



Ohio University Human Resources

Student Handbook

Thank You!

Thank you for choosing to work for Ohio University Human Resources! Without the dedication from student employees, we could not provide quality services to those people that utilize our office.

Hard work and dedication will make Ohio University Human Resources operate in a positive manner, and will allow us to continue to serve Ohio University and the community at large.

Welcome

We are delighted that you have chosen to work as part of the OHIO University Human Resources (UHR) Team. The UHR staff encourages you to be an active employee so that we may continue to improve our facilities and services. Always take the initiative and be a proactive student employee. Do not be afraid to ask questions or inquire about aspects of the job that you do not understand. Remember that the information you obtain while here will be information you can use for a life time.

Employment of our students has always been very important to the Human Resources Department. Student employment is a partnership that benefits both you and the department. Student employment in the HR Department has several primary purposes:

1. to provide meaningful financial or course credit assistance so students may further their education;
2. to provide work opportunities and real workplace experience that enhance the educational program through the development of professional skills, responsibilities, habits, attitudes, self-confidence, and self-development that will contribute to future success;
3. to familiarize and enhance knowledge of Human Resource functions which have the potential to impact students once they graduate and enter the workforce.

While you are an employee in the HR department, feel free to explore any other areas of interest for you in HR, even if those interests lie 'outside' your assigned area. UHR wishes you a very positive experience as a student worker at OHIO.

Our website is www.ohio.edu/hr

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THE GUIDING PHILOSOPHY OF UNIVERSITY HUMAN RESOURCES

The University succeeds because of people and their needs and desires for high quality teaching, research and public service.

It is the people (faculty, staff, and students) that make the University what it is. It is people that analyze problems and situations, create plans and to make plans happen!

THE PURPOSE OF UNIVERSITY HUMAN RESOURCES

To help assure Ohio University's faculty and staff are equipped to effectively and efficiently carry out their responsibilities of serving students.

THE VISION OF OHIO UNIVERSITY HUMAN RESOURCES

UHR fulfills the promise of OHIO by providing superior resources through collaborative partnerships and dedication to our most important assets—faculty, staff, and students.

Outstanding
Human Resource Strategy
Inspires
OHIO

THE MISSION OF HUMAN RESOURCES

Human Resources provides quality human resource services which are compliance-oriented, innovative, prompt, accurate, and courteous.

Human Resources develops and implements policies and programs which foster a healthy, productive and inclusive workforce to enhance the academic mission of the University.

The Human Resources team values the University community and will:

Treat all people with dignity and respect;

Be fair and consistent in all actions;

