

Berkeley ProS

PROFESSIONAL SCHOOLS AND
UC BERKELEY EXTENSION REGION

Scope of Services: The following document describes the ProS HR Service Level Agreement for the Units. ProS Human Resources is an internal service organization staffed by functional subject matter experts using standardized processes and efficient systems to deliver consistent, high-quality, administrative services to the campus community in support of Berkeley's teaching, research, and services missions.

Role of ProS							
1 Non-Senate and Non-Research Faculty							
2 Senate Faculty							
3 Staff positions							
HR Activity	Role of the Unit	Role of ProS	Pros HR Timeline to start ServiceNow Case (s) and SmartSheet	ProS Payroll Timeline to start ServiceNow Task (s)	Pros Onboarding Timeline to start ServiceNow and SmartSheet Task (s)	Role of Central Campus (i.e., APO, OFEW and People & Culture)	UCPATH
Position Management	Position Control	Link Funding to Position Number					
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Recruitment	Approve position	Review SN case for Recruitment 3	Within 3 business days (case by case)			Coordinate staff and executive level searches	
	Chooses advertising	Administer AP Search & AP Recruit 1	Within 3 business days (case by case)			Coordinate non-senate academic recruitment and other positions	
	Candidate selection	Salary Comp Analysis	(case by case)			Employment branding	
	Approve offer	Review and approve offer letters and contracts	Within 2 business days			Preferential Rehire non-represented employees	
	AP Search/ Recruit 2	Contract Renewals 1,3	Within 2 business days (varies)			Confirm TAM position	
	Screening and interviewing 2	Review and submit to P&C Career and Contract waivers of recruitment 3	Within 3 business days (case by case)			Post job in TAM	
	Teaching and administrative recall 2	Review and submit to P&C Rehire Retirees 3	Within 3 business days (case by case)			Prepare, send, receive offer letter or contract	
	AP Search plan/waiver and search report 1					Approve Career and Contract waivers of recruitment	
	Peer institution advertising					Approve Rehire Retiree	
	Schedule interview						
	Screen Resumes						
	Check References						
	Signs employment contract 3						
	Student Assistant posting on Work study and Handshake						Resolved inquiries
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Appointments	Case preparation 1	Coordination of appointments, reappointments, merit, promotions, rehire retirees and research recall 1,2,3	Within 3 business days (case by case due to Payroll blackout)				
	Case review and decisions 2	Administer VSPA Gateway 1 (for Domestic Hires)	Within 3 business days (case by case)				
	Case tracking entry 1						
		UCPATH Inquiries 1,2,3	Case by case				Resolved inquiries
Onboarding Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
New Hire/Onboarding	Submit hire request to BRS 7-10 business days before start date (10-15 business days during surge periods)	Onboarding packet sent (docuign packet and related information emails) sent 1,2,3				within 3-5 business days (5-7 during surge), does not include BRS timelines for ASE/GSR/Student & Lecturer timeline	

