

Human Resources



# GENERAL CITY NEW EMPLOYEE ONBOARDING

RESOURCE GUIDE

Welcome to the City of Detroit

[www.detroitmi.gov/humanresources](http://www.detroitmi.gov/humanresources)

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Welcome to the City of Detroit.

**Mike Duggan**  
Mayor of Detroit

## **Mike Duggan is the 75th Mayor of the City of Detroit.**

Mayor Duggan has been in office since January 2014. Born in Detroit, Duggan has spent his entire career working in the city to solve some of the most complex issues facing Detroiters, including crime, blight, transportation, health care and access to jobs.



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# Welcome to the City of Detroit!

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Congratulations on your new role! We are thrilled to have you join our team. As part of your onboarding, this guide provides key information, essential resources, and instructions on accessing important systems to help you transition smoothly.

The **Human Resources Department** is committed to our mission of making the City of Detroit an **“Employer of Choice and a Great Place to Work.”** This aligns with Mayor Duggan’s priorities:

- ✓ Safer neighborhoods
- ✓ A vibrant city
- ✓ Economic equity
- ✓ Efficient operations
- ✓ Effective governance

During your first few weeks, you’ll connect with HR staff, team members, and supervisors who are here to support you. Don’t hesitate to reach out to them with questions. We believe by working together we can positively impact one another as well as our community.

We are excited to welcome you and look forward to your success in your new role.

Best,

**Denise Starr,**  
Director of Human Resources

**Ursula Taylor,**  
Deputy Director of Human Resources

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**Disclaimer:** This guide is intended as a general resource and should not be considered a substitute for official city policies, procedures, ordinances, rules, or collective bargaining agreements. If you have any questions, please contact your department’s **Employee Services Consultant.**

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# Seven Core Values

1

## **Collaboration**

We must work together to meet the needs of our residents. This includes cooperating within our respective teams and other departments, along with the Mayor, City Council, Civil Service Commission, and organized labor unions. We recognize that silos only hinder success and that we cannot achieve our goals without each other. We encourage, seek and value stakeholder input.

2

## **Integrity and Ethics**

We work to build trust with the public and be transparent in all we do. We must operate out of integrity and adhere to the Ethics Ordinance. City employees must adhere to the standards of promoting public and preserving integrity in all interactions.

3

## **Customer-Centered**

We strive to provide excellent customer experiences for all Detroiters who live, work, and visit here. We also serve our internal customers, such as team members, management, and co-workers across all departments. As representatives of Detroit, all employees should go the extra mile when providing services to our internal and external customers.

4

## **Professionalism and Credibility**

We display responsible and mindful behavior at work. Employees in Detroit are expected to maintain a high level of professionalism. That includes having a positive attitude, demonstrating self-awareness, and maintaining a professional appearance. We must adhere to work rules and workplace policies. Excellence and professionalism are essential pillars in all positions.

5

## **Accountability**

We take responsibility for our own behavior. We take our positions seriously, not only for attendance but to be punctual and fully present. We seek developmental opportunities to learn, grow and improve. We work to simplify processes, to enhance services and accessibility for Detroiters. We are committed to delivering quality and timely service.

6

## **Workplace Safety and Security**

The safety of employees and residents is our highest priority. We are committed to following and adhering to all safety rules and policies. Everyone must report potentially hazardous situations and unsafe working conditions immediately. We promote a harassment-free environment. We adhere to our zero-tolerance Workplace Violence policy.

7

## **Opportunity, Diversity, Inclusion, and Equity**

The goal for all Detroit employees is to be fair and impartial. We embrace diverse ideas, opinions, and experiences. We create and support an accessible work environment that includes and respects differences. We believe accessibility is essential to an inclusive environment and universal participation is a proactive approach to ensuring that everyone has an equitable opportunity in the City of Detroit.

# The Office of Employee Services

## Navigating the Workplace:

### Essential Tips, Key Contacts for New and Current Employees



ACCESS  
EMPLOYEE SERVICES  
ONLINE

[www.detroitmi.gov/departments/  
human-resources-department/  
employee-services-operations](http://www.detroitmi.gov/departments/human-resources-department/employee-services-operations)



## Who is Employee Services?

The Employee Services, helps employees navigate the workplace. Employee Services Consultants carry out this mission to foster an engaged workforce by building relationships, improving communication, and ensuring great experiences for employees. Access current contact list of Employee Services Consultants [here](#).

