

## 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, ADA/AAC 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.