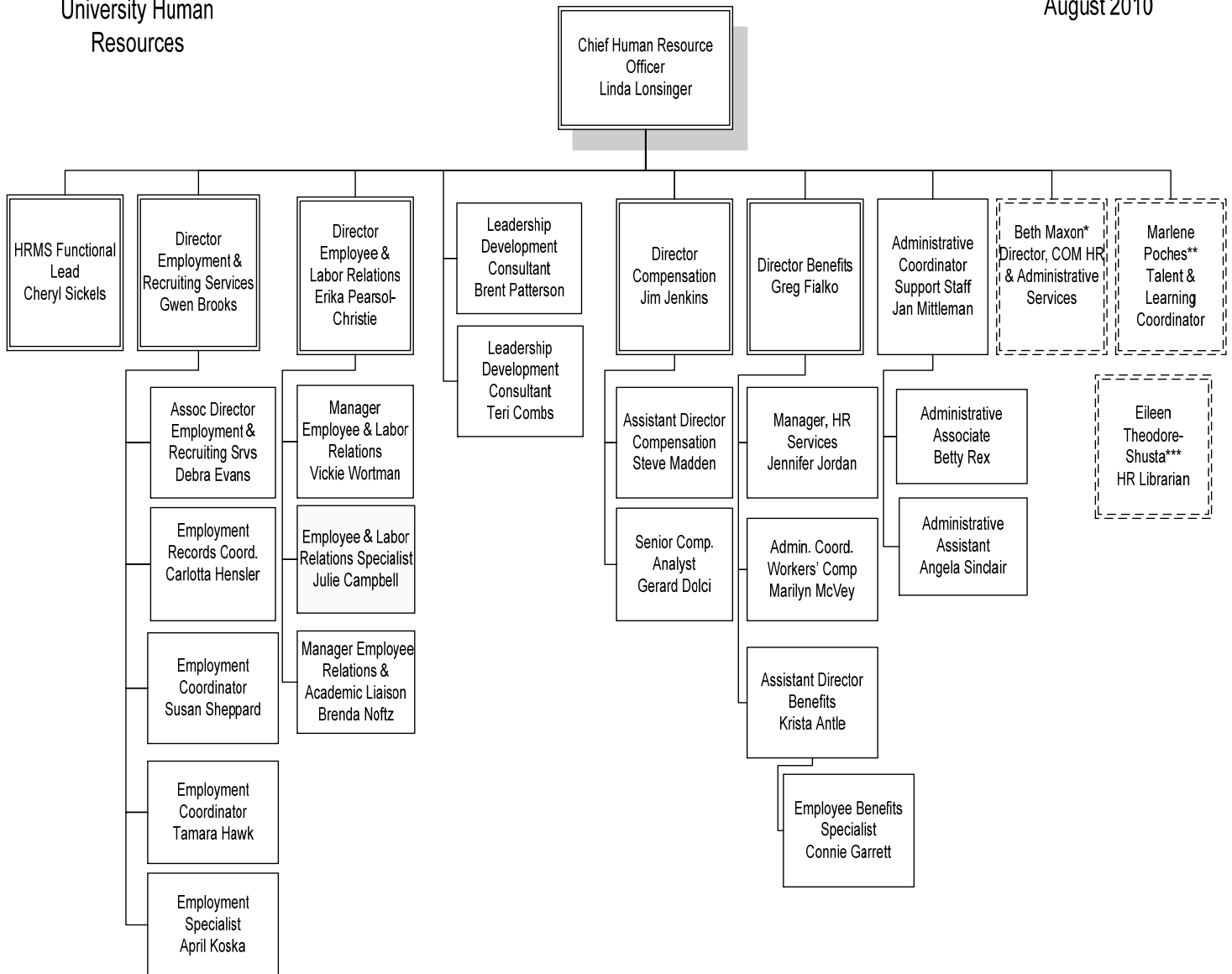
Work strategically with all department to ensure the effective and efficient use of Human Resources;

Provide employee development opportunities which promote creativity and a culture of excellence;

Be open and accessible to the University community.

University Human Resources

August 2010



* Matrix reporting relationship to Kathy Brooks, CFO, and Jack Brose, Dean, College Osteopathic Med
 *** Matrix reporting relationship to Margaret Sheskey, Assistant VP, Advancement Administration
 *** Reports to Scott Seaman, Dean of Libraries

Ohio University Human Resources Office Functions

- Employee & Labor Relations
 - ASFCME (Classified Hourly Bargaining Unit)
 - FOP (Ohio University Police Department)
 - Seniority Rosters for both
 - Conflict Resolution

- Benefits
 - New Employee Orientation
 - Healthcare
 - Educational fee waiver
 - Retirement
 - Leaving the University

- Compensation
 - Salary Guidelines
 - Pay Structures
 - Job Descriptions
 - Job Audits/Evaluations
 - Performance Management

- Leadership & Staff Development
 - Consulting
 - Training

- Employment & Recruiting Services
 - * Employment
 - Job Postings
 - Job Applications
 - * Records
 - Paid Time Off (Sick, Vacation)
 - Unpaid Leaves
 - FMLA (Family Medical Leave Act)
 - * Student Employment
 - Student Hourly Employment
 - Athens County Child Care Partnership
 - Search Committee Training

UHR STAFF



Krista Antle

Assistant Director, Benefits

email: antlek@ohio.edu

phone: (740) 593-9360

- o New Hire Orientation
- o STRS Retirement Information
- o OPERS Pre-Retirement Planning
- o Supplemental Retirement Accounts
- o Educational Benefits
- o Insurance Claim Appeals
- o Contact for PPO Network Recruitment



