

HR POLICY AND OPERATIONS BUREAU

3. Staffing & Classification Division

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Overview

Human Resources Policy Division








Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

GENERAL AREAS

Delivery Standard

1. Core office hours for HRS - when someone will be available to assist clients	08:00 to 17:00	
2. Acknowledge receipt of all requests for advice, assistance or action	2 days	
3. Establish agreement with client on completion time of requested action	3-5 days	
4. Verbal advice		
<ul style="list-style-type: none"> ➤ Routine issues ➤ Complex inquiries 	1 day 3 days	
5. Support and interpretation of personnel policy	3 days	
6. Written advice on inquiries	5 days	
7. Input and maintain information on PeopleSoft	1 day	
8. Respond to employee request for information	3 days	