

## What is an Employee Resource Liaison?

An Employee Resource Liaison, or ERL, is the metaphorical “glue” between your office and OHR. Over time, the ERL becomes a seasoned veteran knowing who to contact for HR sensitive issues, how to send the appropriate documents to OHR for changes in employment, and much more. You are the liaison or middle person between your office’s management and OHR. As the ERL, your responsibility is to advise your management team on OHR policy; especially when it comes to making a hire.

The hiring process is one of your most important duties. You’ll process many Requests for Personnel Action, or RPAs. The RPA is how any personnel change occurs. RPAs are made for many reasons including hiring new employees, transferring an employee, promoting an employee, changing an employee’s manager or making a change to timebase or shift.

Other duties of an ERL may include:

- Consults with hiring supervisor/manager regarding all hiring needs/restructures/etc.
- Assists hiring supervisor/manager with duty statement and justification to be included with the RPA package.
- Creates electronic RPA package including current duty statement (proposed duty statement if needed), Job Control Report, justification, and current organizational chart (proposed organizational chart if needed).
- Coordinates with OHR the clearance of all post and bid, transfer, or certification hires.
- Assists hiring supervisor/manager with selection criteria, interview questions, and approval process. May also assist in screening applications received.
- May assist hiring supervisor/manager with candidate letters.
- Coordinates all in town medical scheduling and approvals.
- Develops and maintains organizational charts.
- May develop and maintain mechanism to track positions within their program.
- Assist in planning of the Branch Annual Exam Plan with Management and in conjunction with the Department's Selection unit.
- Generates complex and technical reports.
- Annual Statement of Economic Interest.
- Reviews Official Personnel Files and may assist hiring supervisors with reference checks for potential hires.
- Refers managers and supervisors to Constructive Intervention Unit for assistance with performance issues.
- Refers managers and supervisors to the Return to Work Unit for assistance with FMLA, Disability, Worker’s Compensation, etc.
- Will work with program management and OHR to created CEA’s or assist with CEA level changes.
- Will work with program management and OHR on special OHR projects.
- May work with program management and OHR on classification specification proposals.

## Who are your OHR contacts?

While working with OHR, you're going to work with all of our different units. In most units, you'll have someone assigned to your office who you'll work with frequently. In the descriptions below, when someone is assigned to your office, a link to the contact sheet is provided.

## Classification and Pay (C&P)

The C&P unit is comprised of analysts and their managers. C&P analysts specialize in many complex OHR areas and are the first line in OHR to review your RPAs. Some of their duties include:

- Determining appropriate position classification and compensation levels
- Conducting classification and pay studies
- Assisting departmental programs with requests to fill positions
- Providing consultation to departmental managers and supervisors on job duties, pay matters, and the hiring process
- Resolving complex issues affecting employees' employment and pay
- Establishing, revising and abolishing departmental classifications

[See who your C&P Analyst is.](#)

## Personnel Transactions Unit

The Personnel Transactions Unit (PTU):

- Implements changes in employment status and pay;
- Maintains employee status and pay information in the state employment history and payroll systems, and processes benefits enrollment and payroll;
- Responds to personnel/payroll questions from employees and management;
- Maintains official personnel files, leave records and position control information.

Each program is assigned a Personnel Specialist or Supervisor who handles the program's needs.

[See who your contact in PTU is.](#)

## Examinations Unit (Exams)

The Examinations Unit:

- Administers the department's employee selection process
- Plans, develops, and administers open and promotional civil services examinations
- Conducts job analysis
- Consults with departmental staff on examination development and administration
- Issues, monitors, audits, and codes certification (eligibility) lists and keys appointments made from them.

## Return to Work Unit (RTW)

The Return to Work Unit provides assistance to employees who are away from work on various types of disability leaves including serious health conditions of family members. They are committed to returning employees back to work as early as possible. The unit is comprised of Return to Work Coordinators, Disability Transactions Specialists, Reasonable Accommodation Coordinator, Medical Coordinator and a Family Medical Leave Coordinator.

View the listing of RTW coordinators.

## **Constructive Intervention Unit (CIU)**

Constructive intervention is a process that helps managers and supervisors correct employee performance problems. Using the process outlined below, CIU strives to ensure the best possible opportunity for a positive outcome.

The State Personnel Board's Progressive Discipline Process involves three steps:

1. Preventive Measures - Clarifying/reinforcing performances expectations;
2. Corrective Measures - Formally defining elements of the correction;
3. Adverse Action - Bringing the correction to a positive and productive conclusion.

[View the listing of CIU consultants.](#)

## **Customer Resources Unit**

The Customer Resources Unit or CRU provides the following services:

- Administrative support for OHR
- Provides information to DGS employees and the general public regarding a variety of personnel related topics
- Answers incoming calls on a variety of topics from DGS employees and the general public.
- Maintains the Official Personnel Files for the department;
- Posts job bulletins for DGS employment opportunities.