## What is the mission of Employee Services?

The mission of Employee Services is to foster a culture of engagement by building relationships, enhancing communication, and delivering positive employee experiences.

## What are the strategic priorities of Employee Services?

**Employee Experience** - Drive strategies that enhance the culture, processes and work environment.

**Employee Engagement** - Drive strategies that promote employee commitment and connection.

**Employee Relations** - Implement proactive approaches to improve communication, strengthen strategic partnerships, and foster positive relationships.



# The Office of Employee Services



## Navigating the Workplace:

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## What is the role of Employee Services Consultant?

After your onboarding or at any point during your time here, you can always reach out to the Employee Services Consultant (ESC) team assigned to your department. The ESC team assists with navigating the City of Detroit workplace, answering questions, understanding benefits, and providing continued support.

**Contact The Human Resources Employee Services Call Center 313-224-3725.**

## Employee Services Human Resources Site Locations:

Coleman A. Young  
Municipal Center (CAYMC)  
2 Woodward Ave., Ste 316  
Detroit, MI 48226

General Services  
Department  
115 Erskine St.  
Detroit, MI 48201

Detroit Fire Department  
Detroit Public Safety  
Headquarters (DPSH)  
1301 3rd Ave.  
Detroit, MI 48226

Health  
Department  
100 Mack Ave.  
Detroit, MI 48201

Department of  
Transportation  
100 Mack Ave.  
Detroit, MI 48201

Contact Office of  
Employee Services  
at the Human Resources  
Call Center  
313-224-3725

# Probation Periods and Intervals

## **Probation Periods**

All certified employees serve a 6 month or 12 month probation period depending on your classification and collective bargaining agreement intervals. Upon departmental request, a probation period may be extended once for a period not to exceed the length of the original probation.

Employees also serve a probation period for changes of status (promotion, demotion, and transfer) and must successfully pass before permanent status in the new position is granted.

## **Probation Intervals**

Initial - The Notice of Probation is used to inform an employee that his/her employment in the new position is probationary and subject to a review and evaluation of job performance.

Preliminary - The Preliminary Probation is used to document an employee's performance evaluation about halfway through the probation period, as an aid in providing feedback to the employee.

Final - The Final Probation is used to document an employee's performance evaluation around the end of the probation period, as an aid in providing feedback to the employee of their permanent placement, extension of probation or discharge of the new position.

Extension - The Extension of Final Probation is used to document the recommendation on permanent status for an employee when his/her probation was extended during the first probationary evaluation. Complete at extension date, if applicable.

For more information regarding the probation process you may contact the Employee Services Consultant for your department. For more information contact the Employee Services Call Center at 313-224-3725.

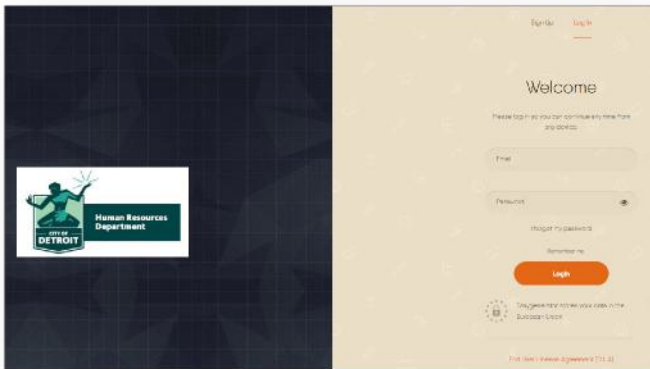


**ACCESS  
EMPLOYEE SERVICES  
ONLINE**

[www.detroitmi.gov/departments/  
human-resources-department/  
employee-services-operations](http://www.detroitmi.gov/departments/human-resources-department/employee-services-operations)



# Mandatory Online New Employee Orientation



**This is a mandatory training that must be completed.** You may sign in using your personal email address or you may wait until you have your City of Detroit email address.

## Easy Registration and access

If viewing digital e-book, [click here](#) to be redirected to the New Employee Orientation or scan the QR code.



As a new employee with the City of Detroit, you are **required to complete the online New Employee Orientation (NEO) training within the first two weeks of employment.**

The format for NEO training consists of completing 2.5 hours of online training and attending live discussions that gives you an opportunity to ask questions regarding city standards and policies, resources, compensation and benefits.