Gwen Brooks

Director, Employment & Recruiting Services

email: brooksgk@ohio.edu

phone: (740) 593-1226

- o Manage the Dual Career Network
- o Assist Institutional Equity with diversity initiative
- o Manage special projects, e.g. HR Management Advisory Group, Peer Assessment Project
- o Liaison with Facilities & Auxiliaries HR needs
- o Assisting with administrative and faculty hiring process
- o Exit interviews



Julie Campbell

employee & labor relations specialist

email: wilsonj2@ohio.edu

phone: (740) 593-1644



Organization Learning & Development Consultant

email: combst@ohio.edu

phone: (740) 593-1617

- Organizational Development Consulting, Coaching & Training
- Change Management
- Strategic Planning
- Continuous Improvement
- Quality Management
- Process Redesign & Improvement
- Developing High Performance Teams
- Facilitation & Meeting Management



Senior Compensation Analyst

email: dolci@ohio.edu

phone: (740) 597-1703

- Works with departments to develop/write job descriptions
- Provides position analysis and evaluation
- Participates in and analyzes salary surveys and classification studies
- Consults with university employees at all levels regarding position clarification, salary determination and other compensation issues



Associate Director, Employment & Recruiting

email: evansd@ohio.edu

phone: (740) 593-9875

- Assists with administrative and faculty hiring process
-
- Exit interviews
-
- Relocation
- Displacement Services
- [Employment Home Page](#)



Greg Fialko

Director, Benefits

email: fialko@ohio.edu

phone: (740) 593-1639

- o Benefits Plan Design and customer service
- o Insurance Claim Appeals



Connie Garrett

Employee Benefits Specialist

email: garrett@ohio.edu

phone: (740) 593-1651

- o Benefits customer service
- o Benefits troubleshooting
- o COBRA- Continuation of Benefits
- o Employee Assistance Program (EAP); Crisis Intervention & Random Drug Testing
- o EAP / Mental Health Network



Tammy Hawk

Employment Coordinator

email: hawkt@ohio.edu

phone: (740) 593-1645

- o Staffing Consultant
- o Contract Job Postings
- o Orientation registration for Classified Employees
- o Classified Employee Service Award Ceremonies
- o Employee Status Changes
- o FOP & AFSCME Contract Interpretation
- o Monitor Classified Employment Process
 - Non-bargaining Unit Process
 - Provide Job Postings and Advertisements (Classified)
 - Conduct Applicant Screening
 - Maintain Applicant Tracking System
 - Maintain Applicant Files



Carlotta Hensler

Human Resources Records Specialist

email: hensler@ohio.edu

phone: (740) 593-2096

- o FMLA (Family Medical Leave Act)
- o Leaves of Absence
- o OU Policy Interpretation
- o Transfer Service Credit and Sick Leave
- o ORACLE HR/Payroll
- o Records Administration
- o ORACLE Training and Reports
- o Position Management

Jim Jenkins

No picture

Director, Compensation

(740) 593-1641

jenkinj3@ohio.edu



Jennifer Jordan

Manager, Human Resource Services

email: millerj6@ohio.edu

phone: (740) 593-1647

- o Administers Human Resources Orientation
- o Manages various Human Resource projects
- o Maintains Human Resource website
- o Compiles Human Resource publications
- o OPERS and Reliance Disability liaison



April Koska

Employment Specialist

email: koskaa@ohio.edu

phone: (740) 593-0065

- o Student Hourly Employment
- o Athens County Child Care Partnership
- o Search Committee Training



Linda Lonsinger

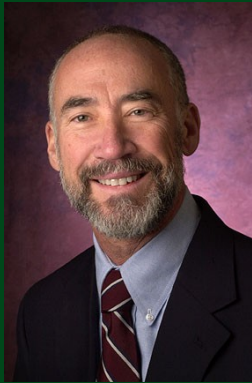
Chief Human Resource Officer

email: lonsinge@ohio.edu

phone: (740) 593-1643

The Chief Human Resource Officer is responsible for the overall operations of the Human Resource functions at the university including:

- Benefits
- Compensation
- Employee & Labor Relations
- Human Resource Services
- Leadership & Staff Development
- Employment & Recruiting Services



