



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012



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Service Charter



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

#2 John Brewers Bay
St. Thomas, Virgin Islands

OUR SERVICE CHARTER

The Service Charter of the Human Resources Office in the Administration and Finance Component tells you about:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CLIENTS
- OUR SERVICES
- OUR COMMITMENT TO YOU
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

Human Resources is an integral part of the business strategy and decision making process that will help to insure continued success of all stakeholders with a focus on innovation, technology and the future of the institution. The Human Resources Office helps to create the right culture and assists in building the right organization.

The University of the Virgin Islands Human Resources Office is committed to recruiting, hiring and retaining the highest qualified individuals to meet the educational goals of our student population. We are committed to ensuring that all employment and employment-related decisions are based on the principles of equal employment opportunity and affirmative action.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

We encourage and support an atmosphere of diversity where employees feel valued and recognized for their efforts in an environment which promotes internal job mobility, positive attitude and creative spirit of each and every employee.

The Human Resources Office of the University of the Virgin Islands strives to provide quality service, fairness, confidentiality, integrity and respect of the individual.

OUR VALUES

We embrace UVI's Seven Management Values which embody the principles, ideals and beliefs of its students, faculty, staff, administrators and trustees that form the foundation for UVI's actions. The Seven Management Values are:

- **High performance Institution with a focus on quality**
- **Service Oriented**
- **Uncompromised Integrity**
- **Informed decision making**
- **Fiscal responsibility**
- **Performance assessment**
- **Emotional and spiritual health**



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

WHAT WE DO

- Lead a sound labor relations process that provides both fair and adequate employee advocacy while administering University policy and process which includes the handling of employee disputes and discipline through formal and informal consultation, mediation and/or grievance procedures.
- Provide evaluation of required qualifications and job tasks for position, and placement of positions within the University job classification and compensation plan.
- Partner with managers in the interviewing and the hiring process to ensure fairness and integrity.
- Review employee appraisals to ensure feedback is consistent with the objectives and measurements.
- Develop and deliver training programs and skill upgrades with the use of internal or external consultant services.
- Administer and update Human Resources Policies and Procedures; focus on data integrity, compliance and accurate record keeping via Human Resources Information System (HRIS).
- Insure the enforcement of all applicable Virgin Islands and Federal employment laws and regulations, including unemployment and worker's compensation, employment discrimination and equal employment opportunity.
- Assist in the establishment of a well-defined job growth policy as well as strategic efforts to increase employee efficiency to better serve our student population.
- Provide courteous, timely and adequate responses to all internal and external inquiries.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

OUR CLIENTS

Our clients and stakeholders include internal and external customers. Specifically, these include students, staff, faculty, administrators, members of the Board of Trustees, and the community.

OUR SERVICES

Employment and Recruitment

Employee Relations and Development

Compensation Program Development and Administration

Payroll Processing

Performance Evaluations

Maintenance of Official Personnel Files

Records Control

Employee Services Awards and Recognition Programs

New Employee Processing

Awareness Training Programs

Skills and Refresher Training Sessions and Workshops

Customer Service Support



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

OUR COMMITMENT TO YOU

We are committed to respecting the rights of our Clients, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see authorized information;
- The right to access services, facilities and information in a manner which meets their needs.

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with a quality service by:

- Identifying ourselves when we speak to you.
- Seeking to understand your requirements and to identifying what is important to you. We will listen actively and act responsively to your needs.
- Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or assisting you with finding the information needed.
- Being clear and helpful in our dealings with you, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law or UVI policies and procedures.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with the Code of Conduct.
- Referring inquiries we cannot answer to an appropriate source.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

- Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 14 days of getting your letter. If this is not possible, we will tell you why we can't and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- Ensuring that our telephone voicemail, fax and Web services are kept up-to-date with the latest information, programs, services and products.
- Ensuring that our recorded telephone and fax services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well set out; and
- Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- To smile
- To greet everyone we meet
- To know our jobs...and the University
- To treat your concern as our concern
- To follow up on everything
- To treat our co-workers as we would a customer
- To always remember that communication courtesy matters



HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

OUR SERVICE STANDARDS

This charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our core services to our Clients.

<i>Our Services</i>	<i>Measures of effectiveness</i>
Employment Recruitment Services	HR designee will conduct 10-15 minutes pre-screening training session with member of the search committee. HR will begin processing requests for employment within (2) two days of obtaining hiring memo. Provide support and guidance to staff and faculty in the enforcement of all applicable Virgin Islands and Federal employment laws and regulations to employment discrimination and equal employment opportunity. Partner with managers in the interviewing and the hiring process ensuring fairness and integrity. Assist in the establishment of a well-defined job growth policy as well as strategic efforts to increase employee efficiency and retention to better serve our student population.
Application Notification Process	HR will acknowledge and notify all (successful or unsuccessful) candidates in writing within one (1) week of the decision to hire the suitable candidate.
Testing of job seekers	HR will administer applicable skills testing to applicants applying for positions when required.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

External Posting of job vacancies	HR will post all job vacancies within 72 hours of receipt providing that such request is fully executed. HR will advertise externally with a minimum posting period of thirty (30) days unless otherwise waived.
Internal Posting of job vacancies	HR will post job vacancy notices internal to the department for a minimum of ten (10) working days.
Vacancy Listing Report	HR will list all vacancies with Department of Labor Employment Services.
Employee Relations and Development	Lead a sound labor relations process that provides both fair and adequate employee advocacy while administering University policy and process which includes the handling of employee disputes and discipline through consultation, mediation and/or grievance procedures. Develop and deliver training programs and skills upgrades to prepare staff and faculty for the challenges of the future. Encourage and proactively communicate HR best practices to our managers.
Compensation Program Development & Administration	Periodically develop, maintain and administer compensation programs. Provide evaluation of required qualifications and job tasks for position, and placement of positions within the University job classification and compensation plan.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

