

Civil Service Committee Operations Manual

(Revised June 2008)

MISSION STATEMENT

The mission of the Civil Service Committee is to support the overall mission of the University of Minnesota by representing the interests of civil service employees and participating in the shared governance structure of the University.

(Adopted October 15, 1998)

The charge of the Civil Service Committee as stated in Civil Service Rule 3

The Civil Service Committee shall:

- review, conduct public hearings, and present recommendations to the President regarding Civil Service Rules;
- act as an appeals board in all cases involving supervisors or employees appealing decisions made by the Vice President in accordance with [Rule 4, Position Classification Plan](#); and [Rule 5, Compensation System](#);
- make investigations at the request of the Board of Regents, the President, the Vice President, Civil Service staff, or on its own initiative concerning personnel administration in University Civil Service;
- interpret the intent or meaning of the Rules in cases of questions or disputes;
- act as consultants to the Vice President in developing performance appraisal plans ([Rule 9, Section 1](#));
- review the creation of new and elimination of obsolete job classifications ([Rule 4, Section 4](#));
- review and approve proposed changes to the compensation plan ([Rule 5, Section 1](#); [Rule 5, Section 2](#));
- review any proposed changes in salary range that are requested by the Vice President;
- appoint civil service representatives to the University Grievance Board and the Grievance Advisory Committee, and nominate civil service employees for selection to serve on the Hearing Officers Panel ([Rule 14](#));
- appoint civil service representatives to other University committees and task forces as requested by the President; and
- perform such other duties as may be assigned to it by the President or these Rules.

CIVIL SERVICE SUB-COMMITTEE DUTIES AND ACTIVITIES

CHAIR

DUTIES:

1. Prepares schedule and agendas for all Civil Service Committee meetings. This includes: (1) seeking from the Civil Service Committee members items to be included on the agenda; (2) contacting those who are making special presentations and providing monthly updates on various issues to advise of the time scheduled for the presentation or update; and (3) verifying with Human Resources the HR issues ready for review or approval by the Committee.
2. Arranges the President and Vice President of Human Resources visits to the committee (at end of Vice Chair term.)
3. Conducts all Civil Service Committee meetings. Meetings will be conducted in a professional manner. The chair acknowledges when people are to speak during the meeting. Visitors are recognized and may be allowed to speak as time permits.
4. Appoints Civil Service subcommittees and task forces, etc. as appropriate.
5. Provides leadership to the Civil Service Committee, serving as contact person with the President, Vice Presidents, Board of Regents, etc. on Civil Service Committee business.
6. Consults routinely with chairs of the various subcommittees, task forces, etc. on the work of that subcommittee, task force, etc.
7. Coordinates with the Senate Office the election of new civil service Senators.
8. With the vice chair, meets with Human Resources representatives to discuss monthly Civil Service Committee agenda and related HR issues.
9. Appoints sub-committee to nominate Vice Chair and Treasurer for the next business year for election by the full committee.
10. Arranges the first meeting in July, usually as an all-day retreat, to discuss the mission and structure of the Civil Service Committee and subcommittees. Meets with the new members and alternates early in the year.
11. Acts as University administration contact for University committees, search committees and taskforces who need Civil Service staff participation. In the event the Civil Service Committee is not asked to suggest a Civil Service employee for appointment to a committee or task force where Civil Service participation is important, the chair contacts the office appointing the committee or task force and requests the membership of that committee or task force to include a Civil Service employee.
12. In concert with the work of the Advocacy and Rules Subcommittees, discusses with Civil Service employees issues of concern pertaining to Civil Service employment and related matters. The chair must be knowledgeable about Civil Service Rules and personnel policies and the role of the Civil Service Committee in the University's governance structure.

13. In February, writes a letter to the President to inform of the members whose appointments will expire and their areas of representation. (Attachment A)
14. Prepares report to the Board of Regents in June, if requested by the President's office. This annual report should include the accomplishments of the committee.
15. Oversees all e-mail correspondence with constituencies.
16. Coordinates monthly *e-InTouch* and *Brief* articles with communications and subcommittee coordinators.

VICE CHAIR

DUTIES:

1. New Employee Orientation (NEO): Coordinate Civil Service NEO, based on schedule obtained from Office of Human Resources.
2. Coordinate the distribution of the "Welcome Letter" for all new civil service employees.
3. Assist and/or represent Chair as necessary for official committee business.
4. Coordinate meetings with representatives of Senate committees and civil service Senators to inform them of current issues and learn about the issues they are dealing with on their committees.
5. Provide a brief (5 minute) summary of CSC issues at monthly CAPA meetings, if requested by CAPA.
6. Coordinate the updating and editing of Civil Service Operations Manual as needed.
7. Meet monthly with the Chair and a representative of Human Resources to discuss Civil Service HR issues.
8. Meet with the Chair and new members prior to the first meeting of the academic year (July), to discuss the mission and structure of the CSC and subcommittees.
9. Coordinates strategic planning meetings and discussions.
10. Organize annual CSC retreat and suggest goals for the upcoming year as determined by strategic planning.
11. Plan CSC meeting schedule for the next fiscal year (January – February), and present for review by committee members (March). Senate support staff to schedule meeting venues and post schedule to the CSC website once it is reviewed by the CSC (April).
12. Works with Senate support staff to schedule attendance at CSC meetings in the following year by the President and the Vice President of Human Resources, once each semester. (By April).

