Welcome to Managing Classified Staff

Provide practical information to handle frequently encountered situations
Topics

- Overview
- Time Management
- Evaluations
- Discipline
- Trial Service
- Temps
- Layoffs
- Salary Administration
The Office of Human Resources-Ercc

- The Office of Human Resources, Employee Relations, Compensation and Classification team:
  - Assists Business Centers with appropriate designation of appointment types, compensation, labor relations, and terms and conditions of employment
  - Assists in areas of employee relations
  - Provides staff work for Academic Affairs
ERCC

- Howard Templeton (UABC, HSBC, AMBC, FOBC) 541 737 8222
- Viki Dimick (AABC, BEBC, ASBC) 541 737 5355
- Tracey Yee – 541 737 5426
- Edith Birky 541 737 0736
- Jeri Hemmer – Assoc. Director 541 737 0547
Employment Categories at OSU
Employment numbers as of Nov, 2011

**Classified** ................................. 1,433
Service Employees International Union (SEIU)

**Unclassified** ................................. 4,228
- Teaching & Research Faculty
- Professional Faculty

**Student**
- Graduate Assistants .......................... 4,754
  - Unrepresented
  - Represented by Coalition of Graduate Employees
- Student Workers .............................. 7,760

**Temporary/Short-Term** ....................... 624
Non-recurring

**Other Unpaid** ............................... 1,341
- Emeritus Faculty
- Courtesy & Affiliate Faculty
Employment at OSU as a Classified Employee

- Critical support role
- Collective bargaining agreement
- Union representation
- Trial service period
The Collective Bargaining Agreement (CBA)

- Provides terms and conditions of employment
- Resource for you and your supervisor
- Provides a dispute resolution process – grievance procedure
- Contract found at: http://www.ous.edu/dept/finadmin/labor
Classified Sick and Vacation Leave Accruals

- When and how they accrue
- When one can use them
- Process for requesting to use leave
  - Leave Request form
    - http://extension.oregonstate.edu/employees/employee-resources/forms/leave_request
Time Management - Vacation

- After 6 months credited with earned vacation
- Initial accrual = 12 workdays for each 12 full calendar months of service
Time Management - Vacation

- Subject to operating requirements of the university
- Requests for 5 or more days = 15 day advance notice
- Requests for less than 5 days = 5 days in advance
- If sick leave exhausted may REQUEST to use earned vacation for illness – Doctors note/release
Time Management - Sick Leave

- Eligible immediately upon accrual – no waiting period
- 8 hours pay credits for each full month in pay status – or prorated
- Certification from physician = absent 7 days, or evidence of abuse, or reason to believe hazard to self or other employees
Time Management – Sick Leave

- Illness or bodily injury
- Disability due to pregnancy
- Medical or dental care
- Attendance at EAP program
- Exposure to contagious disease
- Member of immediate family – illness or death
Contacts

- FMLA – Protected Leave – Certification – Kyla Mangini 541 737 2269
- Worker’s Compensation – Accident Report – Case Review SAIF – Heidi Melton 541 737 2916
- ADA – Office of Equity and Inclusion – Review/Determination/Accommodation / Medical contact – Roni Sue, 541-737-0868
Time Management – Lateness / Lunch / Leaving Early

- Unplanned / Unscheduled
- Sick Leave inappropriate unless fits conditions specified for sick leave
- Differentiate leave bank usage vs Approval
- LWOP unless covered by FMLA / OFLA / ADA or other approved leave
- Is unacceptable dependability performance
Meal Periods

- CBA – 30 or 60 minutes.
- Not work time
- Eating at desk / Errands at lunch
- BOLI – Minimum 30 minutes / 6 hour work period
- May NOT be waived
- May NOT be used to adjust working hours
Rest Periods

- CBA = 15 minutes / 4 hour work period
- BOLI = 10 minutes / 4 hour work period – approx. in the middle
- May NOT add to meal period
- May NOT be deducted from begin or end of work day
- May NOT be waived
- May NOT be used to adjust work hours
Other Potential Time Off Situations

- Personal Leave
- Furlough
- Bereavement
- Military Leave
- Peace Corps
- Pre-Retirement Counseling
- Search and Rescue
- Jury Duty
Performance Management Cycle: a place to start

1. Position Description
2. Expectations and Standards
3. On-going, Regular Communication and Feedback
4. Formal Performance Appraisal
3 Steps to Evaluation Process

1. **Goals**: Defining what the position needs to achieve.