# City of Detroit

## Holidays

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*You must work the day before and after the holiday to receive pay.  
Excused Time Day\* no holiday premium to be paid.*

- **New Year's Day**
- **Martin Luther King, Jr. Day**
- **Good Friday (8 Hours)\***
- **Memorial Day**
- **Juneteenth (8 Hours)\***
- **Independence Day**
- **Labor Day**
- **Veterans Day (8 Hours)\***
- **Thanksgiving Day**
- **Day After Thanksgiving (8 Hours)\***
- **Christmas Eve (8 Hours)**
- **Christmas Day**
- **New Year's Eve (8 Hours)\***

- Disclaimer: Employees covered under a CBA should refer to the master agreement for specific details. Information is subject to change based on contract amendments and other negotiated rules.
- Special Rules on Holidays Observances may apply to employees engaged in unusual work assignments such as shift work and/or six (6) or seven (7) days.
- Temporary Administrative Special Services Employees are eligible for paid holidays after meeting 600 straight time hour requirement in the (12) months prior to the holiday.
- Other employee groups not shown here should contact their Employee Services Consultant to confirm their eligibility.

# City of Detroit

## Vacation

On July 1st of each year, Payroll will move hours over 160 in your vacation bank to the "Must Use Vacation" category. The "Must Use Vacation" time must be used by September 30th of each year. (Note: All hours in "Must Use Vacation" time will be forfeited if not used by September 30th.) [Click here to visit City Employee Information webpage for more details.](#)

### Vacation Accrual Chart Based on Employment Type

Employment Type	Vacation Accrual	Vacation Accrual Based on Years of Service
<b>All Exempt Employees:</b> Exempt Temporary Administrative Special Service Exempt (TASS) Mayoral/Department Appointee	Accrue one (1) day per ten (10) paid days of service.  Total vacation days earned in one (1) fiscal year* is 20 days.	N/A
<b>All Non-Exempt Employees:</b> Hourly Union / Non-Union TASS	40 hours at 6 months and 1000 hours of paid time, both requirements must be met.  Another 40 hours accrue on one-year anniversary date and 1600 hours worked.	<ul style="list-style-type: none"> <li>• 6 months - 40 hours</li> <li>• 1 Year - Receive 40 additional hours</li> <li>• 2-5 Years - 10 Days</li> <li>• 6 Years - 11 Days</li> <li>• 7 Years - 12 Days</li> <li>• 8 Years - 13 Days</li> <li>• 9 Years - 14 Days</li> <li>• 10-12 Years - 17 Days</li> <li>• 13 Years - 18 Days</li> <li>• 14 Years - 19 Days</li> <li>• 15 Years - 20 Days</li> </ul>

- \* The City of Detroit's Fiscal Year Starts on July 1 and Ends on June 30.
- Non-Exempt Employees are granted vacation after 1600 paid hours in a fiscal year.
- By July 1, if Non-Exempt employees do not reach 1600 paid hours worked, then their vacation hours are prorated.
- Disclaimer: Employees covered under a CBA should refer to the master agreement for specific details. Information is subject to change based on contract amendments and other negotiated rules.

# The Office of Benefits

The City of Detroit offers a competitive and comprehensive employee benefit package. Eligibility regarding benefits are provided in your offer letter.

*(Contractors, Special Service and Interns are ineligible for group benefits).*

*(\*TASS employees are only eligible for marketplace medical plans or medical out-of-pocket group benefits at a City group rate. TASS employees are not eligible for dental or vision.)*

## Group Benefits

### Medical

Eligible for hospital, surgical, and prescription drug benefits after ninety (90) days of employment. Some employees maybe eligible to enroll after thirty (30) days depending on their union contract.

### Dental

Eligible for dental care after six (6) months of employment.

### Vision

Eligible for eye care after six (6) months of employment.

### Life Insurance

Optional group insurance available to employee and their dependents. The City pays 60% of premium for first \$12,500 of employee life insurance. Employee may purchase, at own expense, life insurance for spouse and each dependent.

### Long-Term Disability Insurance (Income Protection Plan)

The city offers disability insurance through payroll deductions for persons who become disabled and who are not yet eligible for a service retirement.

### Deferred Compensation 457(b) Plan

The City of Detroit is pleased to offer you the City of Detroit 457(b) Deferred Compensation Plan. This retirement plan is to help you save and invest for retirement. See the list below to contact the appropriate financial institute representative for more information.

