



Please return completed application to: Karen Thompson, City Secretary 100 East Main Street, Suite 300 P.O. Box 589 (78691) Pflugerville, TX 78660 By fax 990-4364 By email to citysecretary@cityofpflugerville.com

Voted Voter

APPLICATION FOR APPOINTMENT TO THE PERSONNEL APPEAL BOARD

All information provided in this application is public information pursuant to the provisions of the Texas Public Information Act.

The Personnel Appeal Board conducts hearings and renders decisions regarding employee appeals to suspensions, demotions, and terminations. Not less than 5 members are appointed by the Mayor with the advice and consent of the City Council to serve for up to 3 years. Any given board is composed of 3 appointed members. Members must be at least 21 years of age, have no criminal record, no prior employment with the City, and are required to have 3 years city residency. Because vacancies may arise before the next regular appointment period, all applications are kept on file until the next application period.

Name: LORETTA C Doty Telephone: Residential Address: 1117 Canyon Maple Rd. Pflugerville 78660 E-mail Address: Alternate Telephone:

Resident of the City of Pflugerville for 3 years, 10 months Are you are a registered voter of the City of Pflugerville? Yes No Voter Registration No. Are you at least 21 years of age? Yes No Do you have a criminal record? Yes No Do you have prior employment with the City? Yes No Have you been a resident of the City of Pflugerville for at least 3 years? Yes No

Does any potential conflict of interest exist which may interfere or inhibit you to carry out the duties of a Personnel Appeal Boardmember? Yes No (If Yes, please explain.)

What experience do you have regarding escalated employment relations issues?

Currently employed as HR Director. I oversee the employee relations function. Employee relations includes oversight of disciplinary actions/appeals, grievances, complaint investigations and performance management. I have

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NO. 254 003

What experience or skills would you bring to the Personnel Appeal Board that pertains to adjudicating a dispute between employees and employers?

More than eighteen (18) years of HR experience. Certified as a Senior Professional in Human Resources.

What is your interest in serving on the Personnel Appeal Board?

I would like to volunteer in my community. This volunteer opportunity closely matched my experience.

What is your work experience (or submit a resume)?

See Attached resume.

Have you ever served on an arbitration or similar appeal panel?

NO

Please provide any additional information you feel would be useful to the Mayor and City Council in considering your application. Please use additional sheets as necessary. A cover letter and/or resume may also be submitted with the application.

By signing this application, I hereby affirm that I am aware of the requirements for the position and certify that I meet those requirements.

Applicant Signature:

Loretta C. Doty

Date:

10/28/09

Loretta C. Doty, SPHR
1117 Canyon Maple Road, Pflugerville, Texas 78660

PROFESSIONAL SKILLS AND STRENGTHS

Operational Efficiencies	Team Building
Articulate Communicator	Re-Engineering Programs
Project Planning and Implementation	Innovative
Leadership	Fiscal Responsibility

PROFESSIONAL EXPERIENCE

Texas Alcoholic Beverage Commission, Austin, Texas 2004 - Present
Director of Human Resources and Staff Development

Perform highly responsible executive level administrative, development and supervisory work as the Director of Human Resources Management and Staff Development. Provide oversight and strategic direction for the following program areas: Employment and Recruitment, Training and Development, Benefits, Worker's Compensation, Employee Records, Compensation and Classification, Employee Relations and Risk Management. Direct, administer and/or monitor development and operation of human resources programs including manpower projections, staffing, recruitment, affirmative action, employee relations as well as agency training activities. Provide oversight and directions in responding to employee grievances, disciplinary appeals, complaints submitted to the Equal Employment Opportunity Commission, the Texas Workforce Commission's Civil Rights Division, Department of Labor and the State Office of Administrative Hearings. Oversee development of agency affirmative action plan. Participate in agency strategic planning process. Oversee and plan studies and surveys to ensure adequacy of programs and recommend solutions to problems as appropriate. Plan and oversee the development, review, revision and implementation of policies, letters, directives and publications. Monitor and determine the effectiveness of administrative management programs. Keep abreast of research and developments in other government agencies, businesses and industry. Keep management and program staff advised on division activities. Manage division budget by projecting budgetary needs and designating/approving expenditures. Participate in cross-divisional teams to implement new agency initiatives.

