



# Merit Matters

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Main: [www.pbjcal.org](http://www.pbjcal.org)  
Jobs: [www.jobsquest.org](http://www.jobsquest.org)  
[www.meritmatters.org](http://www.meritmatters.org)

## A NEW YEAR IN TRAINING

With New Year's resolutions losing their edge, why not resolve to improve your career skills in 2010 through training opportunities from the Personnel Board?

Our Training and Career Development team trained 2,688 Merit System employees during 2009. 85 of these employees achieved Supervisory or Basic Computer Skills Certificates. We invite you to be a part of the 2010 numbers.

We offer everything you need from management and supervisory classes to the Microsoft Office platform delivered in a hands-on, classroom experience. And it costs you nothing but your time and commitment.

If you are looking for a more developed curriculum, we offer both the Supervisory Certificate and the Basic Computer Skills Certificate. Each program features a biannual graduation ceremony and has graduated over 200 Merit System employees since 2007.

We are constantly seeking ways to enhance our training and career development services to you. We have extended our reach into social media through blogs and Twitter.

On the horizon for 2010: Online courses from SkillsSoft, Elevate career development program and enhanced measurement of training courses.

If you are interested in learning something new or sharpening your skills, please visit the CareerZone training center at [www.pbjcal.org/CZ](http://www.pbjcal.org/CZ) to register for classes online, learn about offerings, track your progress and more. With nearly 20 years of training and curriculum development experience, our Training and Career Development team stands ready to assist you with your individual or departmental needs.



## ON THE OTHER SIDE

In this day and age of downsizing, downgrading, and downright downtrodden attitudes the one remaining vestige of the glory days is customer service. If you look at the companies that continue to thrive these days you will see a common theme.



Take a flight on Southwest, purchase a Toyota or stay at a Marriott. Why are people doing this more and more? Customer service.

In this economy when advertising is too costly, prices are already slashed to the bone and expansion is at a halt, the customer experience brings them in and brings them back.

Good customer service doesn't cost a thing. It is what we should all strive to do and we all have customers in some form or another. In the Merit System we have tax payers. They are not customers in the traditional sense but they are still coming to you for service. Treat your customers fairly and with genuine respect. Just remember, you are a taxpayer as well. How do you want to be treated when you hear "next in line"?

## THE GREEN WAY...

On behalf of the PBJC Green Team, thank you for bringing in your old electronics during our E-Waste Initiative! We are proud to report that we collected eight cell phones, 17 cell phone chargers, four PC's, one laptop, one pc monitor, one VCR, one router and one caller-id box.

Many of the components in these electronic items contain hazardous materials such as lead, mercury and arsenic? While in use, these hazardous materials are no big problem, but when improperly discarded they represent an environmental threat.

**Be on the look out for the next E-Waste Recycle day this spring!**

The PBJC Green Team will be accepting new members February 1-5, 2010. Please contact Tonya Dawson @ 205.279.3574 or Peter Luke @ 205.279.3603 if you would like to become a Green Team member or if you have additional questions.

## February 2010

### Expected Job Openings

Wastewater Treatment Plant Superintendent

Principal Accountant

Chief Financial Officer – Jefferson County

Fire Prevention Inspector II

### Registers Released

Recreation Leader

Recreation Superintendent

Cardiac Monitor Technician

Air Pollution Information Analyst

Police/Sheriff Sergeant

Police/Sheriff Lieutenant

Police/Sheriff Captain

Public Works Contracts Administrator

Brush and Trash Supervisor

Environmental Biologist

### News Update

The PBJC will be closed February 15 for President's Day.

