

HR Customer Service Advisory Team Charter

Purpose

The Maricopa Community College Human Resource Customer Service Advisory Team meets monthly to discuss and examine how to improve the Human Resource (HR) Division in the areas of customer service, employee satisfaction, and business processes.

Team Members

The Customer Service Advisory Team's membership will consist of permanent employees who work in one of the HR departments including Office of the Vice Chancellor HR (OVCHR), Compensation and Benefits (CB), Employee & Organizational Development (EOD), Employee Relations (ER), Recruitment and Employment (RE), and Equal Employment Opportunity (EEO). Other MCCCDC employees who are outside of the District Office HR division may participate on the team as the need arises.

Team members:

- ❖ will be responsible for attendance during all scheduled meetings (exceptions for planned vacation, illness, or work related activity outside of the norm)
- ❖ will enthusiastically participate and share their skills and knowledge as appropriate
- ❖ will generate excitement and interest for the team and its ideas

Team Roles:

- ❖ will rotate every 12 months with a new Team Leader, Facilitator, Secretary, and Team Members
- ❖ Team membership rotation will be staggered so that there are always seasoned members on the team
- ❖ Team members may volunteer for sub-team responsibilities as the need arises
- ❖ Every attempt will be made to include equal representation from within HR for each policy group and department

Team Membership:

- ❖ each employee in HR will have the opportunity to serve on the HR Customer Service Advisory Team
- ❖ each team member will serve a 12-month term (may vary depending on the task at hand)
- ❖ each team member will recruit a replacement after 10 months served (if a replacement cannot be found, the Champion will appoint a replacement)
- ❖ the team member and replacement will overlap participation for two months
- ❖ supervisors and department heads will encourage employee participation

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Founding Team Members

Kathie Bennett (RE)	Brachelle Broom (RE)	Alyssa Brown (CB)
Al Crusoe (HR)	Sherrie Faulkner (HR)	Deric Hall (ER)
Sylvia Hill (RE)	Glenda Humes (RE)	Kathy Hunt (CB)
Mary Infante (RE)	Marjorie Klein (RE)	Gary Mandarino (EOD)
Merle Ryan (CB)	Erma Staton (EEO)	Teresa Toney (Advisor)
Chris Welham (CB)	Emily Weinacker (EOD)	

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	Sherrie Faulkner	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	Erma Staton	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
Marketing and Communications Lead: Kathy Hunt Members: Merle Ryan Erma Staton	This team develops marketing plans for specific projects. This may include designing and developing materials, strategies, and communication tools.
Innovation Lead: Gary Mandarino Members: Sylvia Hill Kathy Hunt Erma Staton	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.
Benchmark Co-Leads: Brachelle Broom Chris Welham	This team uses the priority matrix as well as key performance indicators (KPIs) to determine which HR division processes require improvement.
Membership Co-Leads: Marjorie Klein Sylvia Hill	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.