver is evidence of our security of probably legal action.

Customer Complaint Hotline/Email

The Town of Mason has implemented a customer complaint channel for the residents of the Town of Mason. This complaint channel is not for general complaints such as “when is my bill going to be mailed out?” but more in depths complaints tied to service rendered, quality of staffing knowledge and community support. These complaints will be tracked EACH day by the HR Dept and distributed to the designated manager of the department of which the complaint was received. That department manager has 48 hours from receipt of the complaint to respond to HR with detailed resolution. HR will reach out after receipt to validate customer satisfaction with resolution.

The implementation of this is to ensure that we gain control of all complaints, centralized them and ensure they all are given the proper attention and resolve as soon as possible.

COVID-19 Policy

Due to the ongoing influx of employee COVID cases, The Human Resource Dept has streamline the employee COVID Policy and it has been distributed to department leaders. It is imperative that department leaders understand that this process is NOT to be handle by them but referred to the HR Department. Employees can not return to work unless

cleared through HR and timesheets access will be disabled until they are cleared to ensure no COVID hazards surface in various departments or City Hall.

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