

Overview

This SOP describes the process for requesting a team member of the UGAJobs Service Center to take action on a position and/or a hire on behalf of the unit. Requests are initiated at the college or unit level by the HR Liaison and have a slightly different workflow than other UGAJobs transactions—the request will be routed directly to Central HR (rather than to another approver at the unit or college level).

Designated Contacts

Human Resource Contacts & Unit HR Liaisons contact information can be found on HR website or by clicking [here](#)

Available Services

Position Management Services for Staff, Graduate Student, Student and Temporary positions

- Create one or many position types
- Clone one or many position types
- Make changes (Modify) to one or many position types
- Update position Reports-To for one or many position types
- Move Positions from one department to another
- Seat people into positions that do not require a competitive search process

Hire Services for Staff, Graduate Student, Student and Temporary positions

- Create and approve Direct Hire Postings for Graduate Student, Student and Temporary positions
- Create and approve Hiring Proposal; Graduate Student, Student, and Temporary position
- Submit and approve Background Investigation requests for applicants/affiliates outside of UGAJobs

Reporting Services for all Position Types

- Examples may include
 - Time-To-Fill
 - Applicant Demographics
 - Vacant Positions

Roles and Responsibilities

Roles involved when requesting work from the UGAJobs Service Center:

- **Unit UGAJobs Practitioner** initiates the request by completing the appropriate UGAJobs Service Center Work Form.
- **Unit Designated HR Liaison** approves and submits the Work Order from through HRWeb@uga.edu
- **UGA Central HR:** reviews and approves the request and enters the appropriate changes in UGAJobs that will be fed to position, person and/or Job data in the OneUSG Connect HCM system.

Key Process Steps

1. **The Unit UGAJobs Practitioner initiates the UGAJobs Service by completing the appropriate Work Order Form**
 - a. To access the UGAJobs Work Order form visit the HR Central home page and choose Request for Services located at the top right hand side of the page or by clicking [here](#)
 - b. Select the appropriate UGAJobs Work Order form
 - c. Depending on the type of request, you will want to choose the appropriate actions on the form. Use the comments box to include any additional information that is needed, but not listed on the form.
 - d. When needing to request bulk services an attached excel sheet may be necessary in order to capture all of the necessary data elements.
 - e. Contact your designated UGAJobs Service Team for any help you may need when filling out your form. Direct contact information to your team can be found by clicking [here](#).
 - f. All Work Order forms need to be approved and signed by the Units HR Liaison. If your unit does not have an assigned Liaison. Please contact Kim Eberhart at HRWeb@uga.edu.
2. **Unit HR Liaison approves and submits the Work Order form to their designated UGAJobs Service Team**
 - a. Your Work Order form can be submitted in a variety of ways.
 - i. By filling out the HR Employment Services online UGAJobs Work order form. To access the UGAJobs Work Order form visit the HR Central home page and choose Request for Services located at the top right hand side of the page or by clicking [here](#)
 - ii. If the work needs to be reviewed internally the unit can download the form and email HRWeb@uga.edu. All supporting documents should be included as an attachment.

UGAJobs Service Center

- iii. In the event you need to work with a member of your UGAJobs Service Team, the form may be completed by a member of your UGAJobs Service Team on your behalf and sent to you (HR Liaison) for review and signoff.
 - b. A work order will not be completed without approval from the HR Liaison and/or Dean/VP
- 3. **UGAJobs Service Center Team receives the Work Order form for the UGAJobs Service Request and reviews the details. If approved, Central HR approves the transaction in UGAJobs.**
 - a. Once the information has been approved in UGAJobs, the information will be sent to OneUSG Connect. The integration between UGAJobs and OneUSG Connect takes place once a day at approximately 7pm.
- 4. **The Unit HR Liaison is responsible for communicating all submitted and approved work order requests within their designated unit.**

Relevant Resources

List of resources and links:

Human Resources Home Page: <https://hr.uga.edu/>

HR Request for Services:

<https://uga.teamdynamix.com/TDClient/Requests/ServiceCatalog?CategoryID=10143>

HR Employment Administration: <https://hr.uga.edu/supervisors/employment-administration/>

Approval

Name	Date
Lindsey Van Note	09/01/2019