City of Austin, Austin, Texas 1998 - 2004
Human Resources Consultant

Planned, designed, developed, implemented and evaluated major citywide human resources services and programs. Provided advice and counsel to management and other employee groups on a broad range of human resource issues and decisions. Identified, analyzed and recommended solutions for various human resources problems and monitored implementation of agreed upon actions until problem was resolved. Analyzed

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morale indicators and other personnel measurements such as but not limited to surveys, turnover and presented recommendations for corrective action programs. Provided training to managers and supervisors on human resources topics and procedures. Hired and provided direction to human resources staff members (regional employment offices). Led special task forces and teams. Managed employment and recruitment programs and staff performing those tasks. Evaluated legislative bills affecting human resources policies and procedures. Developed city-wide procedures and activities. Managed process of changing the city's centralized employment system to regional locations which included negotiating leases, establishing shared partner agreements, hiring staff and implementing operational procedures. Supported city management in the hiring of executive staff by managing the executive recruitment projects, participating and arranging public forums in which community organizations, special interest groups and the general public met with candidates, provided information for press releases. Presented information to City Council during council meetings and in special sessions.

Texas Department of Transportation, Austin, Texas
Program Administrator

1996 – 1998

Managed a statewide minority recruitment program for the Texas Department of Transportation. Maintained and monitored program operating budget. Developed program guidelines and procedures. Provided oversight and direction of program activities facilitated by area recruiters in Lubbock, Austin, Houston and Dallas. Initiated and participated in community outreach activities with minority organizations, non-profit agencies and schools. Implemented recruitment initiatives, policies and procedures. Analyzed data to determine hiring trends and concerns and implemented strategic program procedures that addressed those concerns. Monitored monthly statistical reports concerning equal employment opportunity data, program statistics and budget and provided monthly updates to executive management

Texas Workforce Commission, Round Rock, Texas
Program Manager – Re-Integration of Offenders and Employment Services for Probationers Programs

1991 – 1996

Managed Reintegration of Offenders Program (RIO) and the Employment Services for Probationers Program (ESP) in Williamson County. Developed program reporting requirements, guidelines and procedures. Presented information to community justice committees, Williamson County Probation management and the Texas Department of Criminal Justice. Provided oversight for program referrals and program activities. Coordinated meetings between and made presentations to community justice committees regarding program statistics, guidelines and procedures. Participated in public speaking engagements to provide information regarding the program services.

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EDUCATION and CERTIFICATIONS

Bachelor's Degree in Business Administration

Major: Management

University of Texas at Tyler

Senior Professional of Human Resources Management (SPHR) Certification
Society for Human Resources Management

Human Resources Management Certificate

The University of Texas at Austin

Governor's Executive Development Program, Class XXVII

Lyndon B. Johnson School of Public Affairs

PROFESSIONAL MEMBERSHIPS

Texas State Human Resources Association, Chair---September 2008 through August 2009, Vice Chair --September 2007 through August 2008

Society for Human Resources Management, Member

American Society for Training and Development, Member

Austin Human Resources Management Association, Member

ACCOMPLISHMENTS

- Provided oversight and direction in the development of a civilian retention plan for Texas Alcoholic Beverage Commission aimed at reducing turnover in specific operational positions through the use of career ladders and scheduled merit increases. Process included leading a focus group of employees to identify appropriate career ladder promotion schedules, alternative incentives and justification for the retention plan. The justification also included detailed information gathered by evaluating turnover rates/costs and specific reasons for turnover. The plan and the justification were included in the agency's legislative appropriations request as an exceptional item. The agency was granted \$2.7 million during a tight economic period.

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- Directed the development and implementation of agency-wide policies and procedures that updated agency processes to reflect industry best practices in the areas of employee relations, benefit management, employment and recruitment and general operations. Agency policies now provide open communication between management and agency employees and to provide consistency in addressing agency needs. Process included gathering input from management, subject matter experts, employee groups and legal counsel.
- Implemented an agency-wide training plan for the Texas Alcoholic Beverage Commission to support needed skill development and addressed employee relations issues. Training plan included a core set of training for all employees – New Employee Orientation, Ethics, Liquor Law, Customer Service, Time Management, Safety, Sexual Harassment/EEO and Diversity while also identifying individual employee training needs specific to their classification.
- Implemented a regional hiring and promotional process based upon civil service practices for law enforcement personnel. Implementation process included meeting with law enforcement executive management and field employees to gather information and garner support, reviewing best practices utilized by state law enforcement groups as well as municipal police departments and working with legal division staff to ensure statutory compliance. The process now allows the agency to address regional needs during the hiring and promotional process while continuing to provide a fair and equitable promotional process for law enforcement officers. Phases of process include application ranking, assessment testing, an oral interview board, an in-depth background check for agent trainees, a reference check for applicants for promotions and the establishment of regional eligibility lists.
- Led re-engineering project that facilitated the change from a centralized City of Austin employment office to regional locations allowing the City to offer services to the public more efficiently. Located employment offices in North, East and South regional locations. Project duties included negotiating contracts for use of facility locations at Capital of Texas Work Source Center and Municipal Court, hiring additional staff members, developing and implementing standard operating procedures and standards, facilitating a public relations program to inform the public – including open houses, distribution of flyers, articles in local newspapers and City of Austin newsletters.