Service Level Agreements for Employee Relations/ Human Resources & Payroll

**Staff Positions** Will ideally be filled within a 60 day timeframe. This may vary depending on the complexity of the process, level of the position, underutilization, and availability of the hiring managers and search committee members.

**Emails** Will be acknowledged within the same day. Solutions and/or feedback will be given within 72 hours.

**Phone Calls** Will be answered and provided with a solution and/or feedback within 72 hours.

**Payroll** Will provide supervisors with the following on a biweekly basis:

1. A report of employees who have not submitted their hours worked through the Matrix;
2. Time verification sheets for each employee in their shops (except AP and extra help clerical).

**New Employee Orientation** Will occur twice monthly.

**Employee Approved Leave** Hiring managers will be informed of employee approved leave within one (1) business day.

**Leave Management Services** Coordinate, process, and track legally protected leave on behalf of employees (i.e., Family Medical Leaves, Military Leaves, Workers Compensation Injured Worker, ADAAA accommodations, etc.).

**Records Management Services**

- Process all personnel actions (new hire, promotions, separations, terminations, transfers, layoffs, etc.);
- Maintain all official employees, position, medical, and/or other human resource files per established retention schedules.

**Recruitment Services** Collaborate with management to create and carry out all phases of employee recruitment and selection processes, including:

- Consulting on outreach strategies and selection processes;
- Developing recruitment announcements and evaluation criteria;
- Reviewing applications to verify minimum qualifications are met and ensure supplemental questions are sufficient and supported by work history;
- Developing or reviewing job offer letters;
- Maintaining all recruitment records;
- Delivering new employee orientation and on-boarding services.
Position Management Services  Provide position management services and guidance, including:

- Advising departments on writing position descriptions;
- Conducting classification analysis and position classification allocation;
- Submitting position “desk audits” through Illinois Human Resources (IHR) as required.

HR Advice and Interpretation Services

- Provide collective bargaining and labor contract interpretation and administration, which may include participating in negotiations and grievance hearings;
- Provide personnel and operational rules and policies interpretation, application, implementation, and notification to employees.

Worker Compensation  Receive incident reports from employees and supervisors and forward to Claims Management Office.

Employee Investigations

- Consult with management and conduct investigations and/or audits related to workforce management, grievances, and complaints in the workplace;
- Work with management to provide employee discipline and performance management actions, which may include developing employee expectations and applying disciplinary actions;
- Work with departments on all work environment and HR-related complaints, which may include investigations and assisting with conflict mediation and resolution.

HR Management and Other “Soft Skill” Training

- Develop comprehensive training plans;
- Conduct needs assessments to determine scope of training needed;
- Deliver and/or facilitate training sessions;
- Maintain records and produce reports to evaluate the effectiveness of employee development efforts.

Consultation

- Advise on organizational strategies and structure, succession planning, and work environment;
- Advise, guide, coach, and assist directors, managers, supervisors, and employees on collective bargaining agreements, policy and rules interpretation, and labor employment law application.

Affirmative Action and Inclusion

- Assist Illinois Human Resources (IHR), via scheduled meetings, in circulating the Affirmative Action Plan to EMT members;
- Represent ER/HR in Diversity and Inclusion meetings. Note: final employment decisions are made by hiring managers.