Bi-Monthly HR Liaison Meeting
February 13, 2023
Agenda

- **Updates from Talent Acquisition**
  - New remote I9 setup
  - ROCS updates to optimize job posting visibility
- **Guidelines and tips to expedite processing**
  - Classification and reclassification requests
  - In-grade requests
  - CARF and job description tips
  - Identifying comparators
  - Acting Appointments
- **Updates from HCM**
  - Termination / retirement submissions
  - HCM inquiries and RBHS transactions in ServiceNow effective 2/20/23
- **FMLA Overview**
- **New Employee Orientation Update**
- **Updated Flexible Work Arrangement Feasibility Assessment Form**
- **Q&A**
Talent Acquisition Updates
Ryan Holcombe, Director
Talent Acquisition
New remote I9 setup

- Grants access to departments to setup remote I-9s directly in Guardian
- Increases efficiency of the remote I-9 setup process
- Reduces communication of sensitive information (i.e., SSN and DOB)
- All deadlines for remote vs. in-person I-9s are the same
- Remote agents must meet with the employee in-person and inspect original documents
- I-9s may be initiated after an offer is accepted and the start date is definitively determined
- I-9s should be not initiated with a tentative start date or when pre-employment screening is not yet complete
- New process will be implemented in Guardian on 2/16/23
New remote I9 setup

- Guides are available on the UHR Talent Acquisition website: https://uhr.rutgers.edu/talent-acquisition/home (see the onboarding section)
- The UHR I-9 team (Cindy Hendricks and Allison Carson) are available for support, training, and guidance
- The UHR I-9 team will assist with setting up remote I-9s only when technical or access issues occur
- Remote I-9s may be used to address non-compliance issues with the new streamlined process
- If any issues occur with remote I-9s setup with the prior process, contact the UHR I-9 team immediately
The following ROCS Updates are intended to Optimize Job Posting Visibility:

- Newly Required Fields for Staff and Faculty:
  - City, State

- Newly Required Fields for Faculty:
  - Position Status (Full Time, Part Time, Per Diem)
  - BGC Package Options

- Newly Required Fields for Staff:
  - Approved FWA for posting (onsite, hybrid, remote)

- Phased implementation with details to be posted as announcements in ROCS
Guidelines and tips to expedite processing

Donna Louis, Director
Business Partner Services
What We’ll Cover

- Classifications
  - New Positions
  - Vacant Positions
- Reclassifications
- Self-Initiated Reclassification
- Salary In-Grade Requests
  - Additional Duties
  - Counteroffer
  - Equity
- Dos and Don'ts of Updating CARFs and Job Descriptions
- Identifying Comparators
- Acting Appointments
- Q&A
When a new position is approved and authorized by the department head and finance, follow these steps to expedite processing times:

1. Complete a Classification and Recruitment Form (CARF) including the major duties and responsibilities and the reporting relationships for the new position.

2. Have the CARF approved by the supervisor and your department leadership.

3. Complete a Fill a Vacancy request through ROCs and include the following documentation:
   - Position description/CARF
   - Updated organizational chart
   - Justification letter (if applicable)
   - Department required forms (if applicable)
Vacancy | No Change to CARF

When an employee leaves a position, the CARF must be reviewed by the supervisor to ensure accuracy. Once the position is approved and authorized to backfill by the department head and finance, follow these steps to expedite processing times:

1. If there are no changes to the CARF, the department can submit a Fill a Vacancy No Change to Job in ROCS to recruit a straight replacement.

2. When submitting a straight replacement request in ROCS, include the following documentation:
   - Position description/CARF
   - Updated organizational chart
   - Justification letter (if applicable)
   - Department required forms (if applicable)
When an employee leaves a position, the CARF must be reviewed by the supervisor to ensure accuracy. Once approved to backfill, follow these steps to expedite processing times:

1. If the **CARF is updated**, the supervisor will need to create an addendum to highlight the changes made and provide justification.

2. The updated CARF will need department leadership approval.

3. Upon approval, submit the **Fill a Vacancy with Change to Job** into ROCs including the following documentation:
   - Current and previous CARF
   - Updated CARF
   - Updated CARF Addendum
   - Updated organizational chart
   - Justification letter (if applicable)
   - Department required forms (if applicable)
Reclassifications

If a position has undergone change because the supervisor has added, deleted, or changed the duties and responsibilities resulting in significant change in terms of scope, level of responsibility, accountability, and/or impact, the position may be reviewed to ensure appropriate classification.

1. The supervisor should first update the CARF and create an addendum to highlight the changes made and provide justification.