**If viewing digital e-book click the links below to be redirected online to:**

[City of Detroit Health Benefits Link and Contact Information](#)

### Contact

#### **Benefits Express**

Phone: 855-224-6200

Fax: 313-224-4456

Hours: Monday - Friday  
8:30 a.m. - 7:00 p.m.





# Employee Wellbeing Services

The City of Detroit Employee Wellbeing Services is in partnership with Health Management Systems of America.

Health Management Systems of America is a nationally recognized leader in behavioral healthcare services. Established in 1980, HMSA provides Employee Wellbeing Services (EWS) and Work-Life services to thousands of corporate clients. With a credentialed network of behavioral health professionals in 3,000+ cities across the country, HMSA is everywhere you need us to be.

Employee Wellbeing Services can help with the following issues and concerns:

#### Emotional & Mental Health

- Stress, Anxiety and Depression
- Anger Management
- Grief and Loss
- Life Transitions
- Illness and Disability

#### Relationships and Marriage

- Separation and Divorce
- Communication Problems
- Conflict Resolution
- Domestic Violence

#### Family

- Parent-Child Conflicts
- Coping with Serious Illnesses
- Elder Care Issues
- Single Parenting
- Child Care Issues

#### Financial

- Problem Gambling
- Household Budgeting
- Credit Counseling
- Retirement Planning

#### Legal

- Civil and Consumer Issues
- Criminal Legal Issues

#### Workplace

- Reorganizations
- Workplace Conflicts
- Harassment
- Team Building

#### Substance Abuse/Addictions

- Alcohol and Drug Problems
- Prescription Drug Misuse

#### Contact:

For confidential professional counseling assistance call

1-800-847-7240

Available 24 hours a day /  
7 days a week

#### Online Resources:

Valuable work/life resources are available online at [www.my-life-resource.com](http://www.my-life-resource.com)

Username: DetroitEWS

Password: 313wellbeing

Login today for:

- Legal and financial resources
- Wellness information
- Elder Care providers
- Child Care providers
- Informational resource articles



#### Confidential:

All contact with your EWS is private and confidential. No information about you will be provided to anyone without your written consent.

# Employee Wellbeing Services

Download and access the Employee Wellbeing Services App "My Life Expert"

Browse benefits, request services, explore self-help content and enjoy 24/7/365 access. Download with QR code or go directly to the website [www.mylifeexpert.com](http://www.mylifeexpert.com) and create an account. Use **company code: codmi**

The 'My Life Expert' app allows City of Detroit employees to access Employee Wellbeing Services right from their devices. It also offers interactive resources to keep employees engaged with this valuable benefit.

## App Resources Include:

5000+ articles, videos, and resources on a variety of wellbeing topics

Quarterly webinars

Searchable list of nationwide resources

One click access to the EWS to launch traditional services



## Confidential:

All contact with your EWS is private and confidential. No information about you will be provided to anyone without your written consent.

# Retirement System of the City of Detroit

**Retirement website for Fire & Police Departments:** <https://www.rscd.org/pfrs.php>

**Retirement website for General City:** [https://www.rscd.org/member\\_resources\\_/grsd\\_general\\_faq.php#revizefaq\\_rz13](https://www.rscd.org/member_resources_/grsd_general_faq.php#revizefaq_rz13)

*Disclaimer: Employees covered under a CBA should refer to the master agreement for specific details. Information is subject to change based on contract amendments and other negotiated rules.*

**The General Retirement System of the City of Detroit** is a program which, together with your Social Security benefits, helps you and your family plan for the economic challenges of retirement longevity.

**City of Detroit Retirement Plan** is a Hybrid and has two components, a pension component and an annuity component.

## **Mandatory Pension**

The pension, also called a Defined Benefit Plan, requires mandatory employee contributions, which are deductions withheld from your paycheck every pay period. The pension is a retirement plan funded by employer contributions, employee contributions and earnings from the assets of the System.

## **How much are my mandatory contributions?**

If you are a General City employee your mandatory contribution is currently 4% of your base compensation. The 4% is deducted on a pre-tax basis. If you are a Fire Department employee your mandatory contribution is 8%. (Please refer to the Plan of Adjustment or your Collective Bargaining Agreement for further details.) These rates can change depending on the funding of the plan.