TREASURER

DUTIES:

1. Maintain a written record of all Civil Service financial transactions including; invoices, professional development and supplemental payroll.
2. Provide a spreadsheet report, which is to include all transactions and an operating summary, to the Civil Service Chair prior to monthly meetings.
3. Provide an oral report to the committee each month, and copies of the spreadsheet report.
4. The Treasurer will work closely with the Senate office to verify charges to the Civil Service account.
5. Authorize all financial documents relating to committee business; invoice payments, chair support, professional development and supplemental payroll. Send all information to Senate office primary secretary for processing.
6. Assist in preparation of the annual budget request.
7. Provide a report on the annual budget to University Senate office for tracking purposes.
8. When necessary, prepare reports to request additional funding from the President. This is done by obtaining input from all members of the committee with regard to any expenditure that might be necessary for the remainder of the fiscal year.
9. Reconcile all approved charges, following the University's processes and requirements.
10. Review and approve all committee financial transactions, confirm all such transactions meet University financial policies and guidelines.
11. Periodically review the CSC budget structure for meeting best business practices. Propose structural changes to Chair as appropriate.
12. Advise Chair on all budgetary matters and make recommendations on fiscal concerns as they arise.
13. Work closely with the Professional Development Subcommittee to ensure 1) all awarded grants are properly documented, and 2) that recipient reimbursements are processed in a timely manner.

ADVOCACY COORDINATOR

AREAS OF ACTIVITY:

The purpose of this subcommittee is to establish a resource for supporting Civil Service staff with work-related issues. The coordinator is encouraged to attend Compensation sub-committee meetings to gain knowledge of current compensation issues. The coordinator acts as an informal advocate, supporting Civil Service staff either individually or as a group, and seeking resources as needed.

DUTIES:

1. Provide support to employees during JEQ and JRQ appeal processes, if requested.
2. Provide resources to constituents who request help with work-related issues.
3. Respond to advocacy questions from the constituency, at the request of the Chair.

COMMUNICATIONS COORDINATOR

AREAS OF ACTIVITY:

Develops an image and identity of University Civil Service employees as dynamic, capable and accomplished.

Coordinates and manages functions consisting of:

- Coordinates Civil Service stories for the *Brief*
- Coordinates and sends monthly *e-InTouch* newsletter to constituency
- Maintains CSC website in conjunction with Senate support staff

Subject to CSC approval, the communication coordinator recommends policies and procedures for the appropriate uses and types of communication.

DUTIES:

1. The Communications Coordinator(s) promote the use of multi media to communicate beneficial messages for and about civil service employees.
2. Develop the monthly *e-InTouch* newsletter from subcommittee reports and other information vital to Civil Service. Distribute the newsletter via email to the constituency, in coordination with the Senate office staff, following a monthly schedule.
3. Plan and develop monthly Civil Service articles for the *Brief*. Work in coordination with the *Brief* editor to meet the publication criteria and deadlines.
4. Work in coordination with the Senate support staff, to evaluate and keep the web site vital and current.
5. Work in coordination with the Senate staff to manage the CSC list serve and forward messages to the committee as appropriate.
6. The Coordinator answers e-mails from constituency regarding communications, as requested by the Chair.
7. Submit a monthly report to the CSC membership list serve, if relevant.

COMPENSATION-BENEFITS CO-CHAIRS

Charge

To broadly represent Civil Service employees in the governance processes at the university in the areas of compensation, job classification, employee benefits and the University's organizational goals for strategic positioning.

Compensation Goals

- Equitable pay plan with precise language to eliminate misinterpretation.
- Monitor developments in Civil Service merit pay plans for Civil Service employees and deliver feedback to OHR and the departments writing the plans.
- Monitor developments in Civil Service performance management plans for Civil Service employees and deliver feedback to OHR and the department writing the plans.
- Continue pursuit of best practices for performance management and merit pay working with OHR and departments writing the plans.
- Work with OHR to assess the feasibility for a periodic review and feedback process for work units implementing merit pay.
- Respond to pay plan questions raised to the committee.

Classification Goals

- Monitor classification studies that impact Civil Service employees, review classification materials presented by OHR for studies, and provide feedback to the study teams and OHR.
- Work to improve the JEQ and JRQ process with the Human Resources Compliance Officer focusing on timely resolution for appeals, updating correspondence, and improving the process.
- Provide JEQ/JRQ appeals panel members for Civil Service employees' classification appeals.
- Respond to classification questions raised to the committee.