Payroll, Appraisals Records Control	Process all payroll documents (e.g. temporary appointments, personnel requisitions etc.) Review employee annual appraisals for consistency and to ensure that the feedback correlates with the rated objectives. Provide guidance and advise to managers on development of employee performance improvement. Maintain accurate records for all University employees. Perform up-to-date leave audit to ensure compliance.
Excellent Customer Service (Handling of Inquiries)	HR will respond to 100% of written inquiries from internal or external customers within 24 hours of request depending on the needs. Provide courteous, timely and adequate responses to internal and external inquiries.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly.	We will respond to your calls within four (4) rings.
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our department name and address your inquiry professionally and with courtesy .
	When we call you, we will provide you with our name and work area and tell you why we are calling.
We will be accessible by telephone during business hours.	Telephone service options will be available during business hours.
	We will respond to your telephone messages within one (1) working day.
	Our recorded messages will be current and give appropriate contact details during absences.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

In person

Service Principles	Service Standards
We will assist you promptly.	We will serve you within ten (10) minutes of your arrival, if you have an appointment.
	We will serve you within 15 minutes if you do not have an appointment or schedule an appointment for another time.
	We will advise you, in advance, about any unexpected delays in attending to you.
We will be courteous, professional and helpful.	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible.	We will have in-person service options.
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display.

Interview

Service Principles	Service Standards
We will insure reasonable notice is given for all interviews.	Interview arrangements will be made in a timely manner. Where legislative timeframes apply, we will meet them.
	Any changes in arrangements will be made prior your scheduled interview, if at all possible.
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

Interviews will be conducted in a fair and reasonable manner.	We will consider the appropriateness of all interview questions relative to the vacant position and whether the required information is needed to determine if the applicant meets the qualifications stated to perform the functions of the job.
We will actively address your needs.	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview. If requested, we will attempt to provide necessary reasonable accommodations.

Written communication

Service Principles	Service Standards
We will promote internal job mobility	We will promote internal job mobility, which will further create positive attitude, team spirit and employee retention.
We will take active steps to enforce affirmative action	We will ensure that women, minorities (or people of color), persons with disabilities, and veterans (including disabled veterans) with requisite qualifications are represented in the applicant pool and in the University's workforce.
We will respond to your correspondence promptly.	We will reply to all correspondence in a timely way using the most appropriate contact method – telephone, in-person or in writing.
	We will acknowledge email requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.



HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondence.
	We will date and timestamp all of your correspondence upon receipt in the department.
We will be accessible in writing.	The Human Resources Office will have mail contact options.
	We will use out-of-office email messages when away from the office, and provide you with alternative contact details.

Employment Applications and Decisions

Service Principles	Service Standards
We will acknowledge employment applications promptly and inform you about the assessment process.	We will acknowledge all employment applications within seven (7) working days.
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
We will be courteous, professional and helpful.	We will identify ourselves and provide you with options for contacting us.
	We will let you know how and when you need to provide information to us.



HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

	Where you have a designated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets your needs and expectations.

Your feedback

Service Principles	Service Standards
We value your compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	We will acknowledge client feedback within one (1) working day of receipt.
	We will resolve client feedback received via the web, email and telephone within ten (10) working days.
	We will resolve written client feedback received via letter, fax or courier within 20 working days.
We will use your feedback to improve our services.	We will monitor all feedback, and consider it in reviewing and improving our services.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter, and publish the results in an Annual Report and other publications, which will be available on request from our Public Relations Office. Performance information will also be provided on our Web site.
- Welcome feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on the information we receive.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and adjust them where appropriate in light of your comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of its monitoring and review procedures.

HOW YOU CAN HELP US

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceives our services and what services they need, including assessments of our performance.

TO HELP US HELP YOU WE ASK YOU TO:

- Tell us if you have special needs so we can attempt to provide reasonable accommodations;
- Let us know if you need an interpreter to use our services;
- Treat our staff with courtesy and respect;



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

- Attend scheduled meetings punctually;
- Respond to requests for information by the department accurately, thoroughly and in a timely manner;
- Provide us with changes in your circumstances promptly;
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

TO HELP US SERVE YOU BETTER

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- We welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.
- Our complaints handling policy which outlines the processes involved, including your review and appeal rights can be obtained from the Director of Public Information at 340-693-1057.

INFORMATION ABOUT THE COMPONENT

You can get information about the Administration and Finance Component, including its programs and services, from the University's Internet home page, www.uvi.edu. The University's strategic plan and the most recent annual reports are available through the University's home page. The Component's strategic plan is also available through the University's home page or could be obtained by contacting the Component directly. A copy of the Component's annual report can also be obtained directly from the Component.



University of the Virgin Islands

HUMAN RESOURCES OFFICE SERVICE CHARTER

October 2012

HOW TO CONTACT US

For all reference inquiries:

<i>Human Resources Director</i>	<i>Bettina Miller</i>
<i>Postal Address:</i>	<i>#2 John Brewers Bay</i>
<i>Telephone Number</i>	<i>(340) 693-1410</i>
<i>Fax Number</i>	<i>(340) 693-1415</i>
<i>Email:</i>	<i>bmiller@live.uvi.edu</i>
<i>Website:</i>	<i>www.hrweb.edu</i>

To make a comment or a complaint:

<i>Mail To:</i>	<i>Human Resources Office</i>
<i>Postal Address</i>	<i>#2 John Brewers Bay</i>
<i>Telephone Number</i>	<i>(340) 693-1410</i>
<i>Fax Number</i>	<i>(340) 693-1415</i>
<i>Website:</i>	<i>www.hrweb.edu</i>