## **Voluntary Annuity**

The annuity component is voluntary, where employees can elect to participate. It's called the Annuity Savings Fund. The annuity permits you to make voluntary contributions, which, while employed earns between 0% and 5.25% annually. You may contribute between 3%, 5% or 7% of your pay. You can also change voluntary contributions throughout the year. The voluntary contributions you make are yours to withdraw once you meet plan criteria.

## **When is a pension vested?**

A pension benefit is secured when a member has at least ten 10 years of credited service.

## **Location:**

Ally Detroit Center, 500 Woodward Ave., Suite 3000, Detroit, MI 48226

## **Contact:**

Phone: (800) 339 - 8344

Phone: (313) 224 - 3362

Fax: (313) 224 - 3522

**If viewing digital e-book, click here to be redirected to the General City of Retirement website.**



# The Office of The Chief Financial Officer Payroll

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UKG (Ultimate Kronos Group) is our workforce management, integrating payroll, scheduling, and timekeeping into one easy-to-use platform. This helps keep us organized and enhances your work experience.

The following section contains resources to help you navigate the UKG system.

- **Login Instructions**
- **Time & Attendance Training**
- **Direct Deposit**
- **UKG Desktop & Mobile App**



# UKG

## Login Instructions

### How to Login to UKG:

Once you receive your UKG login credentials enter the following web address into the browser:

**<https://e32.ultipro.com/Login.aspx>**

Enter your UKG **Username** and **Password** in the fields provided.

Click the **Sign In** button.

Click the Forgot your password link to retrieve sign-in information or refer to next page for login in credentials.

**Scan QR Code to visit login page or click the link below:**

<https://e32.ultipro.com/Login.aspx>





UKG



# UKG Time and Attendance Training for New and Existing Employees

The Office of Talent Development and Performance Management offers the following training:

**Supervisor/Manager Training:** This training is offered weekly for managers/supervisors with direct reports, as well as time-keepers and proxies. This course will provide an overview of how to manage your staff's timesheets and time off requests and assigning a proxy.

**Salaried Employees Training:** This training is offered weekly for salaried employees. This course will provide an overview on how to manage a weekly timesheet, how to request time off, and understanding your role to ensure you are paid timely and correctly.

**Hourly Employees Training:** This training is offered weekly for hourly employees. This course will provide an overview on how to capture time, reviewing your timesheet for accuracy, how to request time off, and understanding your role to ensure you are paid timely and correctly.

**Employee Self-Service Training:** This training is offered bi-monthly and provides an overview of the self-service features of UKG.

[Click here to access the UKG training schedule with The Office of Talent Development and Performance Management.](#)

Questions? Contact the Office of Talent Development and Performance Management at [talentdevelopment@detroitmi.gov](mailto:talentdevelopment@detroitmi.gov)

# UKG Direct Deposit

The **UKG Direct Deposit** feature provides automatic paycheck deposits into your U.S. Bank checking or savings account.

City of Detroit payroll disbursements are made electronically, and you have continuous access to your payroll and financial records.

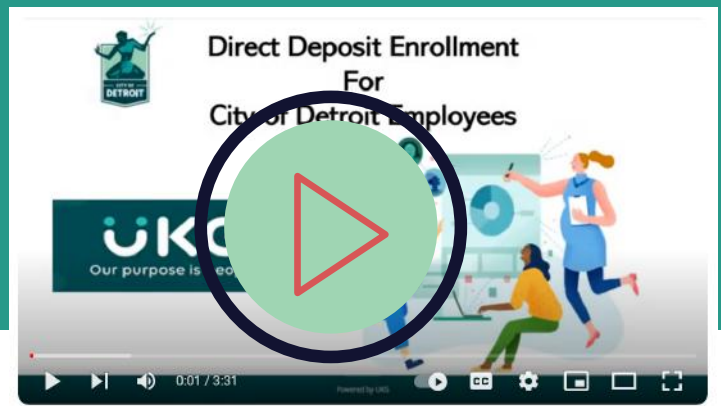
Scan the QR Code for a step-by-step instructional on creating and changing Direct Deposit Accounts in the UKG system.

If you have any questions contact UKG at [ultidetroit@detroitmi.gov](mailto:ultidetroit@detroitmi.gov) or 313-224-8584.

Supplemental Pay Card – May receive due to pay errors.

