

Keeping Part-Time Employees Happy & Motivated



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Keeping Part-Time Employees Happy

33 percent of the American work force are classified as part-time employees. Call them what you like, Contingency workers, Temps or General service workers, they make up a large percent of the work force. Similar to the private sector, Household Haz-Waste collection facilities are also highly dependant on part-time workers.

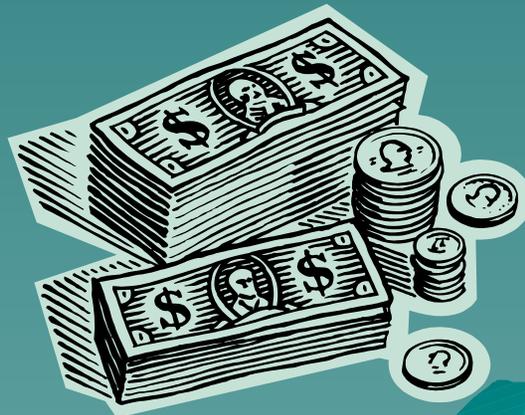
Keeping Part-Time Employees Happy

The public's first impression, of your collection center is usually through your employees. Keeping employees happy and motivated will promote a professional and pleasant first impression and create a great work environment for your valued employees.



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Keeping these workers for the long run can be challenging, because part-timers are not often paid as well as full-timers. They sometimes do lower level work and their career track is limited.



Set A Good Example

Employees watch you and follow your example as the model for how to behave towards their jobs and towards the public. Be a good role model by arriving on time, having a good work ethic, being pleasant, dressing neatly, and treating the public like gold.



Provide Training

Remember it's the law, throwing them the keys and telling them to get to work **without** documented training that meets Calif. Title 8 section 5192 regulations will ensure that your not around to hire the next part-time employee. Establish a training/procedure manual for your employees, keep a copy of this at your collection center.

On The Spot Decisions

Setting up parameters allows each employee to make on the spot decisions to resolve a customer's complaint. This gives employees the confidence and knowledge to deal with the public. The customer appreciates not waiting to have their problem solved.



Give Complements

Evaluate and discuss each employee's performance on a regular basis. As part of this process, include both positive and negative input if necessary. Don't be stingy with complements for punctuality, professionalism, and having a great attitude.



Conduct Regular Staff Meetings

Meetings let you pass on new information, reinforce procedures and provide any new policy changes to everyone at the same time. They also serve as a forum for employees to share their ideas. Staff meetings are also a good time to congratulate employees for a job well done.



Explain The Value Of Teamwork

Remind employees individually and when together that they are all part of a team working towards a common goal.



Surprise Your Employees

Remember birthdates and dates of hire. Bringing in donuts or a pizza, go a long way in keeping the atmosphere light and letting employees know their dedication is noticed and appreciated.



Extend Benefits

These don't have to be financial, include them in your workplace Xmas. party, picnics, contest or other activities that are generally only known by full-time employees. Credit unions, childcare or counseling services may be available to your part-time employees. Check with your human resources dept. for further benefit information.

Working Conditions

Give them a pleasant work environment. Provide your employees with the equipment, training, and skills needed to do the job.



Uniforms

Wearing a uniform or work shirt identifies them with your agency and instills a sense of pride.



Safety Equipment

Issue each employee their own safety equipment. Make sure they wear it. This shows that you care for them and their well-being.



Equipment

Give them the equipment they need to do the job right.



Remote Sites

If your facility is in a remote location remember your employees basic needs.

Portable toilets with sinks

Generator for electricity

Portable heater

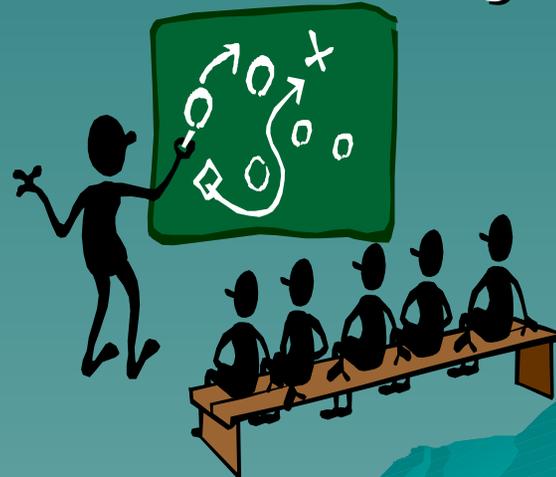
Radio or cell phone

Running water



Be Inclusive

To combat full-time employees tendency to treat part-timers as outsiders, involve part-timers on planning teams and committee assignments. This helps foster commitment to their job.



In Conclusion

Although motivating part-time workers provide different challenges than the traditional 8-to-5, full-time, employee, the creativity required to motivate them has broad positive effects. Your Human Resources department, for example, gets an opportunity to review policies, procedures, and practices to make them more inclusive. By keeping skilled workers, you can make the workplace a better environment for all employees.

The End

