



DEPARTMENT OF HUMAN RESOURCES

James K. Polk State Office Building

Nashville, TN 37243-0635

(615) 741-2958

TN.gov/dohr

Deborah E. Story, Commissioner

State government is the largest single employer in Tennessee. The Department of Human Resources supports the entire full-time Executive Branch workforce of approximately 43,000 employees, excluding higher education. In helping to ensure effective and efficient human resources management, the Department of Human Resources provides several basic services such as: advising the Governor on human resource policies and assisting operating departments and agencies in carrying out human resource practices; administering provisions of the Civil Service Act; providing departments and agencies with a pool of qualified applicants for employment selection; and developing a career-oriented work force through effective management, training and communication.

The department was established in 1939 after operating for two years as a division of the Department of Administration and is responsible for meeting the needs of employees in all 95 counties working in more than 1,400 different types of state jobs.

Services

Through its divisions, the Department of Human Resources offers many services to both the public and state employees. This department is responsible for the statewide implementation of human resource policies and initiates and monitors legislation affecting state employees and government operations relative to human resource and other employment-related programs. Additional important departmental functions include advising citizens about the civil service employment process, responding to employee questions, developing and administering civil service examinations, and serving as a strategic business partner with state agencies. The department's divisions offer the following services:

Examinations Division. This division is responsible for ensuring sound employee selection instruments are developed for use by the state of Tennessee. The division conducts job studies to develop, monitor and revise assessment methods for over 1,400 career service job classifications according to legal guidelines and changing job requirements. The selection methods developed include paper-and-pencil and computer-administered knowledge and performance tests, evaluations of applicant's training and experiences, and structured oral interviews. The division also provides litigation support to the Office of the Attorney General and state agencies, develops and evaluates special employee selection processes, and conducts special projects requested by the Commissioner.

Applicant Services Division. This division is responsible for administering the civil service examinations required to provide the operating agencies with a pool of qualified applicants. Examinations are offered in either a computer-administered or written test format daily (Monday through Friday) from 8 a.m. until 1 p.m. in Nashville. Computer-administered examinations are also administered

on a regularly scheduled basis at Labor and Workforce Development job services offices throughout the state. Written tests are administered on a monthly basis at regional college, community college, or vocational technical school locations in Cleveland, Jackson, Kingsport, Knoxville, Livingston, Memphis, Pulaski and periodically at other locations throughout the state. The rating of education and experience for certain career service positions is also performed daily by staff in Nashville. Most jobs available with the state are covered by the career service, which is a merit system of employment based on an applicant's qualifications. It is a competitive system and requires applicants to take a computer-administered or written test, or to have an application rated according to the level of the applicant's education and experience.

Technical Services Division. This division maintains, verifies and processes civil service registers (lists of applicants to be considered for jobs, ranked in order of test scores or ratings). This section verifies all general employee documents, records and transactions—including appointment to positions, transfers, promotions, and separations necessary to maintain the central state employee information system. Other functions of this section include administering attendance and leave policies and procedures, auditing the state's payroll, maintaining the Reduction in Force Recall List, maintaining records of former state employees, verifying employment, and verifying eligibility for veterans preference points.

Classification/Compensation Division. This division maintains the state's classification and compensation system that ensures all positions are properly classified according to duties and responsibilities and that incumbents are equitably and fairly compensated. This section reviews and maintains data on salaries and benefits of private sector employees, as well as those in surrounding southeastern states. This data is used by staff in the division to assist in making recommendations for the salary administration policy and for adjustments in the state's compensation structure.

Strategic Learning Solutions Division. This division's mission is to partner with agencies and regional leaders to build and sustain high performing organizations. SLS is responsible for executing the talent development strategy which includes the Tennessee Government Executive Institute and the Tennessee Government Management Institute residential programs that develop leaders for greater individual contribution and cross-agency collaboration; Talent Management workshops that develop agency leaders in the core competencies needed to strategically leverage staff potential to achieve agency's results; Performance Management, which equips people managers with the knowledge, skills and tools to hire, assess, develop and retain quality talent to achieve agency results; and Professional Skills workshops that are offered across the state on a monthly schedule to provide all employees the knowledge and skills to effectively perform in a rapidly changing work environment. To learn more go to: state.tn.us/dohr/resources/training/training_index.htm.

Equal Employment Opportunity (EEO)/Affirmative Action (AA)/Americans with Disabilities. This division provides standards and procedures regarding fair and equal employment practices. The division reviews and assists in the content development of training programs regarding fair employment practices as well as other programs necessary to ensure the state's compliance with federal and state laws, orders and regulations prohibiting unlawful discrimination. The division also provides agency assistance in the implementation of fair and equal employment matters, including providing training on workplace harassment investigations. Quarterly meetings with the Governor's Advisory Committee

on Fair and Equal Employment Opportunity as mandated by Executive Order 13 are also conducted to ensure that employment standards are maintained. In addition, the division assists agencies in the preparation and implementation of state agency Affirmative Action plans by providing technical assistance to agencies as well as conducting an annual training on Affirmative Action policies.

