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Director

ARIZONA DEPARTMENT OF ADMINISTRATION

HUMAN RESOURCES DIVISION

100 NORTH FIFTEENTH AVENUE • SUITE 261
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(602) 542-5482

MEMORANDUM

TO: Agency Human Resources Managers

FROM: Kathy Peckardt, Human Resources Director

DATE: September 9, 2011

SUBJECT: ADOA Human Resources – Shared Services Office

In an effort to continually improve the services we provide to our customers, the Human Resources Division has realigned its functions and created the HR Shared Services Office (SSO). The SSO is designed to be a convenient one-stop shop for all your human resources needs.

We understand that some agencies have dedicated staff to carry out the authority given to agencies in managing its workforce and only rely on ADOA to provide support in the areas that are beyond agencies' authority. We also understand that some agencies do not have the resources, and therefore depend on ADOA to provide the full suite of human resources services necessary to support its operations. That is exactly what the SSO is designed to do – we will tailor our services to meet the needs of your agency.

We offer a comprehensive suite of HR services, such as:

- Personnel Rule Interpretation
- Recruitment and Staffing
- Classification and Compensation Consultation
- HRIS Data Entry
- Agency Policy Review and Recommendations
- General Human Resources Questions
- Assist with Agency Reorganizations
- Employee Relations Consultation including:
  - Employee Discipline
  - FMLA, ADA, FLSA, EEO, Sexual Harassment
  - Personnel Board Hearings
  - Employee Grievances
  - Administrative Investigations
  - Reduction in Force Assistance

While ADOA Human Resources has always provided these services, it will no longer be necessary to know which functional area to contact to address your specific needs. SSO will be your one point of contact and can be reached at (602) 542-4920. The attached list outlines the Human Resources Program Administrator assigned to your agency effective Monday, September 12, 2011.

We hope that you will find this change helpful. Should you have any questions, please contact Tracy Starling, HR Shared Services Manager, at (602) 542-4737.

c: Agency HR Managers
Marie Isaacson, HR Deputy Director
Tracy Starling, HR Shared Services Manager

Attachment