



HR UPDATE

HR... Solutions for Success

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CLASS STUDY UPDATE:

- For the latest Class Study information go to <http://doa.alaska.gov/dop/classification/classStudies/>

HR Update

Let us Know What You Think

Please let us know what you think of our publication. If you have any suggestions about how to improve the HR Update or topics you think should be addressed, please contact holly.cox@alaska.gov.

Flexible Staffing Requirements

By Classification

Flexible staffing is a good management tool for when an agency is receiving recruitment difficulty in filling a position. Classification Services is responsible for approving flexible staffing. Guidelines are covered under AAM 130.270 and located at <http://doa.alaska.gov/dof/manuals/aam/resource/130.pdf>. We would like to point out some essential information and clarify some facts regarding the “Higher-level Work Must Exist” requirement. The following are some key points to remember to avoid delays and/or denial of flexible staffing:

- Not all job classes/positions are eligible or suitable to be covered by a flexible staffing agreement. We encourage you to contact your department Human Resources personnel or Classification Services if you have any question as to whether your position is suitable.
- The work of the position must already exist at the highest level of the included job classes, and at the time of the request to establish flexible staffing.

▷ Once the incumbent has successfully completed the training plan, met the minimum qualifications, and can perform the work at the higher level, they must be flexed up to that higher-level job class.

▷ It is prohibited to insert into the training plan that “the incumbent would not be flexed up if funding is not available; the incumbent will only be flexed up if the work is available; or similar statement(s).” These actions are prohibited due the intent, purpose, and nature of Flexibly-Staffed positions (to address Recruitment difficulty at the highest level).

- Flexible staffing is used simply to train the incumbent to perform at the highest level and to allow for attainment of the minimum qualifications. For example, flexible staffing would not be appropriate for ALL positions in a unit as potentially all positions could be classified at the same level, possibly indicating that no higher level work exists to be

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performed.

- There must be staff available to perform the work at the highest level while other staff members are appropriately allocated to lower levels performing the lower-level work of the unit.
- Recruitment Difficulty is defined as:
 1. A recruitment has occurred in the last 12-months; and
 2. The agency has recruited for at the minimum Alaska Residents only; and
 3. The applicant pool has produced fewer than 5 qualified, eligible, and available applicants for the position's location.

A mandatory item for all flexibly

staffed positions is the training plan. A flexible staffing plan must be directly related to achieving the ability to perform the duties required of the next higher-level job class. Specific minimum requirements listed under AAM 130.270 are:

1. A list of the criteria required to perform at the next higher-level job class (e.g., duration and type of training required to build the knowledge, skills, and abilities needed);
2. A list of the knowledge and skills that are to be acquired in each segment of the training;
3. A description of how the incumbent will be trained to perform the higher-level work (e.g., training classes, job shadowing, etc.);

4. If the training includes subjects or courses that must be taught sequentially, this must be indicated in the plan;
5. A rating device to record whether or not the criteria has been met;
6. A section for the supervisor to certify whether or not the incumbent:
 - a. Has met the criteria and completed the flex training plan;
 - b. Meets the minimum qualifications of the higher-level job class;
 - c. Is capable of performing the duties at the higher level; and
7. An incumbent signature line.

OPD Guidance and Process Changes

By Classification

Classification Services has been engaging with department Administrative Services Directors (ASDs) to identify changes to our processes in an effort to assist and expedite our review of PD submissions. Together we have developed the following guidance documents: Online Position Description (OPD) Submission Checklist, OPD Questionnaire Guidance and Examples, OPD Submissions – Helpful Tips. These documents can be found on our website under Classification Resources link or <https://intranet.soa.alaska.gov/admin/dop/classification.shtml>. Along with the new guidance the following process changes have been implemented:

1. Classification Service will return an PD immediately if the questionnaire, and/or staffing chart is incomplete or incorrect.
2. If a PD needs to be suspended, Classification Services will send one email request to the supervisor and copy the department HR staff giving 10 business days to respond. If the requested information is not received by the due date the PD will be returned to the supervisor.

We appreciate you and your staff who are responsible for PD submissions efforts to ensure PDs are submitted within the new guidance provided.

Photo: State Service Certificates and Pins



In Anchorage on May 25, 2017, Director Kate Sheehan recognizes Cindy Keyes, Payroll Services Supervisor, for her over 25 years of state service, and Cindy Patino and Kristen Ziemer, HR Technicians II, for their 10 years of public service. Each received a certificate and service pin; and a special letter of appreciation signed by Governor Walker was given to Ms. Keyes. (Left to right: Cindy Patino, Kate Sheehan, Cindy Keyes, and Kristen Ziemer.)

