

## **Town of Darien**

### **Human Resources Mission Statement**

The mission of the Human Resources Department is to attract, hire, retain, and support a highly qualified and diverse workforce that is committed to accomplishing the mission, vision, values and strategic goals of the Town of Darien.

### **Human Resources Commitment**

As a supporting partner and leader, the Human Resources Department and its staff are committed to:

- Acknowledging and resolving stakeholder issues and responding promptly to all requests.
- Actively engaging staff in efforts that identify, acknowledge, and address the diverse needs of our workforce.
- Apprising our stakeholders of the status of their request and when to expect information.
- Being a role model for sound policy and continuous improvement.
- Being committed to communicating in an open, direct and honest manner.
- Being committed to quality in all that we do.
- Being responsive to feedback about how we can better meet the needs of our stakeholders; and encouraging our stakeholders to let us know when we do things well and when we need to improve.
- Collaborating with other areas to deliver a unified, value-added solution to our stakeholder's need.
- Continually striving to improve processes and our level of knowledge and expertise to better address our stakeholders needs now and in the future.
- Creating a diverse work environment that is caring, respectful, and values quality.
- Creating partnerships across town government that will enable us to gain an understanding of each area's function and impact.
- Demonstrating a service ethic that is proactive, responsive, respectful and effective.
- Employing methods that provide for access to information and transparency in all our communications.
- Fostering a high performing workplace based on accountability, collaboration and teamwork.
- Identifying and empowering staff to pursue opportunities for career and personal growth and continuous learning.
- Making every effort to get it right the first time and looking for ways to exceed our stakeholder's expectations in every encounter.
- Providing assistance with conflict resolution and mediation.
- Providing effective and thoughtful consulting services to supervisors and staff.
- Providing guidance and expertise on policy and procedural interpretation.
- Providing our stakeholders with realistic delivery times based in the nature of the request.
- Providing performance management training and support.
- Recognizing and employing effective partnerships in mobilizing Town-wide resources.
- Recognizing the service and contributions of our Town's dedicated staff.
- Supporting and enhancing our Town by recruiting and retaining a highly qualified and diverse workforce.