



**CUSTOMER SERVICE EXPECTATIONS
HUMAN RESOURCES OPERATIONS**

Human Resources Substitute Office

The table below outlines customer expectations for functions completed by the Substitute Office team under HR Operations.

Function	Contact Method	Response / Completion Time
General Questions	Email Voicemail	2 business days 1 business day
Applicant Contact - Educators, Paras, & Secretaries	Online application	Within 5-8 business days of application date
Applicant Interview Scheduled - Educators, Paras, & Secretaries	Online application	Within 8-10 business days of application date
Applicant Reference Checks	Email	Within 2 days of interview
Applicant Onboarding, Welcome Session, & Background Check Scheduled	In Person	Within 3-5 business days of completed reference checks
Applicant Start Date	In Person	Upon passing background check, completion of welcome session, and required trainings