



VISIONING EXCELLENCE



Win-Win Agreement

Human Resources Customer Service Advisory Team

Role: Participation on the Human Resources Customer Service Advisory Team

Time: One year commitment, from ____ - ____

Contact: Luella Kallie, Membership Chair, (480) 731-8471

Objective: Participant will serve on and contribute to the HRCS Advisory Team. It is anticipated that the participant will utilize their experience and knowledge to advance customer service within the division. Also, it is anticipated that participation will provide a professional growth opportunity for the team member.

The Human Resources Customer Service Advisory Team (HRCS Team) consists of permanent employees who work in one of the HR departments including Benefits, Compensation, Employee and Organizational Development (EOD), Office of the Vice Chancellor HR, Employee Relations, and Recruitment and Employment.

The purpose of the HRCS Team is to meet monthly as a group (for 2 hrs) to discuss and examine how to improve the Human Resource (HR) Division in the areas of customer service, employee satisfaction, and business processes. Each member is expected to actively participate and attend all meetings.

There are four (4) sub-teams that work continuously in the areas of Marketing and Communications, Innovation, Key Performance Indicators (KPI)/Benchmark and Membership. Additional ad-hoc sub-teams are formed from the team membership for special tasks as needed. These are additional meetings that meet one (1) to four (4) hours a month depending on the task.

Commitments are for one (1) year beginning 7/1 and 1/1, including a 2 month transition period.

Appointments can also be made during the year if for any reason a current team member cannot continue to serve.

If you know anyone interested in becoming an HRCS Team member please contact the membership sub-team (Luella Kallie, Megan Faye, Loida Harkness or Tori Robles)

I agree and support the afore mentioned obligations related to serving on the HRCS Advisory Team

Vice Chancellor of Human Resources: _____
AI Crusoe Date

Participant Date Supervisor Date

www.maricopa.edu/hrweb/excellence/index.php

How we see it!