Employee Relations Division. This division advises state employees, supervisors, managers, agency heads and the public regarding civil service rules, policy and law. The Employee Relations Division is also responsible for the State's Performance Evaluation Program, the State Employee Sick Leave Bank Program, the Employee Suggestion Award Program and the Employee Service Award Program. Additionally, employees of the division review 401K and 457 emergency withdrawal requests and are members of the Insurance Appeals Staff Review Committee.

Administration Division. This division provides support for the department, including fiscal services, procurement, accounts payable, budget preparation and implementation, payroll, messenger mail services, contract development and administration, strategic planning and employee counseling regarding payroll deductions. In addition, the division is responsible for the review and approval of personal services contracts and direct purchase authorities (from a DOHR perspective), and requests for temporary personnel services for all state agencies.

Division of Information Systems. This division is responsible for all the information systems support for the department in both mainframe and local area network/wide area network (LAN/WAN) environments. The division provides the analysis for the development and maintenance of mainframe systems and supports the internal, as well as statewide, users of these systems. The division also provides support and management for all LAN/WAN and Web (Internet/Intranet) applications and is responsible for desktop support of both hardware and software within the department.

Related Boards and Commissions

Civil Service Commission. This independent commission, composed of nine board members, serves as an appeals body for state employees through the state's five-step grievance procedure. Board members are appointed by the Governor for six-year terms. The commission reviews employee appeals and makes decisions based on the evidence presented at the hearings and examinations of employees' work records. The Commissioner of Human Resources serves as secretary.

Tennessee Title VI Compliance Commission. The commission is governed by a board consisting of 13 members. Nine members are citizens, appointed by the Governor—three of whom reside in each grand division of the state. Two members are state senators appointed by the speaker of the Senate; two are state representatives appointed by the speaker of the House of Representatives. The commission reviews current Title VI monitoring and enforcement procedures as required by federal and state statutes, rules, regulations, programs and services. It serves as the central coordinating agency for executive branch departments and agencies for technical assistance, consultation and resources to encourage and assist compliance with Title VI of the Civil Rights Act of 1964.

Governor's Advisory Committee on Equal and Fair Employment Opportunity. This Committee is composed of nine members, including the Commissioner of Human Resources, serving as Chairperson. The remaining eight members are appointment by the Governor. The Committee monitors the implementation

of Executive Order 13 and shall regularly review the state's progress in achieving fair and equal employment opportunity. Additionally, the Committee shall advise the Governor on both the level of compliance with and additional actions needed to enable the state to fulfill the mandates of Executive Order 13.

Contact Information

The state of Tennessee welcomes citizens who wish to apply for state employment to contact the Department of Human Resources at the central office location in Nashville. Offices are open Monday through Friday (except holidays) from 8:00 a.m. until 4:30 p.m.

Department of Human Resources
2nd Floor, James K. Polk State Office Building
505 Deaderick Street
Nashville, TN 37243-0635
(615) 741-4841

State Employee Information Line
(800) 221-7345 — Statewide
(615) 741-1107 — Davidson County

Commissioner Deborah E. Story
Tennessee Department of Human Resources



Deborah E. Story, prior to joining the State of Tennessee, founded and operated ESS Group Inc., an executive search and human resources consulting firm, from 2000 to June 2006. Story has more than 20 years of human resources experience with major financial services institutions and a Fortune 500 manufacturing corporation. Before ESS Group, Inc., Story was Senior Vice President and Director of Employment Services at First American National Bank (now Regions Bank) in Nashville, Tenn. She also worked for SunTrust Bank-Nashville as Group Vice President and Director of Recruiting and Employment; and Emerson Electronic (White-Rodger Division) as Manager of Employee Relations. Other employers have included Scarritt College, INROADS/Chicago, Inc., FMC Corporation, and Field Enterprises (World Book Encyclopedia). Over the years, Story has received honors such as the Spirit of Leadership Award by CABLE (women's networking organization); CABLE Athena Awards Nominee, YMCA Black Achiever award, Girl Scout Council of Cumberland Valley's Thanks Badge, and African American Women Making a Difference awarded by Delta Sigma Theta Sorority. She maintains membership in the Society for Human Resources Management (SHRM), National Association of African Americans in Human Resources (NAAAHR), and the American Society for Training and Development (ASTD). Story has served two consecutive three-year terms on the boards of the Girl Scout Council of Cumberland Valley, Opportunities Industrialization Center, and YWCA. She is former board member of the Tennessee Education Lottery Corporation, Center for Nonprofit Management, and Nashville City Club. Story currently serves on the board of Alive Hospice, Nashville Area Chamber of Commerce Board of Governors, Junior League of Nashville Advisory Board, Trevecca Nazarene University MHR Advisory Board, and Middle Tennessee State University's National Cultural Diversity Advisory Board. Story holds a Bachelor of Arts degree in Human Relations and Management from Trevecca Nazarene University in Nashville. She is married to Charles Story. They have one daughter, Lachelle and son-in-law, Michael.