If viewing digital e-book, [click here](#) to be directed to the City of Detroit Direct Deposit Handbook Guide.

If viewing digital e-book, [click here](#) or the video image above to view step-by-step instructions on how to enroll in direct deposit.



Direct Deposit Enrollment for City of Detroit Employees

Ulti Detroit  
134 subscribers

Subscribe

7

Share

Share

...



**Scan QR Code to learn how to set up direct deposit.**

# UKG Desktop & Mobile App

We offer two convenient ways to access the **UKG Employee Self Service Portal 24/7.**

## Desktop:

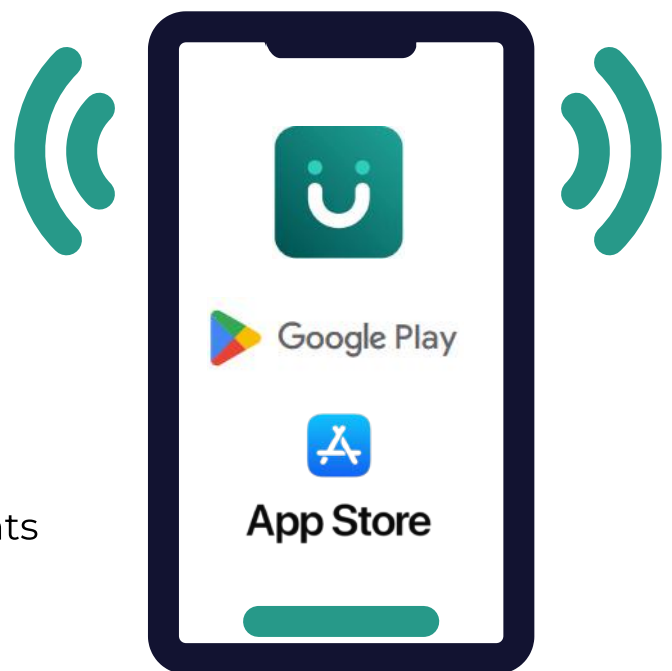
Access UKG desktop webpage at <https://e32.ultipro.com/Login.aspx>

- View and edit your Employee Profile
- View Payroll History
- View and print current and historical pay statements
- View job information
- View and print W2's

## Mobile App:

The UKG Pro Classic Mobile App is available for free on Android and iPhone platforms.

- View and edit your Employee Profile
- View and print current pay statements
- View and print historical pay statements





# Employee Resource Groups

## Employee Resource Groups

are designed to provide an outlet for employees with similar interests to work collaboratively toward goals and strategies to support the COD's values, and mission of a diverse, equitable and inclusive workplace. To participate in an ERG you must be a current employee. Join an ERG [here](#).



## ERGs

- Women's Inspiring Network
- LGBTQ+ & Friends
- GEN-ERGY
- Culture Connect
- Disability Awareness
- Sustain Detroit
- Parents and Caregivers Alliance
- Veterans
- Employee Well-being

## Benefits of joining an ERG

- Fostering new connections.
- Promoting community interests.
- Professional development and networking.
- Broadening cultural awareness.
- Supporting the mission of the City of Detroit.

Scan the DR Code to Sign Up for an ERG today!





**Employee Discount Program**  
POWERED BY PerkSpot

# Welcome to the City of Detroit's Employee Discount Program powered by PerkSpot!

## What is the City of Detroit Employee Discount Program powered by PerkSpot?

Your City of Detroit Employee Discount Program powered by PerkSpot is a one-stop-shop for thousands of exclusive discounts in more than 25 different categories. That means there's something for everyone!

### How to Navigate Your Employee Discount Program powered by PerkSpot



#### Perks Near You

Located in the New & Featured section, Perks Near You allows you to use your location to see all of the discounts near you, wherever you are! Discounts can be filtered by category and distance.



#### Personalized Savings

Let us know what you're interested in so we can ensure you're seeing the perks you'll most enjoy, front and center on your Discount Program Home Page.



#### Brands Fit For Every Lifestyle

Looking for something specific? The Brands page, found in the Popular Perks section, is an easy and quick way to search for all of the discounts available to you.



#### Suggest a Business

Don't see what you're looking for? Head to the Suggest a Business page, found in the upper right-hand corner of your Home Page under Account Options, to suggest your favorite brands and local spots be added to your Discount Program.



