

# HR Update

HR...Passionate about your success.

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## HR Update Feedback

Thank you for the feedback on the HR Update. If you have any suggestions about how to improve the HR Update or topics you think should be addressed, please contact ([Mila\\_Cosgrove@admin.state.ak.us](mailto:Mila_Cosgrove@admin.state.ak.us)) or ([Carol\\_Mcleod@admin.state.ak.us](mailto:Carol_Mcleod@admin.state.ak.us)).

## Contact Information

Employee Call Center: Please remember to direct employees to the Employee Call Center when they have general questions about their employment. The Call Center phone number is (907) 465-3009 or email [employeecallcenter@admin.state.ak.us](mailto:employeecallcenter@admin.state.ak.us).

## Quick Links

[DOP Home Page](#):

[PD Tracker](#)

[Employee Call Center](#)

[TrainAlaska](#)

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### Mandatory Employment Reference Checks

Reference Checks are not only a requirement, they are still one of the most valuable tools to finding the most qualified employee.

So, you have an applicant who looks good on paper and who impressed you during the interview. The next step is to conduct employment reference checks. This is to verify their qualifications and make sure nothing in their background indicates they may have behavior and/or performance problems for you in the future. Taking the time to conduct employment reference checks will ensure you have valid information regarding the applicant's past work performance, work habits, interpersonal skills and supervisory (if applicable) skills. Studies have shown that past behavior and performance is one of the strongest predictors of future behavior and performance.

When conducting employment reference checks it is imperative that you contact the applicant's current or former supervisor. Speaking to the person who has direct working knowledge of the applicant's previous or current behavior and performance will provide you with invaluable information to assist you in selecting the most qualified applicant to join your organization.

If the current or former

supervisor is reluctant to talk or has a policy of only confirming names and dates of employment, fax to them a copy of the applicant's "Applicant Certification Form". Explain to the supervisor that the "Applicant Certification Form" is a signed release and waiver from the applicant authorizing the release of this information to the State of Alaska.

As stated above, when applicants sign the "Applicant Certification Form" this gives you permission to contact any or all of their previous supervisors.

Gathering employment references is even a quicker and easier process if the applicant is currently, or has previously worked for the State of Alaska. In those instances the "Application Certification Form" also gives you access to the applicant's performance appraisals, disciplinary memoranda and other relevant documents.

Simply fax the "Application Certification Form" along with a fax cover sheet specifically requesting the above mentioned documents to Employee Records at 907.465.6624. Please indicate if you would like to receive the appraisals by fax, email, or hardcopy. Employee Records staff will make every effort to respond to your request within 24 hours or less.

As always, if you have any questions or need guidance, your recruitment contacts are available to assist you.

General Services 465-3742  
Resources 465-3945  
Public Protection 465-5029  
DOT/PF 465-5029  
Health & Social Services 465-3395  
Interns, LTC, Job Service 465-5807

### Family Medical Leave Streamlined

The Division of Personnel is proud to announce the upcoming rollout of the streamlined Family Medical Leave process. Look for additional information in future HR Updates. Meetings will be held with departments in February to discuss rollout plans.

### Timekeepers/Payroll Schedules

The 2006 Timekeeper/Payroll Schedules are available at <http://dop.state.ak.us/index.php?id=9>. These schedules provide deadlines to payroll contacts and timekeepers for each pay period for processing payroll. If you have questions, please contact Technical Services for assistance.

### Workforce Development

Effective December 16th, Training and Development and Statewide Planning and Research merged to become Workforce De-

velopment. This move allows the division to focus on achieving core goals in Workforce Planning and Training and Development. Our Training and Development Program Manager Jackson Steele heads this new team as the Program Manager.

In addition, the Division of Personnel is pleased to welcome Carol Mcleod. Effective January 3rd, Carol was appointed as the State-wide Planning and Research Team Leader. Carol comes to us with a strong background in the human resource field and has worked in the areas of payroll, recruitment, and workforce planning.

### Service Excellence

The Division of Personnel Training & Development staff is proud to announce our new one-day professional customer service skills course: Service Excellence. The purpose of the Service Excellence course is to teach basic and intermediate customer service knowledge and skills to ensure State of Alaska employees provide outstanding service to their clients and customers.