2. The updated CARF will need department leadership approval.

3. Upon approval, submit a **Reclassification Request** in ROCs including:
   - Current and previous CARF
   - Updated CARF
   - Updated CARF Addendum
   - Updated organizational chart
   - Justification letter (if applicable)
   - Department required forms (if applicable)
   - For RBHS positions, a resume for the current incumbent(s) is required.
Employees may submit a self-initiated reclassification request with required documentation to the HR Consulting or Employment Services Team.

1. The team will forward the request and documentation to the Department’s HR Liaison for review and approval.

2. The HR Liaison must work with the employee’s supervisor to review the submitted request and documentation.

3. The supervisor must review the updated position description/CARF and approve or provide an addendum to dispute or provide additional information.

4. If supported, the HR Liaison will submit the Self-Initiated Reclassification request in ROCs including the required documentation outlined in the next slide and notify leadership within their department.
Self-Initiated Reclassifications

When submitting a Self-Initiated Reclassification request, please include the following:

- Current and previous CARF
- Updated CARF
- Updated CARF Addendum (if applicable)
- Updated organizational chart
- Current resume
- Justification letter (if applicable)
- Department required forms (if applicable)
Salary In-Grade Requests

A Salary In-Grade request is submitted to review a position for an increase in salary with no change to the position’s grade. An in-grade salary increase may be requested if the current compensation grade is appropriate, but there has been a:

- Permanent change in level of duties and responsibilities
- Market-related pressures (external equity)
- Employment offer or active recruitment from outside the University
- Misalignment of salary relationships (internal equity)

UHR reviews salary in-grade requests for Additional Duties (professional or career growth within a position), Counter Offers (retention), or Equity (internal equity/alignment).
Additional Duties

A Salary In-grade Request for Additional Duties may be submitted when job duties significantly change, and the employee’s scope of work includes permanent additional responsibilities/job duties that become a regular part of the job. Please note: an increase in the volume of activity or transactions without additional duties does not justify additional pay or increase in pay.

When submitting a Salary In-grade Request for additional duties, please include the following:

- Written Justification
- Current and previous CARF
- Updated CARF
- Incumbent’s current resume
- Organizational chart
Counter Offer

A counter offer can be used to retain an employee who has a job offer elsewhere. A counter offer is only an option when the external job offer is comparable to the employee’s current position within the University and the scope and complexity of work are similar.

1. When requesting a counter offer, supervisors must consider the effect of the retention offer on the department, the division, and the University.

2. When submitting a **Salary In-grade Request for a Counter Offer**, please include the following:
   - Written Justification
   - External Offer Letter
   - Incumbent’s current resume
   - Org Chart
   - Current/Previous Position description/CARF
   - Updated Position description/CARF, if applicable
Equity may be used to address salary inequities among individuals who are in positions that require similar skills, responsibilities and experience. Equity reviews may also be requested to address pay compression, pay inequity, or to ensure that an employee’s salary appropriately reflects his/her skills, knowledge, experience, and performance.

1. When submitting a **Salary In-grade Request for an Equity Review**, please include the following:
   - Written Justification
   - List of current incumbents
   - Incumbents’ current resume
   - Current and previous CARF
   - Organizational Chart
Updating CARFs and Job Descriptions

Do...

- Consider the normal day-to-day responsibilities
- Use a factual and impersonal style when writing the Job Description/CARF
- Write clear, concise, and complete sentences
- Begin each task with a present tense action verb
- Focus on key responsibilities critical to the position
- Base the content on the responsibilities and duties of the position
- Include expectations of a fully proficient incumbent meeting all position requirements
- When indicating the percentage of time spent on each duty, consider what is performed over a given period of time
- Use explanatory phrases telling why, how, where, or how often to add meaning and clarity
- **Note:** If creating a new CARF that never existed, you can submit a Job Review Request in ROCS for our team
Do not...

- Cut and paste information from job profiles, matrices or any other reference tools
- Use narrative, first person form, or specific individual names
- Use unnecessary words that add “fluff” to the duty
- Base the content on what the person doing the position can or can’t do
- Include one-time, short-term assignments or an exhaustive list of all, minor, or occasional tasks
- Write the Job Description/CARF based on the desired classification outcome
- Write the Job Description/CARF as a procedure manual on how to do the position
- Utilize template Job Description/CARFs when positions have notable differences
When identifying comparators for cases, look for employees similarly situated with the incumbent/employee in the position being evaluated. The employees must be:

- Performing the same or very similar job
- Within the same or similar industry
- Within a department providing the same or similar services
- Within the same or similar organization size, with the same or similar number of employees, students and/or population served.
- Same or similar geographic location
Acting Appointments

When an employee temporarily assumes the responsibilities of a higher-level position, requiring greater professional responsibility and competence, the employee has assumed an *acting* appointment.

**Acting Temporary Assignment:**
The action of adding or replacing job duties to an employee's existing position on a temporary basis. Depending on the situation, Temporary Assignments may not result in a change in title or compensation.

