



THE H. R. RECORD

A publication of Human Resources, UM-St. Louis - April 2001

WELCOME! NEW EMPLOYEES

Temeka Allen, Secretary, Reg. Institute for Science Educ.
Mary Andrew-Swacker, Admin. Asst., Art & Art History
Keith Baskin, Floor Maint. Worker, Custodial Services
Deborah Blackwell, Traffic Coordinator, KWMU
Karl Boehnker, System Administrator-Entry, ITS
Richard Bowes, International Program Coord., Inter'l Studies
Geraldine Jeffrey, Term Service Cust., Custodial Services
Christine Krueger, Dept. Spec.-Grants, KWMU
Wyllis Lennon, Jr., MSA, Facilities Services
Arthur Peoples, Term Service Cust., Custodial Services
Karin Ransden, I-Net Administrator-Spec., ITS
Christopher Scheetz, Site Supervisor, ITS
Sylvia Turner, Term Service Cust., Custodial Services
Jerry Vaughan, Account Executive, KWMU
Monica Wallin, Dept. Asst., Career Services

New employees, if you need assistance, contact Human Resources (Peter Heithaus, Director). For help with orientation or new hire paperwork, contact John Tighe, ext. 5381. For questions about benefits, contact Joann Westbrook, ext. 5639. For help with payroll, contact Errol Benson, ext. 5803. For questions about policy, work relationships or environment, contact Peter Heithaus, ext. 5805 or John Tighe, ext. 5381. For exit interviews, contact Alicia Winchester, ext. 5258. For training schedule or enrollment, contact Nancy Draper, ext. 5805.

PROMOTIONS/TRANSFERS

Henry Belton, Term Svc. Cust. to Cust., Custodial Services
Robin Cole, Dept. Asst. from Cont. Ed. to College of Educ.
Glenda Gillespie, Dept. Asst., Sociology to Secretary, Chemistry
Sabrina Gully, Dept. Asst. TCC to College of Education
Kevin Miller, Custodian to Floor Maint. Worker, Cust. Services

H.R. PEOPLESOFT UPDATE

Initial training on the PeopleSoft Human Resources systems has been completed for this campus. The Human Resources department has already begun dual entry of payroll documents into the current system (Legacy) and the PeopleSoft system, and other campus departments will begin entering data into the PeopleSoft Base H.R. system in May using information from the April 14th biweekly and April 30th monthly payrolls. At that time, departments will be required to submit two PAF's and two PDF's (one for input into the Legacy system and one for input into the PeopleSoft system) to Human Resources. In addition, departments will begin entering data into the PeopleSoft Webtime payroll system in May. Collection of time records, PAF's, PDF's and other relevant information will begin in April in preparation for PeopleSoft input. Additional information related to department requirements, document processing, and training will be forthcoming. Contact Errol Benson at ext. 5803 for details.

APRIL HR TRAINING

Coaching and Counseling - April 18
University Policies - April 26

Call Nancy Draper at ext. 5805 for further details. All sessions with fewer than ten enrollees will be cancelled.

LONG TERM CARE

The University of Missouri's Long Term Care program offers you the opportunity to purchase insurance coverage for qualified expenses in a nursing home or community based care environment through payroll deduction.

Although many employees feel that they are too young to be concerned about this benefit, statistics indicate otherwise. Statistics show that a full 40% of the 13,000,000 people who need the kind of care that this plan covers are between the ages of 18 and 64. Furthermore, if you live to be age 65, chances are you will spend time in a nursing home. And the cost could be more than you can afford at that time.

Not only is this coverage offered to our employees for themselves and their spouses, certain other family members (parents, grandparents, parents in-law) can also apply for coverage as long as they are under the age of 90 and provide required evidence of insurability.

To qualify for benefits, you must be certified as chronically ill by a physician, registered nurse, or licensed social worker, which means that, for a period of 90 days, you were unable to perform (without substantial assistance from another individual) at least two activities of daily living, including bathing, dressing, eating, toileting, and transferring (moving into or out of a bed, chair, or wheelchair); or you require substantial supervision to protect yourself from threats to health and safety due to a cognitive impairment such as Alzheimer's disease. There are certain exclusions, such as pre-existing conditions, some non-organically derived conditions and conditions resulting from acts of war.