Updating Work Location / Contact Code Information

By IRIS Project

Each agency (department) is responsible for maintaining the Work Location/Contact Codes used for their agency, ensuring the data is accurate and reflects current information for all departmental work locations (e.g. mailing address, physical address, default phone number, fax). The appropriate Work Location/Contact Code is then assigned to an employee in the payroll system, IRIS HRM, which is utilized for employee directory information and OSHA reporting.

The information below clarifies how to request a change to the work location/contact code for an employee when the directory information is not correct as well as how an agency can request an update to or add a new work location/contact code.

Updating the Work Location / Contact Code Assigned to an Employee

Submit Request to Division of Personnel and Labor Relations / Payroll Services: Email the employee information and requested work location update to the applicable DOPLR Payroll Services contact.

When the work location/contact code needs to be updated for an

individual employee, this action is processed by the DOPLR Payroll Services Team. These are updates occurring for an individual employee and not an overall agency or organization level.

If an employee simply needs an update to their work location/contact code, that request can be submitted via email to your DOPLR Payroll Services Team contact and should include the employee's name, employee id and the requested work location / contact code.

When requesting employment actions for an employee on the PARE, the work location/contact code is included with that request and will be updated with that action.

Payroll Services contact list can be found at <http://doa.alaska.gov/dop/fileadmin/ServiceCenter/PayrollContactList.pdf>

Updating or Adding Work Location / Contact Codes at an Agency Level

Submit Request to Division of Finance / Payroll Services: Email Department Contact Information Updates form (http://doa.alaska.gov/dof/forms/resource/IRIS-HRM_LOCA.xlsx) to doa.dof.payrollstaff@alaska.gov.

When there is an organizational or agency change which will result in a change to or request for a new work location / contact code, then a request will need to be submitted to DOF using the Department Contact Information form, as noted above. Please work with your agency (department) administrative staff regarding current Department Contact Information.

Requests of this nature would include correcting work location information for all employees assigned to that work location code with old or inaccurate information, a new work location needs to be created because there is a new space being utilized, and any time that there has been a larger structural change which results in updates or additions for the agency work locations that need to be available or listed for employees.

Updating the information for an existing work location/contact code will result in an update to the White Pages/Directory information for all employees who are assigned that work location code. If you are adding a new work location then once it has been added, you will need to work with DOPLR Payroll Services Team to assign the new work location/contact code to specific employees.

Client Service Standards: Individual allocations and Non-Perm Allocations

By Classification

Classification Services utilizes service standards to express turnaround times and accuracy rates for positions submitted by each department. Individual Allocations (single position description reviews) are assigned 1 of 6 different priority levels. Position Descriptions (PDs) of permanent positions are reviewed and processed in priority order (e.g., priority 2 bumps priority 3, etc.). Each priority level also has a specific target processing time. Below depicts the priority levels and definition, with the new client service standards.

Priority 1	DEPARTMENT PRIORITY	TARGET: 21 calendar days
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A PD may be designated as a department priority by the Administrative Services Director (ASD). When this occurs, the priority PD bumps other department PDs that are being processed. If a department has 4 or more department priority PDs at the same time, the ASD may then be asked to prioritize the priority 1 PDs, and they will be reviewed and allocated in that priority order.

Priority 2	NEW POSITION/VACANT AWAITING RECRUITMENT	TARGET: 21 calendar days
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This priority includes all vacant positions that are going to be recruited for within 60-days (i.e., Reclassification of the position is requested; there are significant changes to an Update PD request; or the PD is at System Startup in the Online Position Description [OPD], requiring the submittal of a full PD); or positions that have been authorized in the budget, but have not yet been established and classified (i.e., a Position Control Number [PCN] and job class that have not yet been assigned). NOTE: This does not include positions requesting flexible staffing – see priority 4 for flexibly staffed position.

Priority 3	FILLED RECLASS or FILLED BU CHANGE	TARGET: 30 calendar days
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The position has an incumbent and the department is requesting the position be allocated to a different job class (Reclassification) -or- The position has an incumbent, and the department requests a bargaining unit change for the position.

Priority 4	VACANT POSITIONS - NOT AWAITING RECRUITMENT/ ESTABLISH FLEXIBLE STAFFING	TARGET: 60 calendar days
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The position is not expected to have an active recruitment within 60-days -or- vacant positions requesting to be flexibly staffed.

Priority 5	FILLED UPDATE	TARGET: 90 calendar days
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The position has an incumbent, the department is updating the position description, and no change in job class is anticipated.

Non-Perm Positions	TARGET: 4 business days
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A temporary position in State service that is not in the exempt or partially exempt service and is not a permanent or an emergency position.