



### CUSTOMER SERVICE EXPECTATIONS HUMAN RESOURCES OPERATIONS

\*Please note response and completion times may vary depending on current volume. Response and completion times may vary or be via a different contact method during remote work.

#### Human Resources Academic Recruitment

For the recruitment phases, responsibilities, and estimated timelines for support from the Academic Recruitment Manager please view the [Customer Expectations for Academic Recruitment](#).

#### Human Resources Business & Operations Recruitment

The table below outlines customer expectations for functions completed by the Business & Operations Recruiter under HR Operations.

Function	Contact Method	Response / Completion Time
Candidate Inquiries	Email, Phone, Voicemail	2 business days
Community Partners	Email, Phone, Voicemail	2-3 business days
Hiring Manager Inquiries	Email, Phone, Voicemail	1-2 business day

#### Human Resources Customer Service

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

Function	Contact Method	Response / Completion Time
Employment Verification	Email & Voicemail	5 business days
General Questions	Email & Voicemail (hronline@pps.net)	1-2 business day
Student Loan Forgiveness	Email, Online, Voicemail	5 business days



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**Human Resources Records**

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

Function	Contact Method	Response / Completion Time
General Questions	Email, Voicemail	1 business day
Records - New File Creation	Inbox	2-3 weeks
Records - File Return	Inbox	1-2 business days
Records - Paperwork Filed	Inbox	2-3 weeks
Records - Archive	File Room	5-10 business days
Records - Employee or Manager Review	Email, Voicemail	1-2 business days. Add 2-3 days if pulled from archives.

**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 - <i>may include interview scheduled, more information requested, etc.</i>	Online application	Within 20 business days of application date
Applicant Reference Checks	Email	Within 2 days of interview
Applicant Onboarding & Background Check Scheduled	In Person	Within 3-5 business days of completed reference checks
Substitute Start Date	Virtual/In Person	Upon passing background check and completion of required trainings



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**Human Resources Information Systems (HRIS)**

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

Function	Contact Method	Response / Completion Time
Data Entry	Completed paperwork	Nov-March 1 business day April-Oct 2-3 business days
Data Requests	Online form submission	3 business days* *large or complex requests may take longer
General Questions	Email & Voicemail	1 business day
HR Licensure & PEER Forms	Email	1 business day
Union Dues	Email	1 business day
HR Professional Growth	Please see Compensation and Classification for Customer Expectations	
Salary Placement		
Tuition Reimbursement		



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**Human Resources - Staffing**

Please also view the [HR Staffing customer expectations flow chart](#).

Function	Response / Completion Time
New vacancy posted	Time varies as this step requires that the position be classified and receive funding approval. Please consult with Budget and/or Grant Accounting prior to requesting a position be posted. If a position is new within PPS, it must be reviewed and classified by Employee & Labor Relations and Class/Comp. Note: This process can add anywhere from a few weeks to a couple months to the process.
Length of job postings	Time varies as posting timelines vary. Posting timelines are determined based on a # of factors including; CBA & hiring manager preference.
Posting close to Rec to Fill	Time varies based on length of time needed by hiring manager to conduct interviews, complete reference checks & submit paperwork.
Rec to Fill to Job Offer	<p>1-5 business days</p> <p>During this time, staff are completing the required review which includes but is not limited to:</p> <ul style="list-style-type: none"> <li>● ensuring appropriate candidates were interviewed based on CBAs, veteran's preference and more</li> <li>● reference checks were completed, includes a current supervisor and are favorable/positive recommendations;</li> <li>● review of licensure requirements and proper endorsement</li> <li>● determining salary placement based on CBA, consulting with comp</li> <li>● review of personnel file if a current/previous employee</li> </ul>
From job acceptance through new hire paperwork	<p>1-8 business days</p> <p>Time variance is based heavily on the candidate. Including the ability for HR staff to connect with candidates to offer the position, the candidate's time to think about and accept/decline the offer, and their schedule for attending new hire paperwork.</p> <p>During the school year new hire paperwork sessions are scheduled by individuals as quickly as their schedule allows.</p>
New hire paperwork to first day	1-5 business days Background checks typically take longer when a candidate has moved a lot or has lived out of state.
First day on the job to system access	<p>Prior to the first day on the job up to 1-2 business days after.</p> <p>Time varies - many employees will have access to email and other appropriate systems prior to their first day on the job. Sometimes it is 1-2 business days after their first day on the job - this can be due to several factors including background check clearance and the need to begin the employee the following day - resulting paperwork takes a little longer to complete than one day.</p>