Our complex workforce demands an innovative service delivery model.

Employee Service Center Project Vision:
Create a center that provides HR and Payroll services in a consistent and efficient way to simplify the customer experience

What are we doing?
Rutgers is creating a customer-focused service center that provides select services to all employees in an efficient, simplified, and friendly manner:
- To help drive the university strategic initiatives, Human Resources (HR) and Payroll are partnering to evaluate which services would be best suited for a service center environment
- The service center will provide tiered support that addresses questions at all levels of complexity

How are we doing it?
For this initiative to be successful, it will take a cross-functional team to be involved before, during, and after implementation:
- We are involving key stakeholders early and often to ensure their ideas, preferences, and challenges are considered
- We are leveraging technology to become more proactive and innovative in how we provide key services
- We are setting clear, objective criteria that enable us to make the best decisions for the university community

When are we doing it?
In May 2018, the Employee Service Center project kicked off with the goal to plan and design a fully-functional service center scheduled for implementation by mid-2019

Why are we doing it?
- Improve Customer Experience. Ensure HR and Payroll customers have a positive experience that enables them to focus on their work rather than the processes that support them
- Focus Employees on Value-Add Work. Give HR and Payroll professionals more time to focus on the activities that foster a best-in-class organization by enabling them to focus on value-add work
- Simplify and Automate the Process. Redefine processes to streamline execution and reduce the amount of time customers spend seeking resolutions to HR and Payroll questions
- Unify the Rutgers Experience. Redefine ways of working to deliver a “One Rutgers” experience to all of our customers

28K+ Size of the workforce supported in FY17
400+ People who perform HR and Payroll activities across Rutgers in FY17
155K+ Inquiries UHR responded to in 2017
873K Direct Deposit / checks issued by Payroll in FY18
1 : 257.6 Ratio of employees served to HR FTE in FY17