Building Concerted Human Resources Solutions

Vickie Shaw
Director, Auxiliary Personnel Services
Georgia Southern University
NACAS South 2018 – Charleston, SC
What is our foundation?

• Auxiliary Services
• Human Resources
• Efficiency and errors
• Representation of unique needs
• Creation of an identity and culture
• Identifying trends
# Our sales pitch

<table>
<thead>
<tr>
<th>To Campus HR and Leadership</th>
<th>To Auxiliary Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single point of contact</td>
<td>Single point of contact</td>
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<tr>
<td>Lessens workload</td>
<td>Lessens workload</td>
</tr>
<tr>
<td>Better checks and balances across units</td>
<td>Keeps HR concerns at the forefront</td>
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<tr>
<td>Receive collective feedback from Auxiliary Units</td>
<td>Allows Directors more time for planning and making decisions about operations</td>
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<td>Consistency in messages</td>
<td>Training support (job specific and general)</td>
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<tr>
<td></td>
<td>Increased efficiency in processes</td>
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</tbody>
</table>
Our current structure

Vickie Shaw
Director, Auxiliary Personnel Services

Abbie Hill
Records Coordinator

Katie Edwards
Training and Employee Relations Coordinator

Departmental Representatives with HR Responsibilities
What we do

Auxiliary Services Job Fairs

<table>
<thead>
<tr>
<th></th>
<th>Attended</th>
<th>Jobs Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>FALL 2015</td>
<td>103</td>
<td>60</td>
</tr>
<tr>
<td>SPRING 2016</td>
<td>160</td>
<td>120</td>
</tr>
<tr>
<td>FALL 2016</td>
<td>387</td>
<td>75</td>
</tr>
<tr>
<td>SPRING 2017</td>
<td>326</td>
<td>300</td>
</tr>
<tr>
<td>FALL 2017</td>
<td>232</td>
<td>172</td>
</tr>
<tr>
<td>SPRING 2018</td>
<td>86</td>
<td>150</td>
</tr>
</tbody>
</table>
What we do

Student and Temporary Employees Completing On-Boarding with Auxiliary Personnel Services

449 Personnel Action Forms completed (up 2.9% from FY16)
What we do

- 31 different training sessions offered (FY17)
- 718.5 hours of in-person training completed (FY17)
- Adulting 101 Series / Supervisor Training Series
- Safety Committees/Worker’s Comp Claims
- Online/video training and orientation content
What we do

• Employee relations

• Compliance (ACA/FLSA/FMLA/Title IX)

• Software implementation (new payroll system, time clocks, etc)
What Auxiliary Services Managers Like About Concerted HR Services

• [APS] makes it much easier to know who to go to for answers; they have better understanding of how our unit functions on a granular level, and therefore are more responsive to our needs. Turn-around time on HR processes is much faster.

• It has not only made hiring student assistants easier, it has given us a resource and advocate when dealing with employee performance and discipline issues.
What Auxiliary Services Managers Like About Concerted HR Services

• Everything-one source to get answers quickly, paperwork done correctly the first time, guidance in all "people" areas and a place to develop specialized unit specific training for all employees.

• The biggest plus for me is that auxiliary services is another animal and having this in-house helps us to convey our specific needs.
How has APS supported the work in your office (campus HR)?

• It has allowed a partnership to perform and coordinate training and enhance communication with a large division on campus. APS plays an essential role in ensuring vital messages and university policies are correctly implemented.

• It has provided employees and supervisors with more resources and more direct contact in an employee relations context.
How has APS supported the work in your office (campus HR)?

• They [APS] seem to know the employees and their schedules and can easily reach employees that we have a problem connecting with at times. The auxiliary employees have a place that they can go to that is more central to their physical proximity.

• With the volume of students across campus, allowing your staff to handle the 100's of student and temporary employees paperwork there, allows us to be more efficient with the rest of the campus.
Looking forward

- Consolidation
- Continued growth of services
- Streamlining other functions
- Continuation of culture of service
• Click to view video
Any Questions?

Feel free to contact me with any questions!

vshaw@georgiasouthern.edu
http://auxiliary.georgiasouthern.edu/personnel-services/

Thank you for coming!

Special thanks:
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Auxiliary Services Marketing – SHIPS video