#### Dedicated Support

PerkSpot's customer support team is here to help with any questions. We've included important information regarding our availability should you need assistance!



#### Hours

Monday - Friday  
8:00 AM - 6:00 PM CST



#### Phone Number

866-606-6057



#### Email

[cs@perkspot.com](mailto:cs@perkspot.com)



#### Help Center\*

[support.perkspot.com](https://support.perkspot.com)

*\*Our bilingual Customer Service team can answer any questions in both English and Spanish*

Ready to save? Head to [detroitmi.perkspot.com](https://detroitmi.perkspot.com) to get started!





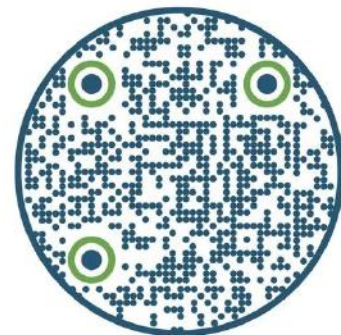
# How to register for your Savings Program

You'll be saving in no time!

Welcome! You're now part of the City of Detroit Savings Program, powered by PerkSpot. Follow the simple steps below to set up your account and you'll be ready to save!

## To get started:

1. Sign up at [detroitmi.perkspot.com](http://detroitmi.perkspot.com)
2. When you're on your organization's PerkSpot site, click "**Create Your Account**" to get started.
3. Use access code: **CityofDetroit** to complete registration.



## Save in 25+ categories



Automotive



Electronics



Travel



Health & Wellness



Apparel



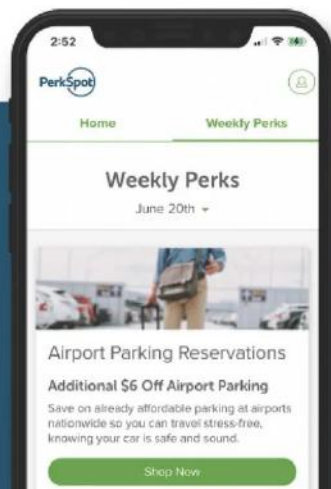
Food



Travel



Tickets & Attractions



## Save on the go!

Once you've completed your registration, download the PerkSpot Mobile App from the Apple Store or Google Play Store. You'll get all of the benefits of your Savings Portal, with the addition of easy-to-access local deals and mobile perks that'll get you the best deals, anywhere and anytime.

# The Office of Talent Development and Performance Management

Refine and develop your professional skills through the Office of Talent Development and Performance Management. The following courses are offered throughout the year:

- Register for TDPM courses on Eventbrite at: <http://www.eventbrite.com/o/city-of-detroit-office-of-talent-development-andperformance-management-human-resources-8177779531>
- Find Resources for Microsoft 365 Training at: <https://app.smartsheet.com/b/publish?EQBCT=285915f2b4da4adfa49e44a5f1fec8b9>
- Activate your FREE City of Detroit LinkedIn Learning at: <https://www.linkedin.com/learning/activate>
- Take the City of Detroit Ethics Training at: <https://elearning.easygenerator.com/9abe7e01-d0dc-4768-9ff0-c0163c3c5858/>
- Take Accessibility In The Workplace Training at: <https://elearning.easygenerator.com/49d41304-c205-429f-98d1-8ddee7e4b19a/>
- Register for New Employee Orientation OnDemand at: <https://elearning.easygenerator.com/87474eb9-b05d-420f-9361-79b49c7ca94d/#/login>
- Take Office of Development and Grants Training at: <https://elearning.easygenerator.com/930afe25-39f4-4bd9-83d6-c025872d08cb/#/>
- Register for a Basic Computer Course at: <https://elearning.easygenerator.com/ab073d28-666f-44ca-a472-464fe722519e/>

# The Office of Labor Relations

The Office of Labor Relations' goal is to create and maintain harmonious relationships by fostering constructive and fair labor relations that benefit both the City of Detroit and its employees while administering collective bargaining agreements and maintaining compliance with applicable laws and regulations.