Steve Madden

Assistant Director, Compensation

email: maddens@ohio.edu

phone: (740) 597-1824

- Works with departments to develop/write job descriptions
- Provides position analysis and evaluation
- Designs, conducts and participates in salary surveys and classification studies
- Coordinates, facilitates and manages on-going HR projects
- Consults with university employees at all levels regarding
 - - position classification
 - salary determination
 - other compensation issues
- Human Resources data analysis, audit and reporting
- Benefit program development, survey and analysis
- Compensation data support



Jan Mittleman

Administrative Coordinator

email: mittlema@ohio.edu

phone: (740) 593-1642

- Management of departmental functions
- Provides secretarial support to the Office of Human Resources
- Manages administrators' appointment schedules
- Coordinates various meetings
- Maintains departmental files and ensures that all records are updated and modified as necessary



- o Relieves front desk duties



Manager, Employee & Labor Relations

email: noftz@ohio.edu

phone: (740) 597-1436

- o Advisor on Coaching, Counseling and/or Disciplinary Procedures
- o Respond to ADA questions
- o Respond to Harassment concerns
- o Respond to FLSA questions
- o FMLA Rights and Responsibilities
- o Employee Privacy Rights



Leadership and Staff Development Consultant

email: pattersj@ohio.edu

phone: (740) 593-4472

- o [Leadership Development Program Home Page](#)

Erika
Pearsol-
Christie

No picture

Director, Employee & Labor Relations

email: pearsol@ohio.edu

phone: (740) 593-1640

- AFSCME Contract Administration and negotiation
- FOP Contract Administration and negotiation
- Advisor on Coaching, Counseling and/or Disciplinary Procedures
- Respond to ADA questions
- Respond to Harassment concerns
- Respond to FLSA questions
- FMLA Rights and Responsibilities
- Employee Privacy Rights



Betty Rex

Administrative Associate

email: rex@ohio.edu

phone: (740) 593-2966

- Receptionist
- Educational Benefits
- I-9 forms, W-4 forms, OPERS, STRS enrollment materials
- Registers New Hires for orientation



Susan Sheppard

Employment Coordinator

email: sheppard@ohio.edu

phone: (740) 593-0312

- Bargaining Unit Postings
- Contract Postings
- Register New Bargaining Unit employees for Orientation
- Temporary Pool Assignments
- Employment Screening
- Temporary Employment
- Summer Reassignments (Dining Services)
- Outstanding Classified Employee Awards
- Employee Status Changes
- FOP & AFSCME Contract Interpretation



Cheryl Sickels

HRMS Lead

email: sickels@ohio.edu

phone: (740) 593-1650

- ORACLE HR/Payroll
- ORACLE Training and Reports
- Managing Oracle User Responsibility Access
- Trouble shooting ORACLE System Issues
- Coordinating/Facilitating/Managing On-Going HR Projects
- Coordinating and Managing HR ORACLE Testing
- Maintaining ORACLE HR Tables



Angela Sinclair

Administrative Assistant

email: sinclaa1@ohio.edu

phone: (740) 593-1648

- Receptionist
- Educational Benefits
- I-9 forms, W-4 forms, OPERS, STRS enrollment materials
- New hires orientation registration
- Meeting room management



Vickie Wortman

Manager, Employee & Labor Relations

email: workmanv@ohio.edu

phone: (740) 597-2542

- Conflict Resolution for Classified and Administrative Staff
- FMLA Resource
- Safety Committee Representative
- Pre-disciplinary Officer
- Labor-Management Representative for Regional Campuses
- Resource for Bargaining Unit Classifications and Postings
- Develop and interpret policies relating to terms and conditions of work

Confidentiality

The Human Resources Department deals with a variety of information. As a student employee, you will be assisting in working with information that is highly confidential. This information may be in many different forms, but anything you have access to is to be considered confidential. As part of your paper work, you will be asked to sign a confidentiality statement. Please read this over and direct any questions you have to your supervisor.

Please see the copy on the following page. If you have not received a confidentiality statement, please see Angela or Betty.