2. **Results**: What has the position achieved relative to the goals?

3. **Appraisal**: What is the assessment of the position towards established goals and overall results for the annual cycle?
4 Competency Areas to Establish Goals Related to the Employee’s Job

1. **Communication.** Constructively expresses and receives ideas, thoughts, and information through verbal, non-verbal and written forms.

2. **Reliability/Dependability.** Consistently demonstrates accountability for actions; can be counted on to follow through and achieve results.

3. **Teamwork:** The cooperative effort to achieve common goals and the ability to work well with others.

4. **Technical Skills.** Possesses and demonstrates technical, general or other specific knowledge.
**Snapshot:** Performance Standard Document for the “Communication” Competency Area

### Performance Standards

**COMMUNICATION** – Constructively express and receive ideas, thoughts, and information through verbal, non-verbal, and written forms.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Does Not Meet Expectations</th>
</tr>
</thead>
</table>
| General | • Excellent rapport and cooperation with staff and customers.  
• Handles conflict through discussion, while maintaining professionalism.  
• Ensures that the other party is heard, provides feedback and clarifies points.  
• Listens for other perspectives and assesses your communication style to ensure you are open and listening for the best outcome for the situation or circumstance. | • Conveys information promptly and thoroughly to all who have a need to know.  
• Listens and observes well.  
• Asks questions to make sure listener understands all facets of situation.  
• Written materials are easy to understand.  
• Is sensitive to feelings and needs of others. | • Listens poorly, or does not ask for clarity, and so passes on incomplete or inaccurate information.  
• Does not express thoughts or ideas in an understandable or appropriate manner.  
• Seems unaware or insensitive to others’ needs.  
• Exhibits poor communication skills, needs substantial improvement to be effective. |

For complete document, visit Website: [http://oregonstate.edu/admin/hr/performance-evaluation/](http://oregonstate.edu/admin/hr/performance-evaluation/)
Modified Process for First Year

- As we transition to EvalS of Goals, Results and the Overall Appraisal, the first year needs to be modified as no goals exist.

- In the first year, the supervisor will complete the Appraisal and Rating sections as previously explained.

- Both the employee and supervisor will have 30 days from the evaluation due date to establish goals for the upcoming year.
Writing Goals

- **SMART** goals: **Specific**, **Meaningful**, **Agreed** to, **Reality** based and **Time** phased.

- Coach Riley to Sean – For the next three games complete over 50% of your passes and have no interceptions

  *Example:* Employee will acknowledge or respond to all e-mail by the end of each work day, and by no later than 24 hours, to meet the unit’s customer service standards.
Discipline / Performance Issues

- Document performance issues
- Address them early / clear expectations
- Conversation where employee reasonably believes will result in discipline = right to union representation
- Just cause
Discipline / Performance Issues

- Always work with ERCC – Howard Templeton 541 737 8222, or Jeri Hemmer 541 737 0547
- Investigation Meetings
- Early intervention / Don’t go it alone
Progressive Discipline

- Coaching / Counsel letters – Not discipline
- Work Expectations – Not discipline
- Letter of Reprimand
- Economic Sanction
- Pre-Dismissal
- Last Chance
- It Depends
Grievance Process

- Formal system to resolve disputes
  - Step 1 is filed directly with your supervisor.
    *This encourages employees and supervisors to resolve together first.*
  - If not resolved at Step 1, the grievance can be advanced to Step 2, the Director of the OHR.
  - If not resolved at Step 2, the grievance can be advanced to Step 3, the Oregon University System.
Trial Service

- Initial Appointment
- 6 months immediately following appointment
- Recognized as extension of selection process
- Removal = unwilling or unable to perform or habits and dependability do not merit continuance
Trial Service Cont’d

- Removal is not grievable
- Contact ERCC to review situation and generate correspondence
Layoffs

- Contact ERCC before ANY communication or action
- Understand impacts
- Request – Approval – 30 Day Notice
- Multi-step process including potential bumping or recall rights
Temporaries

- OSU vs. Vendor
- Combined total hours must be less than 1040 hours in a year = CBA
- If used repeatedly – determine if another classification is warranted = intermittent, on call, seasonal, part-time
Salary Administration

- Bargained
- Based on years of service and classification identified in position description
- Step system
## Salary Schedule

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Salary Range</th>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Step 4</th>
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