		Once docusign packet is returned, schedule onboarding/document verification session 1,2,3			prior to start date, and before 3rd business day of start date		
		Coordinate background checks 1,3			as necessary, information provided to new hire		
		Upload completed packet for HRIM processing			within 1-2 business upon receipt of completed docusign packet from employee		
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Visa & Immigration	Submit request to BRS	Review documents 1,3	Within 3 business days (case by case)			Review and coordinate approval process with US government (BIO)	
		Submit a task Visa Team 1,3	Within 3 business days (case by case)			Preparation and coordination of applications to be send to BIO (Visa team)	
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Benefits & Leaves	Benefit enrollments through UCPATH	Advise on Health and Welfare programs 1,3	Case by case			Program Management	Process benefits forms and actions (including family member eligibility verification process)
	Participates in interactive process	Personal and Unpaid Leave 1,2,3,	Case by case			Compliance	Claims resolution and service facilitation (health care, disability, death, COBRA, etc.)
	Decides Return to Work accommodations feasibility	If not eligible for FMLA 1,2,3	Case by case			Vendor Relations	
	Approves Personal Leaves	Review/Coordinate timekeeping for Leaves 1,3	Case by case			Lead Disability Mgmt. Committee in review of complex cases	
	Sabbatical and professional development leave coordination 1	Coordinate interactive process (e.g. ADA) 1,3	Case by case			Administers Workers Comp	
	Communicate leave status	Prepare medical separation docs 1,3	Case by case			Facilitate return to work accommodations	
		Coordinate return to work accommodations 1,3	Case by case			Leave Admin (FMLA, Worker's Comp)	
		Sabbatical leaves 2	Within 3 business days (case by case)				
		UCPATH Inquiries 1,2,3	Case by case				Resolved inquiries
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Compensation	Salary decisions 1,2,3	Job descriptions development support and submission to P&C 3	Within 3 business days (case by case)			Approves classification	
	Job descriptions	Coordinate classifications & reclassifications 3	Within 3 business days (case by case)			AVC Approves > 25%	
	Achievement & SPOT Award decisions	Process equity increases 3	Within 3 business days (case by case)			Coordinates merit and award processes at the campus level	
	Advise on salary setting and additional compensation requests 2	Process Summer Salary 2	Starting May through September				
		UCPATH Inquiries 1,2,3	Case by case				Resolved inquiries
HR/Payroll Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Separations	Provides information in preparing case for termination	Coordinate voluntary & involuntary separations including non reappointments 1,2,3	Within 2 business days (case by case)			Coordinate med separation reviews and approval	
	Decides positions affected by layoffs	Conduct exit Interviews 3	Case by case			Approve involuntary layoffs and reduction in time	
		Prepare and coordinate layoffs 1,3	Case by case				
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH

Employee/Labor Relations	Notify BRS of an employee issue(s)	Counsel and advise unit and employee on policies/union contracts 1,3	Case by case			Coordination complex cases	
	Escalated issues to BRS	Advice on disciplinary actions & assist in preparing documentation 1,3	Case by case			Manage Investigations	
	Makes decisions with BRS/P&C	Fact Finding	Case by case				
		Assist with preparation of complaint & grievance material 1,3	Case by case			Review disciplinary actions and layoffs	
BRS Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Record Management 1,2,3	Forward documents for personnel file	Maintain personnel file, medical and I-9 files					
	Present Service Awards	Calculate seniority points					
	Sabbatical Credits	coordinate service awards					
	Outside activities report 2	Process deductions					
		Employment verification services					
		EDD verifications and audit					
		Provide standard employment data reports					
Payroll Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
Payroll & Timekeeping 1,2,3	Time reporting and approving	Payroll and Timekeeping auditing and processing		Case by case			
	Requests for payroll transactions	Review ServiceNow Tasks		Within 2 business days			
		Overpayments and underpayments		Case by case			
		Send out overpayment notifications		Case by case			
		Terminal vacation pay		Within 2 business days			
		Compensatory time election		As needed			
		Adjust Leave accruals		Case by case			
		Payroll and Timekeeping corrections		Case by case			
		Retroactive payments		Case by case			
		Layoff final payments		Within 2 business days			
		Processing One Time Payments/Stipends		Within 2 to 3 business days			
		Processing Recognition awards payments		Within 2 to 3 business days			
		Settlement payments		Within 3 business days			
		UCPATH Inquiries 1,2,3		Case by case			Resolved Inquires
HRIM Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
HRIM	Submit ServiceNow case	UCPATH Entries for all titles (new hire, rehire and concurrent hire and transfer templates) 1,2,3		Within 3 business days depending on hiring surges			
	Person of Interest 2	Welcome Emails 1,2,3		7 to 10 business days depending on UCPATH approval			
HR Activity	Role of the Unit	Role of ProS				Role of Central Campus	UCPATH
HRP/HRGen		UCPATH Entries for all titles (paypath, absence management, leaves,etc.,) 1,2,3	Within 2 business days (case by case, depending on BW/MO Payroll blackouts)				