

DEPARTMENT ANNUAL REPORT

2024 YEAR IN REVIEW

Michelle Sutherland, Administrative Services Director



ABOUT THE DEPARTMENT

The Administrative Services Department supports the city mission and strategic priority of refining and sustaining a great organization. Working collaboratively with every department in the city, Administrative Services oversees core internal operations that keep the organization running effectively and efficiently. Its key functions include managing human resources—such as recruitment, workforce planning, employee relations, benefits administration, labor relations, training and development, and compliance; along with city clerk responsibilities of maintaining official records, preparing agendas and minutes for city council meetings, managing public disclosure requests, recording of legal documents, maintaining ordinances and resolutions, and municipal code. The Administrative Services Department ensures human resources and city clerk internal systems and processes are professional, transparent, and legally compliant.

ACCOMPLISHMENTS

- Conducted a comprehensive Classification and Compensation Study to ensure internal pay equity and alignment with market standards.
- Developed and implemented a new Non-Represented Salary Schedule to support competitive recruitment and employee retention.
- Strengthened labor relations by successful City team negotiation of the 2025–2027 International Association of Firefighters contract, emphasizing collaboration and fiscal responsibility.
- Developed a citywide workforce planning strategy and initiated the city's first formal Workforce Plan to address future staffing needs and succession planning.
- Achieved Well-City status through the Association of Washington Cities, resulting in a 2% reduction in employee benefit costs.
- Enhanced recruitment and onboarding processes, improving efficiency and candidate experience.
- Improved public access to city records and meetings through expanded use of digital tools and transparency initiatives.
- Continued to streamline City Clerk records management digital processes, increasing accessibility, transparency, and compliance with retention requirements.

BY THE NUMBERS



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Public Records Requests received and processed in 2024 - 1,953
Employees Hired and Onboarded in 2024 – 46
Employee Attrition in 2024 – 29 (includes seasonals)
OSHA Reportable Injuries in 2024 – 13

DIVISION NEWS

The Administrative Services Department continues to strive to deliver high-quality service through the dedication of their exceptional professional staff. Human Resources is staffed by a knowledgeable team focused on recruitment, employee development, labor relations, and organizational support. Their work ensures that the City attracts and retains top talent while fostering a productive workplace. Our City Clerk staff maintains transparency and compliance in all legislative processes, records management, and public services. Both departments are essential to the City's operations, and their skilled teams consistently demonstrate integrity, efficiency, and a commitment to excellence in serving the City of Tumwater. We're looking forward to collaborating effectively and efficiently with all departments, and delivering strong results in 2025 and 2026.

GOALS FOR 2025-2026

- Optimize Organizational Development and Training
- Develop Talent Acquisition Strategies
- Workforce Plan Completion for 2027-2032
- Departmental Process Optimization and Standard Operating Procedure Development
- HRIS Software Module Implementation – Performance Management, Onboarding, HRIS ERP Modules
- City Personnel Policy Review and Update
- Transition to Meeting Action Minutes
- Employee Benefit Analysis
- Complete Records Management Grant Application
- Conduct an Employee Satisfaction Survey
- Develop Strategies to Promote Employee Engagement and Wellbeing