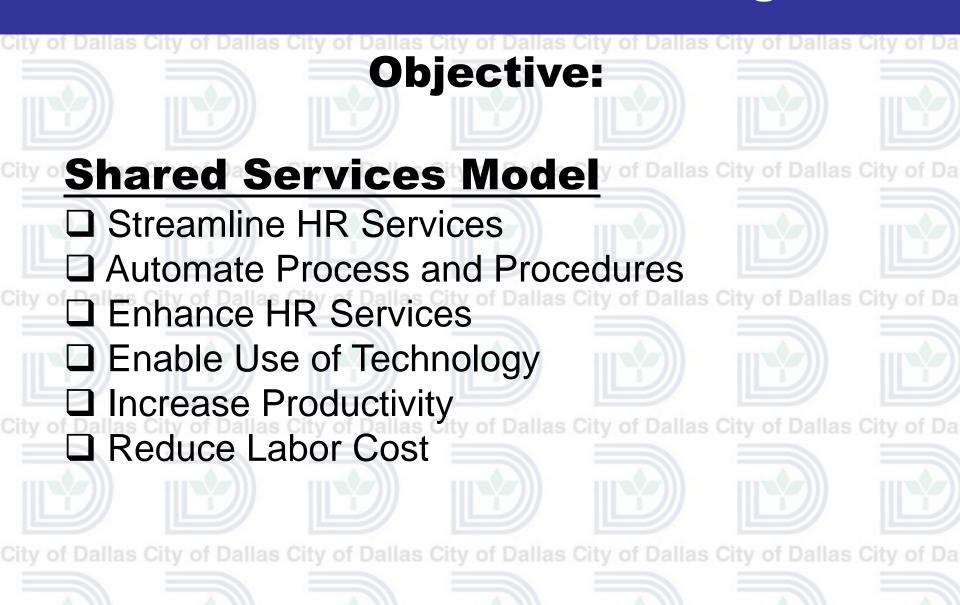


## **Human Resources Redesign**



#### **HR Service Center - HRSC**

#### **Locations**

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

# **Hours of Operation**

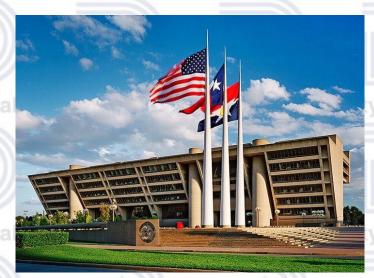
Monday thru Friday, 8:00 a.m. to 6:00 p.m.

#### **Phone**

214-671-MYHR (6947)

#### **Email**

AskHR@dallascityhall.com



# **HR Service Center Call Options**

Dallas City of Dallas City of Dallas City of Dallas City of Dallas City ☐ 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 allas City of Dallas City of Da □All other Questions – Press 0 □Callers have the option to leave a voice message outside of business hours. or pallas City of Dallas City of Dallas

#### **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 → Dallas City of Da

\*Examples of an Escalated Issue



# Expanded Employee Self Service (ESS)

# **Employees Access Currently:** □ Personnel and Payroll Data Leave Balances | Dallas City of Dall Benefits Expanded Access Enhanced: Softy of Dallas City of D ☐ Search Knowledge Base for Common Policies, Procedures, etc. ■ Update Personal Information (Expanded) ☐ Print Forms ☐ Send Email Inquiries to HR Service Center Staff

Dallas City of Dallas

# **HR Service Center (HRSC)?**



#### Questions

