

Overview of

Human Resources Service Center

HRSC

&

Expanded Employee Self Service

Web Portal

ESS



Human Resources Redesign

Objective:

Shared Services Model

- Streamline HR Services
- Automate Process and Procedures
- Enhance HR Services
- Enable Use of Technology
- Increase Productivity
- Reduce Labor Cost

HR Service Center - HRSC

Locations

Dallas City Hall, Room 6A-North
Central Complex, 3204 Canton Street

Hours of Operation

Monday thru Friday, 8:00 a.m. to 6:00 p.m.

Phone

214-671-MYHR (6947)

Email

AskHR@dallascityhall.com



HR Service Center Call Options

- The Callers will have the option of English or Spanish.
- Call Options
 - Benefits – Press 1
 - Employment Verification – Press 2
 - Payroll – Press 3
 - Workers' Comp – Press 4
 - For other HR Questions – Press 5
 - All other Questions – Press 0
- Callers have the option to leave a voice message outside of business hours.

HR Service Center

HRSC services include (but are not limited to):

- Basic HR Inquiries
- Mediation*
- Hearings
- FMLA
- NeoGov Hiring Process
- Payroll Questions
- Coaching*
- Performance Management
- Employee Training*
- Unemployment Transactions
- Hiring Activities



*Examples of an Escalated Issue

Expanded Employee Self Service (ESS)

Employees Access Currently:

- Personnel and Payroll Data
- Leave Balances
- Benefits

Expanded Access Enhanced:

- Search Knowledge Base for Common Policies, Procedures, etc.
- Update Personal Information (Expanded)
- Print Forms
- Send Email Inquiries to HR Service Center Staff

HR Service Center (HRSC)?

- ❑ 24/7 Access
- ❑ Interactive Search Module
- ❑ Available from any PC



Questions

Thank you,
Human Resource Service Center Team