Confidentiality Statement

As a Student Employee, University Human Resources (UHR) is **your** department and you will have access to highly confidential information used by UHR that relates to personnel matters concerning students, faculty, and staff. This information may be in any number of forms and from any number of sources, including, but not limited to, hard and soft copy records, oral communication, and audio recordings; all of a confidential nature. A student's access to confidential information will be on a need-to-know basis and access will be approved based upon the intended use, purpose or request. Users (students, employees, volunteers, vendors, and other outside affiliates) must respect and preserve the privacy and security of confidential information.

By signing this document, I agree to and will adhere to the above principles.

Signature

Date

Expectations

Your Supervisor Will:

- Assist in setting your work schedule for the quarter
- Define your duties and responsibilities
- Train you properly
- Give daily supervision
- Advise you on your job performance
- Evaluate your job performance
- Promote safe working conditions
- Be a team player

What is expected of You:

- Provide excellent customer service
- Be courteous to all patrons
- Conduct yourself in a professional manner
- Take accurate and precise telephone messages
- Complete all office work before you start any other task such as homework
- Work your scheduled shifts
- Be prompt and on time
- Know duties and responsibilities and accept responsibility for them
- Advise your supervisor of any problems that may interfere with your job performance
- Provide a safe working environment for your fellow employees
- Direct complaints to your supervisor
- Log your work time daily in Workforce

CUSTOMER SERVICE

- Always maintain professionalism
- Speak clearly with a welcoming and pleasant tone
- Be cordial and always smile
- Treat co-workers, students, faculty, staff and visitors in a friendly and respectful manner at all times
- Exhibit behavior and language appropriate to the work environment
- Anything you are unsure of, seek help

Answering Telephones

- Always answer the phone as promptly as possible.
- Answer with this message:
 - Human Resources, this is _____
- If the person needs to speak to a specific individual ask
 - Who's calling
 - Where they are calling from
 - Ask them if they could hold for a **MOMENT**
- Press the hold button and call the person they have asked for, announce they have a phone call and give them the information you obtained. Hit the transfer button if they can take the phone call
- If the person is unavailable, go back to the caller and tell them that the person is unavailable at the time. Ask if they would like their voicemail. If so, transfer them to the voicemail.
- Never leave a caller on hold any longer than absolutely necessary.
- Be prepared to take notes so you can handle the call as needed.

* Please answer the phone in a professional manner and try to be consistent with every phone call. Remember, you can tell a lot by the tone in someone's voice! A rule of thumb is to smile when you answer the phone.

Work Schedules

- Student work schedules are completed at the beginning of each quarter.
- Student work schedules may vary each quarter depending on class schedules.
- You must provide your class schedule to your supervisor so that he/she can assign your work hours around your class times.
- Human Resources hours of business are Monday through Friday, 8:00 AM to 5:00 PM.

Reporting Time Worked

All student employees are required to record their arrival and departure time **DAILY** in the Workforce system. Your supervisor will give you instructions on entering your time.

Submit your timesheet on the last work day of the pay period for your supervisor's approval.

Payroll

Pay day at Ohio University is bi-weekly and checks are distributed on Fridays. There is a possibility that you will have to wait up to four weeks to get your first paycheck. Your supervisor will go over this with you when you start. Payroll is requesting that paychecks be directly deposited; this also will be part of your paperwork and topic of discussion with your supervisor.

Please note the holidays below (these are days all University offices are closed):

UNIVERSITY HOLIDAYS OBSERVED 20010-2011:	
JULY 4	INDEPENDENCE DAY
SEPTEMBER 6	LABOR DAY
NOVEMBER 11	VETERANS DAY
NOVEMBER 25 & 26	THANKSGIVING & COLUMBUS DAY
DECEMBER 23 & 24	CHRISTMAS & PRESIDENTS' DAY
DECEMBER 31, 2010	NEW YEAR'S DAY
JANUARY 17	MARTIN LUTHER KING DAY
MAY 30	MEMORIAL DAY

