

COMPENSATION SERVICES PERFORMANCE STANDARDS

Compensation Services has established Performance Standards to ensure our customers' transactions are completed in a timely manner.

<u>Function</u>	<u>Type</u>	<u>Performance Standards</u>
New Positions	Standard Series/Single/Lower level	5 to 7 days *
	Multiple/Higher Level/Unique/No Internal Match	10 to 30 days
Reclassifications	Lower Level/ Standard	10 to 15 days
	Higher Level/Unique or complex packages	30 to 60 days
Compensation Analysis	Single title with few incumbents	3 to 7 days
	Organizational review with multiple incumbents	20 to 30 days
Out of Title	Standard	3 to 5 days
Equity Adjustments	Single incumbent for new position	5 to 10 days
	*All days represented are business days.	

Quick Tips:

1. Ensure a quicker turnaround for approval of new positions, reclassifications and revised job descriptions by using our Job Description Templates (available online in the Comptoolkit) and electronically sending them to Compensation Services.
2. Use the Position Information Questionnaire (PIQ) (available online in the toolkit) to expedite the reclassification process.
3. Attach the incumbent's updated resume and job description to expedite the Reclassification process.
4. Reporting Managers should review (and revise if necessary) their employees' job description each year during the Performance Appraisal cycle.
5. Upon receipt of your request, Compensation Services will send out a formal acknowledgement of the request, even if the CS staff member has already spoken to the department or handled the item(s) quickly.

Our goal is to provide you with excellent customer service to meet the needs of your organization.

“Transforming the Delivery of Human Resources Services”