

OUR CITY OF MADISON



Human Resources Alder and Resident Frequently Asked Questions (FAQ) & Answers

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FAQ Overview

Inclusive – Innovative – Thriving



Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

Questions

Where do I find information about City jobs?

I am a City employee, how do I find more information about my benefits?

How do I make a complaint about misconduct or harassment?

How do I find information about training opportunities?

Our workgroup is having issues working together, who can I talk to?

I have a concern about my position classification, who do I contact?

FAQ Answers



Where do I find information about City jobs?

- The best place to find information about City jobs is the City of Madison Jobs page, <https://www.cityofmadison.com/jobs>. From this page, you can:
 - Apply for City jobs via the NeoGov (GovernmentJobs) portal online (<https://www.governmentjobs.com/careers/MadisonWi>)
 - Review information about how to apply for jobs, and review eligibility requirements (<https://www.cityofmadison.com/jobs/how-to-apply>)
 - Sign up for Job Interest Card notifications – this will send you a notification via email whenever a new job is posted in your area(s) of interest (<https://www.governmentjobs.com/careers/MadisonWi/jobInterestCards/categories>)
- If you have questions about a specific position not answered by the City website, please reach out to the Human Resources Services team at (608) 266-4615 or hr@cityofmadison.com.

I am a City employee, how do I find more information about my benefits?

- The best place to find information about your benefits is the City of Madison Human Resources Benefits site:
<https://www.cityofmadison.com/human-resources/benefits>
 - The Benefits site has sub-pages about all City benefits, including (but not limited to) information about all insurance(s), FMLA, retirement planning/accounts, vacation/sick time, the annual Open Enrollment period, and benefits available to hourly/seasonal employees.
- If you have questions about benefits not answered by the City website, please reach out to the Human Resources Benefits team at (608) 266-4615 or benefits@cityofmadison.com.

How do I make a complaint about misconduct?

- If you believe the misconduct is a violation of [APM 2-33](#) (Standard Expectations and Rules of Conduct), please reach out to Human Resources at (608) 266-4615 or hr@cityofmadison.com and request to speak to the Employee and Labor Relations team.
- If you believe the misconduct is a violation of [APM 3-5](#) (Prohibited Harassment and/or Discrimination Policy), you may file your complaint with any of the entities outlined on p2 of the APM, which include the Department of Civil Rights (which handles APM 3-5 investigations); the HR Employee and Labor Relations team; any leadworker, supervisor, manager, or Department/Division Head; or the Mayor's Office.
 - The Department of Civil Rights also provides a complaint form online at <https://discrimination.cityofmadison.com/Home/ComplaintView>.

How do I find information about training opportunities?

- The best place to find information about training opportunities offered through the City of Madison is the City of Madison Professional Development page, <https://www.cityofmadison.com/human-resources/professional-development>. From this page, you can review upcoming and past courses, check out the Organizational Development team's leadership resources, and more.
- If you have questions about training opportunities not answered by the City website, please reach out to the Human Resources Organizational Development team at (608) 266-4615 or organizationaldevelopment@cityofmadison.com.

Our workgroup is having issues working together, who can I talk to?

- If you are a supervisor or manager, our organizational development unit is a great first contact. You can reach out to them by emailing organizationaldevelopment@cityofmadison.com.
- If you have a supervisor or mentor, they will be best-positioned to initially advise you. You may also reach out to Human Resources at (608) 266-4615 or hr@cityofmadison.com and request to speak to the Employee and Labor Relations team.
- Depending on the nature of the issues, you may also find it helpful to speak with a representative from the Employee Assistance Program (EAP): <https://www.cityofmadison.com/employee-assistance-program>

I have a concern about my position classification, who do I contact?

- If you have a concern about how your position is classified, please reach out to the Human Resources Services team at (608) 266-4615 or hr@cityofmadison.com and ask to be connected with the HR Analyst assigned to your agency.
- If you wish to submit a reclassification request, the full process for reclassification requests is available on EmployeeNet here: <https://www.cityofmadison.com/employeenet/policies-procedures/reclassification-process>. Please start by submitting your request to your supervisor.

How Our Agency Provides Customer Service



We Provide Customer Service By...

- Website
 - <https://www.cityofmadison.com/human-resources>
 - <https://www.cityofmadison.com/human-resources/benefits>
 - <https://www.cityofmadison.com/human-resources/professional-development>
 - <https://www.cityofmadison.com/human-resources/about>
- Telephone
 - 608-266-4615
- In-person
 - Room 261 of the Madison Municipal Building, 215 Martin Luther King Jr. Blvd.

OUR CITY OF MADISON



Stay Connected!

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