OHIO UNIVERSITY CALENDAR FOR 2009/10 BI-WEEKLY PAYROLLS

PAY Period #	**PAY PERIOD**		WORKFORCE ONLINE TIME	REPORTING APPROVALS DUE FOR PAYROLL	CHECK DATE
	<u>BEGINNING</u>	<u>ENDING</u>			
1	06/06/10	- 06/19/10		06/22/10	07/02/10
2	06/20/10	- 07/03/10		07/06/10	07/16/10
3	07/04/10	- 07/17/10		07/20/10	07/30/10
4	07/18/10	- 07/31/10		08/03/10	08/13/10
5	08/01/10	- 08/14/10		08/17/10	08/27/10
6	08/15/10	- 08/28/10		08/31/10	09/10/10
7	08/29/10	- 09/11/10		09/14/10	09/24/10
8	09/12/10	- 09/25/10		09/28/10	10/08/10
9	09/26/10	- 10/09/10		10/12/10	10/22/10
10	10/10/10	- 10/23/10		10/26/10	11/05/10
11	10/24/10	- 11/06/10		11/08/10	11/19/10
12	11/07/10	- 11/20/10		11/19/10	12/03/10
13	11/21/10	- 12/04/10		12/07/10	12/17/10
14	12/05/10	- 12/18/10		12/17/10	12/30/10
15	12/19/10	- 01/01/11		01/04/11	01/14/11
16	01/02/11	- 01/15/11		01/18/11	01/28/11
17	01/16/11	- 01/29/11		02/01/11	02/11/11
18	01/30/11	- 02/12/11		02/15/11	02/25/11
19	02/13/11	- 02/26/11		03/01/11	03/11/11
20	02/27/11	- 03/12/11		03/15/11	03/25/11
21	03/13/11	- 03/26/11		03/29/11	04/08/11
22	03/27/11	- 04/09/11		04/12/11	04/22/11
23	04/10/11	- 04/23/11		04/26/11	05/06/11
24	04/24/11	- 05/07/11		05/10/11	05/20/11
25	05/08/11	- 05/21/11		05/24/11	06/03/11
26	05/22/11	- 06/04/11		06/07/11	06/17/11

UHR Practices and Procedures

Tardiness

- Employees are expected to be prompt and ready to work at their scheduled times.
- If extenuating circumstances arise, please notify your supervisor as soon as possible.
- Excessive tardiness may result in disciplinary action.

Time Off

- Arrangements must be made with your supervisor in the event of requested time off.
 - Please note it is your responsibility to find a replacement for your shift.
- In the event of illness, a student employee should notify his or her supervisor as soon as possible.
- Excessive time-off may result in disciplinary action.

Telephone use and Cell Phone Use

Personal phone calls should only be made based on need, and limited in number and length.

Student workers carrying cell phones must have them on vibrate or turned off during working hours. Please limit the calls made and or received on a cell phone.

Computer Use

University computers and all other equipment are to be used for the purpose of conducting business of the university.

Playing games and web browsing (MySpace, Facebook, etc.) are discouraged. Student computers can be seen by customers and this is considered unprofessional. Please take note that individuals can have all of their activities on the computer monitored and recorded. Excessive use can result in disciplinary actions.

Dress Code

The university expects all of its employees to dress appropriately. While common sense is the governing principal, management has the final word regarding appropriate dress. Whatever your work setting, you must wear presentable clothing in good condition. Clothing that is revealing or inappropriate to the workplace is unacceptable.

Discipline Procedures

Verbal Warning

- A verbal warning will be given and the information will be placed in the employee's file for the following:
 - Excessive tardiness
 - Lack of efficiency at work
 - Inappropriate dress
 - Inappropriate behavior

Written Warning

- Written warnings are generally given for "repeat offenders." Depending on the severity of the offense, a written warning could be given for the following:
 - Subsequent offense following prior verbal warning for similar behavior
 - Consistent tardiness or calling off from work
 - Other incidents (depending on severity)

Dismissal

This will only happen in the most severe cases. If continuation of the undesirable behavior persists after written warning, then the next step of discipline is dismissal from the job.



Thank you for choosing University Human Resources (UHR) as your employer. We will do everything possible to help make your time spent at OHIO a rewarding experience.

Enjoy your employment with UHR at Ohio University.

The Human Resources Staff