**Acting Position Appointment:**
The action of appointing an employee to a different position on a temporary basis, where there is a vacancy and/or operational need that is anticipated to exceed 30 consecutive calendar days. Employees appointed to an Acting Appointment may receive a temporary title change and a compensation adjustment.
Acting Appointments

When submitting an Acting Appointment request, please include the following:

- UHR Acting Appointment Application Form
- Department required forms, if applicable
- Job Description/CARF, applicable for the Acting Position Appointments
- Resume for the Acting Incumbent, applicable for Acting Position Appointments

The length of an acting appointment may vary depending on the union contracts. For example, MPSC and URA-AFT contracts allow for acting appointment for up to 6 months with the ability to extend.

As per the Acting Policy, an acting appointment should not exceed six months. If it becomes necessary to extend the appointment beyond six months, a written request with a brief explanation signed by the department/division head should be submitted to UHR.
Additional resources can be found on the UHR website:

- UHR Forms
- UHR Policies
- Staff Collective Negotiations Agreements
- ROCs Training Guides
Termination / Retirement Submissions

When an employee is terminated or retiring, please be sure to include the following supporting documentation to expedite processing:

- Copy of the employee’s signed resignation/retirement letter.
- Employee’s updated absence record detail from ARS so HCM could audit the ARS to ensure the correct Vacation (and/or sick for retirees only) balances are submitted for payment.

**Termination effective date** is the day AFTER the last day in pay status (e.g., last day worked/in pay status February 17th, the termination effective date would be February 18th)

**Retirement effective date** is always the first of the month (e.g., February 1st, March 1st, etc.)
HCM in ServiceNow

HCM general inquiries, RBHS transaction requests, and TMGT/Compensation requests will all be housed in ServiceNow effective February 20th:

- You will see an auto-reply on all inboxes notifying users of this change
- The inboxes will be decommissioned and will not be monitored after February 20th
- Visit [https://rutgers.service-now.com/hrportal](https://rutgers.service-now.com/hrportal) and click on HCM to access the service
- The service will provide a case number and transparency on the progress made on cases submitted to HCM by HR Generalists and departments
HCM Personnel Transactions & General Inquiries

Use this to submit documentation to support an RBHS transaction in PeopleSoft or to submit an inquiry to HCM.

Please complete the fields below and attach any and all supporting documentation to your request.

Important: If submitting a new request, please review the "Related Knowledge Documents" below to ensure that all required documentation is being submitted to support your request and to avoid processing delays.

If submitting an inquiry related to a transaction request that you previously submitted through this service, please submit your questions or comments for follow-up within the original case by navigating to "Cases," selecting the applicable case from your listing, and then selecting the "Case Comments and History" tab to record your question or concern.

To follow up on an inquiry submitted by another user, please complete the fields below and include the original case number.

-- None --

**An Inquiry**

A Request for Processing (RBHS Faculty/Staff Requests)
A TMGMT or Compensation Request

-- None --

Questions and Comments
FMLA Overview

Mauricio Suarez, Director
OneSource Faculty and Staff Service Center
The Federal **Family and Medical Leave Act (FMLA)** provides unpaid leave entitlement to eligible employees for:

- your own serious illness;
- the birth, adoption, or placement of a foster child;
- the serious illness of a spouse, son/daughter, parent, or someone who stood in loco parentis when you were a child;
- to address certain "qualifying exigencies" for eligible employees with a spouse, son/daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation;
- to care for a covered service member who has a serious injury or illness incurred in the line of duty during active duty that may render the service member medically unfit to perform his or her duties, and for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.
Family and Medical Leave Act (FMLA)

- When should an employee apply for FMLA?
- Accrued sick time is a leave entitlement
- Understanding the “Three Day” rule
- Short Leaves
  - If an employee is expecting to be back at work within one or two weeks and has enough sick time to cover the absence, there is no requirement to apply for FMLA
- If in doubt, have employee(s) request a leave consultation through OneSource to understand their options
- For more information, visit our website at https://uhr.rutgers.edu/benefits/leaves-absence
In Person
New Employee Orientation:
Returns to All Campuses

Lorraine Meltzer
Director Benefits & Wellness

University Human Resources
New Employee Orientation (NEO)

- No change to where and how you register new hires for the NEO.
- Confirmation and reminder emails will note the physical address.
- Union representatives have been made aware of the return to in person.

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<tr>
<td>New Brunswick</td>
<td>Weekly on Monday</td>
<td>Tuesday after the holiday</td>
<td>Pivot to virtual</td>
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Requests for posting a position as eligible for fully remote work now require a detailed explanation regarding the extraordinary circumstances for the request on page 3 of the Feasibility Assessment Form.
Thank you for joining us!
Our next meeting will be on April 10. Registration invitation will be sent out in the coming weeks for the next few sessions.