Upon successful completion of the Service Excellence workshop, participants will:

- Have knowledge of how their attitudes and customer's attitude influence behavioral choices.
- Have knowledge of the negative influence of stereotypes on customer service behavior.
- Have knowledge of the three fundamental types of needs for which customers seek solutions.
- Learn the process for providing outstanding customer service.
- Have knowledge of the purpose and characteristics of communication as the primary tool for professional customer service.
- Learn techniques for successful communication with customers who speak limited English.
- Have knowledge of how to build and maintain rapport.
- Have knowledge of the four-step process for effectively dealing with confrontational communication.
- Practice positive framing for effective customer focused communication.
- Open enrollment Service Excellence classes are offered for the remainder of the 2005 – 2006 delivery year as follows:
  - February 10, 2006 (Fairbanks)
  - March 15, 2006 (Anchorage)
  - April 12, 2006 (Juneau)
  - April 25, 2006 (Fairbanks)

- May 2, 2006 (Anchorage)

The Service Excellence course description and additional class schedule information can be located at <http://dop.state.ak.us/index.php?id=10>

### USERRA Employment Poster

On December 19, 2005, the Department of Labor released final rules changing the Uniformed Services Employment and Reemployment Act (USERRA) notification requirement. Department contacts will be receiving a link to the revised poster for use in posting in their building(s). The revisions to the act are effective January 18, 2006.

### Duplicate W-2 Requests

Employees in need of a duplicate W-2 should contact the Employee Call Center at (907) 465-3009 or by email at [employeeccenter@admin.state.ak.us](mailto:employeeccenter@admin.state.ak.us)

### New Employee Orientation

First Impressions count...and the New Employee Orientation can leave a great impression!

When your section or division welcomes a new employee, both new to the State or from another area, the New Employee Orientation (NEO) is an effective and holistic tool when used to its full capabilities. The NEO provides a new employee with the tools to make the adjustment to your area, strengthens your relationship and establishes what behaviors are expected of the employee. The Division of Personnel provides a "Supervisor Guide to New Employee Orientation" on the Workplace Alaska Hiring Manager homepage. The guide is issued in the form of a checklist that covers a wide variety of areas to discuss with the new employee.

To maximize your employee's NEO it is important that you print out and give the new employee a copy of the New Employee Appointment Information form or the Current Employee/Position Change Appointment Information form that you received from Employee Services at the time approval for hire was granted. Give the employee the opportunity to review, print, and sign all relevant documentation directly from the NEO web site. This is also a great opportunity to introduce the new em-

ployee to the Employee Call Center. The call center is a great resource for employees in all stages of employment; they can answer salary, benefits, and general workplace questions. Introducing the new employee to the services offered by the call center during orientation allows the employee to gather needed information without overly burdening you. The Employee Call Center can be reached via email at [employeeccenter@admin.state.ak.us](mailto:employeeccenter@admin.state.ak.us) or by phone at (907) 465-3009.

Taking the time to properly orient a new employee will assist you in fostering a work environment where employees stay longer and perform better.

### Recruitment Contact Update

Greetings from the Division of Personnel, Employee Services, Recruitment Team! We hope that you are having a wonderful start to 2006!

We are happy to announce Tamara Ecklund has recently transferred to the General Group section within Employee Services. At this time, Worth Barthel and Tara Stephens will be handling all Local 71 recruitments. They can be reached at:

- Tara Stephens - 465-4432 or [tara\\_stephens@admin.state.ak.us](mailto:tara_stephens@admin.state.ak.us)
- Worth Barthel - 465-8986 or [worth\\_barthel@admin.state.ak.us](mailto:worth_barthel@admin.state.ak.us)

Additionally, all Alaska Employment Center and Intern recruitments are now being handled by the appropriate Human Resource Technician I in their assigned service center. If you have any questions or concerns regarding these recruitment processes, please contact:

DOT/PF	465-5029
General Services	465-3742
Resources	465-3945
Health & Social Services	465-3395
Public Protection	465-5029

With this reorganization, hiring manager checklists have been revised and updated on the HR Forms web page located on the Division of Personnel's web site. You may view these forms at: <http://dop.state.ak.us/index.php?id=164>.

As always, please check this web site regularly to ensure you are using the most updated forms available.

We look forward to serving you in 2006!