

PROBLEM STATEMENT

There has long been a disconnect between the Jefferson City main office staff and the field staff spread throughout the state. New employees historically spent their first one or two days in Jefferson City during initial on-boarding. Then, rarely returned to the main office during their tenure. Both formal and informal employee feedback indicated that many employees, with a varying amount of experience, felt that they didn't fully understand what the larger mission of the Division of Finance was, the roles of the different sections within the Division, and ultimately how their work benefited the citizens and industries we serve.



ACTION

“Division of Finance University” was created wherein new hires come to the Jefferson City main office about 6 months after their start date. This visit includes two days of learning and interaction with the Division’s different sections. New hires go through this experience with fellow new colleagues as a small group. They spend blocks of time with a variety of colleagues in the main office ranging from clerical staff to the Commissioner. This allows both the new hires and main office staff a chance to get to know the importance of each person’s role within the Division, what goes into running the agency day to day, and the basics of how our government works. The “students” take a tour of the capitol and other historical Jefferson City landmarks so they have a better appreciation for the importance and breadth of state government. We plan on conducting two “classes” each year depending on new hire demand.



RESULTS

Although Division of Finance University is still in its infancy, we believe this opportunity is already helping both new and longer term employees gain a better appreciation for each other and the roles that each section of the Division plays in our overall responsibilities as an agency. This enhanced sense of team and realization of how their daily work makes a difference will ultimately lead to better overall service to our customers and aide in employee retention. It's been so positively received, that we have had many requests from long tenured employees to develop a “master’s course” as they feel this new on-boarding experience would also be beneficial to them (and it's in the works).

