

A photograph of the University of Chicago campus at dusk. The sky is a deep blue with scattered white clouds. In the background, the iconic Spurr Tower stands tall on the right, and the Old Chapel is visible in the center. The foreground shows a well-maintained green lawn and a curved asphalt path. Several black lampposts with glowing lights are spaced along the path. The overall atmosphere is serene and academic.

Overview of the **SHARED SERVICES OFFICE**

August 2017

uchicago

Shared Services Office Mission Statement

The Shared Services Office is a service organization dedicated to continuous improvement. We strive to deliver high quality services and an excellent experience so faculty and staff can focus on teaching and research. To honor this commitment, we pledge to:

- 1 Provide timely, efficient, accurate, and responsive service**
- 2 Understand and meet the needs of the Units we support**
- 3 Work as one team to solve problems and deliver solutions**
- 4 “Own the solution” for faculty and staff requests**
- 5 Solicit feedback for improvement**
- 6 Meet and exceed our performance targets**
- 7 Perform routine transactional work with excellence to allow Units to focus on research and teaching**

Our Core Services

Customer Resolution & Help Desk

- Answering questions from Faculty, Staff, Students, Job Applicants, and External Vendors
- Responding to customer inquiries through communication channel of choice
- Ensuring escalated requests are fulfilled by appropriate team
- Providing customers with consistent, reliable, and friendly service

Human Resources

- Compensation Activities (base pay changes, one-time payments)
- Data Management (change job, add'l job, personnel file request)
- Exits (conduct exit interviews, compile information from exit surveys, compile and share exit data with units)
- Staff Recruitment (post and remove positions on external job boards)

Service & Quality Management

- Measure, analyze & report on service performance
- Manage continuous process improvement initiatives
- Communicate with unit leaders on service delivery

Procure-to-Pay

- Invoice Processing
- Credit card and expense reimbursements
- Contracts and project review
- Vendor management

Payroll

- Oversee payroll calculations and disbursement
- Respond to payroll inquiries
- Complete payroll corrections
- Process off-cycle payments
- Manage repayment collection and processing
- Create and distribute W-2

Customer Resolution and Help Desk Services

The Help Desk support includes responding to inquiries in a timely fashion, providing accurate information and high quality customer service

- Be the first point of contact to answer questions and conduct certain activities regarding HR, Payroll, & P2P inquiries and requests
- Contact Channels include (*starting week of August 21st*)
 - 24/7 via the ServiceNow Portal
 - 8am – 5pm via Phone at 773-702-5800
 - 8am – 5pm via Chat on the ServiceNow Portal
- Help Desk staff trained to resolve most commonly asked questions and escalate to specialists when required

Human Resources Services

Human Resources support includes services related to processing HR transactions, onboarding new employees, supporting employees with benefits, leaves, and overseeing employee data

- Answer questions about HR procedures
- Review and approve union base pay changes
- Process payments for short-term second jobs
- Review and post requisitions
- Post and remove postings on external job boards
- Review sub-processes for Change Job and Add Job for staff/temp/seasonal employees
- Compile information from exit surveys

Payroll Services

Payroll support includes services related to the calculation and issuance of accurate and timely wage payments and tax reporting

- Answer questions about payroll policies, procedures, and pay
- Oversee the processing of all reportable payments including employees' pay and off-cycle payments
- Manage repayment collection and processing
- Complete payroll corrections
- Manage tax reporting and tax compliance

Procure-to-Pay Services

Procure-to-Pay (P2P) support includes services related to helping faculty and staff purchase and pay for goods and services and managing vendor information

- Answer questions about procurement policies, systems, and procedures
- Review check requests for compliance with University and Federal policies
- Work with vendors to obtain necessary information for vendor setup or maintenance
- Provide GEMS card services (e.g., applications and maintenance needs)
- Review and process 'standard' contracts

Service and Quality Management Services

Service and Quality Management (SQM) support includes monitoring our service performance and proactively identifying opportunities for continuous improvement

- Continue work to implement process updates across Payroll, HR and P2P as part of the ongoing efforts of administrative modernization and shared services
- Work closely with the shared services office and unit leaders to identify and implement process improvements across our service offerings
- Partner with associate deans and unit administrative leaders across campus to share data on our performance and discuss opportunities for continuous improvement