

## Handling Administrative Issues

If it becomes necessary for you to confer with someone at a University office such as Payroll, Equal Opportunity Services (EOS), Employee Assistance Program (EAP), or Human Resource Services (HRS) or should it be necessary for you to leave the campus, you must first coordinate your absence with your supervisor. Your supervisor is aware, for example, of your right to apply for open positions and to discuss problems or complaints with the staff in HRS. Should you need to be absent from your work for these purposes during working hours, your supervisor will consider any reasonable request and make every effort for you to make such a visit. It might be that he or she will suggest a time that would fit better into his or her plans for the work of the section. It is not necessary for you to explain the specific reason for your request if it is personal or which area in HRS you are visiting; however, your supervisor needs to know the general nature of your visit so that your time may be properly charged. HRS, EOS, and EAP can provide a note verifying your appointment.

You should first contact your supervisor for answers to personnel-related problems. If your supervisor is unable to provide the information, either your supervisor or you may contact HRS by telephone. If the problem cannot be resolved by a telephone call, you may need to visit HRS. You should request and be granted permission to leave your work station if the needed visit cannot be made outside your work hours. HRS sections and EAP are open during the noon hour. Appointments must be made to visit EOS.

Once coordinated with your supervisor, you may visit HRS during work time without using vacation time if the purpose of the visit is among the following: to attend HRS training sessions; to review insurance questions or problems, retirement questions, compensation/classification questions; or to discuss employee relations. Visits to EOS and EAP can also occur during scheduled work time without the use of vacation leave.

Employees may arrange with their supervisor to review their own personnel file. You may also use University time to review your personnel file.

## Applying for Jobs

When you visit HRS during scheduled work hours, it is necessary for the employee to accurately account for the time away from the job. You may use work time for visits to HRS except when applying for a transfer or promotion. Time used interviewing for an internal promotion within Utilities is considered University time and should not be charged. Vacation time should be used when making visits to other city, State, or Federal agencies.