

## HR Customer Service Advisory Team

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### Team Members (as of 7/1/09)

Michael Bryant (EOD)	Daniel Castellon (RE)	Tim Clement (CB)
Al Crusoe (HR)	Megan Faye (CB)	Rory Gilbert (HR)
Loida Harkness (CB)	Kathy Hunt (TmLdr)	Luella Kallie (RE)
Karen Leja (CB)	Andrew Lenartz (HR)	Becky Lopez (HR)
Sara McCarthy (EOD)	Tori Robles (RE)	Chrissy Springfiled (ER)

### Team Roles

Role	Name	Representative Duties
Champion	Al Crusoe	The Champion supports the team by providing resources to break-down barriers that may prevent accomplishing goals; provides guidance; supports the implementation of new ideas; etc. The Champion can attend any of the Customer Service meetings as desired, however, when meetings have agenda items requiring Champion input, notification will be provided in advance.
Team Leader	Kathy Hunt	The Team Leader coordinates with the Champion to set the direction for the meetings; develops meeting outcomes; encourages problem solving; motivates and inspires team members; develops agendas; reviews minutes; etc.
Facilitator	Rotates	The Facilitator keeps the team on task; organizes and conducts team activities; identifies, prepares, and conducts facilitation tools to help achieve outcomes; uses flipcharts and whiteboards; summarizes discussion; prevents dominance and includes everyone; is responsible for facilitation materials i.e., markers, flip charts, etc.; etc.
Team Member	See Team Member Roster	The Team Member participates during team meetings; serves on sub-teams; reports back to assigned departments and work areas; etc.
Secretary	Rotating	The Secretary is responsible for reserving the meeting room; sending out meeting reminders; working with the Team Leader to prepare agendas; keeping team minutes; etc.
VC Liaison	Kathy Hunt	The VC Liaison is responsible for reporting progress and issues to the HR VC and his staff resulting from the HR Customer Service team activities.

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### Sub-Teams

Sub-Team Name	Sub-Team Description
<b>Marketing and Communications</b> Lead: Megan Faye Members: Luella Kallie Karen Leja Sara McCarthy	This team develops marketing plans for specific projects. This may include designing and developing materials, strategies, and communication tools.
<b>Innovation</b> Lead: Michael Bryant Members: Tim Clement Becky Lopez Chrissy Springfield	This team brainstorms and researches creative and innovative activities, methods, and processes for the HR department to use for improving the services that are provided to Maricopa employees.
<b>Benchmark</b> Lead: Andy Lenartz Members: Daniel Castellon Rory Gilbert	This team uses the priority matrix as well as key performance indicators (KPIs) to determine which HR division processes require improvement.
<b>Membership</b> Lead: Luella Kallie Members: Megan Faye Loida Harkness Tori Robles	This team manages the HRCS team membership by identifying and recruiting members in collaboration with department heads, tracking member's terms, and providing notification of eminent end-of-term.

Additional ad-hoc sub-teams may be formed from the team membership for special tasks. These sub-teams will have a start and end timeframe within a twelve-month period.