## **Its main functions include:**

- **Negotiating and Administering Labor Contracts:** OLR is responsible for negotiating collective bargaining agreements (CBAs) between the City of Detroit and its unions. These CBAs establish wages, benefits, working conditions, and other terms of employment.
- **Dispute Resolution:** The office facilitates the resolution of disputes between the City of Detroit and its employees. This includes addressing grievances, complaints, and allegations of unfair treatment, often through mediation or arbitration.
- **Ensuring Compliance with Labor Laws:** OLR ensures that both the City of Detroit and employees comply with relevant labor laws and regulations, including those related to worker rights, wage and hour laws, and workplace health and safety.
- **Advising on Labor Policies:** The office provides guidance to the City of Detroit on labor-related issues, including policy development, updates to labor law, and best practices for workplace management.
- **Training and Education:** The office also offers training and resources for improving labor relations, including managing collective bargaining agreements, understanding labor laws, and fostering effective workplace communication.



# Monday Morning Live

As a city employee, the Office of Talent Development and Performance Management invites you to participate in a live questions and answers session with:

- HR/Benefits
- Retirement Systems Pension & Annuity
- Office of Inspector General
- Civil Rights, Inclusion and Opportunity
- Board of Ethics
- Cyber Security

During this live discussion, you can ask questions to various City of Detroit departments representatives.

Please plan for possible technical difficulties and arrive 10 minutes early. If you're viewing digital e-book, [click here](#) to access meeting link.

Or scan the QR Code:



# City of Detroit Important Phone Numbers

## Do you need support?

This is a support reference list containing important contact information, including phone numbers and emails, for various departments within the organization. This list will serve as a handy reference.

## Human Resources Call Center

313-224-3725



## Benefits

[www.mydetroitbenefits.com](http://www.mydetroitbenefits.com) available 24-hours a day.

By phone at 855-224-6200, (or) you can visit Benefit Office at Suite 304, 3rd Floor, CAYMC (Coleman A. Young Building)

## IT Helpdesk

Department of Innovation & Technology (DoIT) at 313-628-4357  
(or) <https://servicedesk.detroitmi.gov>

## Payroll (UltiPro/UKG)

[ultidetroit@detroitmi.gov](mailto:ultidetroit@detroitmi.gov) / 313-224-8584

# City of Detroit

## Important Links

### Do you need support?

This list includes URLs to online resources, tools, and platforms essential for your role. Use it to access internal portals, training materials, and other relevant websites conveniently.

If viewing digital e-book, click on the links below to explore:

- [City of Detroit Directory Departments – Contact List](#)
- [City of Detroit Human Resources Website](#)
- [General FAQ's, Benefits, Payroll, Leave of Absence, Labor Relations](#)
- [Employment Verification Form – General City](#)
- [City of Detroit Employee Benefits](#)
- [City of Detroit Employee Benefits – Certified Employees](#)
- [Retirement System City of Detroit](#)
- [City of Detroit Workplace Policies](#)

# Onboarding Experience Survey

As your Human Resources Onboarding Team, our mission is to create a smooth start and welcoming transition for every new employee.

We want you to feel prepared, valued, and set up for success in your new role.

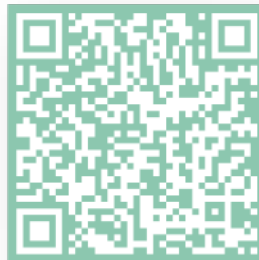
## **Share your feedback through the Onboarding Survey:**

<https://app.smartsheet.com/b/form/e9737841acc8401e994920d9659ea738>

Your feedback is extremely valuable to us. It helps us understand what is working well and where we can improve. By completing this survey, you're directly contributing to making the onboarding experience better, not only for yourself, but for future colleagues as well.

Your responses will allow us to refine our processes and deliver an even stronger foundation for everyone joining the City of Detroit team!

**Scan QR Code**  
for Onboarding Experience  
Survey



## **A Smooth Start to Your Career**

Your onboarding experience is a key step in your journey with the City of Detroit. Through a blend of online tools and in-person interactions, we aim to:

- Foster a Welcoming Environment: Feel at home from day one.
- Involve Your Team: Connect with colleagues and build strong relationships.
- Make Your First Day Memorable: Start your journey on a high note.
- Leverage Technology: Streamline the process and access important information.
- Boost Your Engagement: Feel motivated and inspired.
- Improve Your Retention: Lay a strong foundation for a long and successful career.



# Thank you Welcome to Detroit.

Thank you for choosing to start your career with us.

Welcome to the City of Detroit, where your skills, passion, and dedication will contribute immensely to our mission of serving our community.

Let's make a difference together.

**- The Onboarding Team**