The premium you pay is based on the benefit you choose and on your age on the day your insurance takes effect. The premiums have been designed to stay the same as you get older. If you are 40 when you sign up, you may pay the 40-year-old premium for life unless premiums for everyone in your age category with similar coverage are changed. Consequently, employees should consider starting to pay a low monthly premium now, one that they will probably always be able to afford, so that they can have coverage when they need it.

If you have questions regarding Long Term Care, call the underwriter, CNA, at 1-800-528-4582 or Joann Westbrook at ext. 5639.

CUSTOMER SERVICE - EVERYONE'S JOB

"A customer is the most important visitor on our premises. He is not dependent on us -- we are dependent on him. He is not an outsider in our business -- he is part of it. We are not doing him a favor by serving him -- he is doing us a favor by giving us the opportunity to do so."

--Author Unknown

Who are our customers? Above all, our students, prospective students and anyone who can influence the educational choices of those students -- the high schools, junior colleges and feeder institutions; the public, the surrounding community and the state; the public officials and community leaders who can affect the future of the campus; visitors, contractors, vendors, volunteers, employees in your department or other departments who rely on your ability and expertise. Essentially, all who hear about or come into contact with this campus or its employees are our customers. Without them, nothing else we do here matters. Without them, all of our goals, strategic plans, internal processes, policies, procedures and rules are meaningless. Without customers, every employee of this campus would have to find another job.

To find out how customer service oriented your department is, fill in the blanks in the quiz below with one of the following answer choices: 1-never; 2-rarely; 3-sometimes; 4-frequently; 5-always. Then, add up your answers and check the answer key* at the bottom of the page to see how you did.

- _____ 1. My department is totally committed to developing satisfied customers.
- _____ 2. Serving customer needs takes precedence over our internal needs.
- _____ 3. Each person in my department talks to customers at least weekly.
- _____ 4. When responding to customer requests, we always go beyond what our customer has asked for.
- _____ 5. We deliver what we promise to our customers.
- _____ 6. We actively seek customer opinions.
- _____ 7. We use technology to assist our customers in their decision-making process.
- _____ 8. We eliminate unnecessary procedures that do not add value for our customers.
- _____ 9. We clearly understand what our customers expect from our organization.
- _____ 10. We consistently show our customers that we care about their business.
- _____ 11. Our employees are experts in the services we sell.
- _____ 12. We treat our customers with dignity and respect.
- _____ 13. We communicate frequently with our customers.
- _____ 14. We study our competitors (inside as well as outside the University) to learn how we can do things better.
- _____ 15. We reward customer loyalty.

Now, test your personal commitment to customer service using the same answer format:

- _____ 1. I make a point of being available during customer service hours.
- _____ 2. I maintain a businesslike and professional attitude and appearance.
- _____ 3. I listen carefully and find out what the customer really wants.
- _____ 4. Helping a customer takes priority over my other work.
- _____ 5. I handle problems even when I did not cause them.
- _____ 6. I do not argue with customers even when they are wrong.
- _____ 7. A dissatisfied customer is an opportunity rather than a problem.
- _____ 8. I am courteous and helpful even when customers are rude or belligerent.
- _____ 9. I will go beyond my job description to help a customer.
- _____ 10. I follow through on commitments.
- _____ 11. If I don't know the answer, I make the necessary customer connection.
- _____ 12. I pay attention to detail.
- _____ 13. I have a "can do" attitude.
- _____ 14. I demonstrate understanding of customers and their problems.
- _____ 15. I try to answer the phone immediately. When I can't, I return phone calls promptly.

Again, add up your scores and check the answer key* to see how you scored on this one.

***ANSWER KEY:** 60-75 **Great Job!** You could become the next customer service superstar.
 45-59 **Good Start!** Now it's time to refine your customer service skills.
 30-44 **Watch Out!** Review your customer service philosophy immediately.
 16-29 **Warning!** You are at risk of losing your customers (and your job)!