

County Earns National Recognition for Leveraging IT to Enhance Services and Improve Citizen Experience



Palm Beach County has received national award by the Center for Digital Government. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

These elite national rankings reflect the expertise of the county's Information System Services staff and strong support from County Administration, partner agencies, and the Board of County Commissioners.

The county received the Government Experience Project award for the "Online Job Applications System", which enhances the current Online Employment Application system to better engage candidates for Palm Beach County BCC career opportunities.

The new Online Job Application system highlights expanded content geared toward job seekers' needs. The Application now provides more accuracy and efficiency for users to Apply for Jobs and an informative Applicant Dashboard. It reduces time spent on conducting job searches and utilizes the latest technology. The Application provides an improved user experience via multiple browsers, resume uploader and parsing to fill, employment application review & submittal. Applicants are kept in the loop throughout the hiring process. HR is able to track all applicants and communicate with them using the system. The application has eliminated the need of paper applications.

"The government experience continues to be a major priority for state and local government agencies as they seek to rapidly meet new citizen and employee expectations," said Dustin Haisler, Chief Innovation Officer for the Center of Digital Government. "This past year we have seen agencies embrace new emerging technologies to adapt their constituent experiences to new behaviors and shifts with underlying technology trends. It's very inspiring to see agencies taking a human-centric approach to service delivery as leading agencies seek to incorporate digital equity, accessibility, and inclusion into the experiences they enable."

Palm Beach County was honored during the Government Experience Awards at the virtual GovX Summit on September 15, 2022