Benefits Goals

- Actively participate on benefits committees within the university either as a member or by attending committee meetings to represent Civil Service employees.
- Communicate with Civil Service employees' information related to benefits and the implications of decisions being made within the university and externally.
- Respond to benefits questions raised to the committee.

General Organizational Goals

- Monitor the strategic positioning process and its' impact on Civil Service employees, providing feedback when possible.
- Keep constituents informed and encourage committee participation via *e-InTouch*, *Brief*, presentations and personal contacts.
- Actively participate in the OHR Working Group on Civil Service Classification and Compensation to improve classification and compensation systems, tools, and processes for Civil Service employees.
- Respond to organizational and strategic positioning questions raised to the committee.

Responsibilities

- Respond to Civil Service employee questions as requested by the chair.
- Coordinate and work with Human Resources on issues and questions related to market-based compensation.
- Review and provide feedback on proposed performance appraisal systems as requested by OHR and the departments, reporting at monthly Civil Service Committee (CSC) meetings.
- Facilitate JEQ and JRQ appeals according to the JEQ/JRQ appeals process guidelines.
- Benefits lead participates in meetings of the University Senate Benefits Advisory Committee (BAC) representing a voice and vote on BAC business as a CSC member.
- Benefits lead, along with the other CS representatives, monitors the health care and dental benefits and the life and disability insurance of Civil Service. The lead reports on

coverage plan details including any changes to cost or coverage. The lead reports any CS UPlan member feedback received, regarding health benefits, to the BAC.

- The Benefits lead monitors state level issues that impact Minnesota State Retirement System.
- The Compensation, Classification and Benefits committee submits a monthly report to the Civil Service Committee chair, the CSC membership list serve, the In-Touch coordinator, and the committee support staff as appropriate.
- The Compensation, Classification and Benefits committee report is submitted prior to the CSC meeting and the *e-InTouch* deadline, each month. A co-chair provides an oral report at the monthly CSC meeting.

LEGISLATIVE NETWORK COORDINATOR

DUTIES:

The responsibility of the Legislative Network subcommittee is to support the overall mission statements of the University Civil Service Committee and the University of Minnesota.

1. Keep the Civil Service Committee informed of the legislative process as it relates to the University and in particular the Civil Service constituency.
2. Represent the CSC on the University Grassroots Committee.
3. Build networks throughout the University on behalf of Civil Service employees.
4. Promote Civil Service involvement in the political process.
5. Promote awareness of the budget proposals made by the President and Board of Regents and what the proposals mean for Civil Service staff.
6. Communicate key Civil Service issues to University's administration and the State Legislature by working collaboratively with other constituencies of the University.
7. Submit a monthly report on Legislative activities to the CSC membership list serve.
8. Respond to questions from the constituency, at the request of the Chair.

PAST CHAIRS COORDINATOR

DUTIES:

1. Immediate past chair convenes a meeting with other past chairs of the Civil Service Committee and reports their comments and recommendations to the CSC.
2. Serve as an advisor to the current Chair of the CSC.
3. Encouraged to continue active participation on the CSC. The past chair is a non-voting ex-officio member of the CSC unless serving out a regular term.

PROFESSIONAL STAFF DEVELOPMENT COORDINATOR

AREAS OF ACTIVITY:

- Civil Service Professional Staff Development Fund
- Fund Guidelines and Application Form

DUTIES:

1. Receive applications for awards; review them with sub-committee members to make recommendations at the monthly CSC meetings.
2. Maintain spreadsheet of all applications and provide a current copy to Senate support staff.
3. Send items for discussion to CSC list serve before monthly meeting; discussion will take place at the meeting.
4. Recommend to CSC changes to award policy or procedures and ensure that the website accurately reflects them.
5. Notify Civil Service applicants of grant approval or denial. Explains justification requirements to grantee.
6. Receive the Employee Expense Worksheet from grantee, checking for receipts and accurate information.
7. Work with Treasurer to complete reimbursement to grantee after reviewing required documentation.
8. Work with Vice President of Human Resources to encourage availability of resources for professional development of civil service employees.
9. Write and send monthly notice to *e-InTouch* coordinator until all professional development funds are awarded for the fiscal year.
10. Respond to questions from constituency, as requested by the Chair.

RULES COORDINATOR

DUTIES:

1. Acquire extensive knowledge of existing Civil Service Rules.
2. Set up annual meeting schedule and send it to Senate support staff for posting to the web.
3. Send a monthly reminder of sub-committee meeting with the agenda to CSC; copy Senate staff.
4. Solicit proposals for Rules changes via requests in the *e-InTouch* and *Brief*, emails to constituents, etc, and review these proposals as possible Rules revisions.
5. Revise the Rules, keep the electronic file up-to-date, keeping all electronic links in the Rules current, and providing web site manager with changes for web site.

6. Review requests for official interpretations of the Rules and inform Human Resources of the specific request. Prepare a recommendation of the Rule interpretation to be discussed with the Civil Service Committee
7. Rule changes may be sent to the CSC at any time for review and information.
8. Coordinate the public hearings for rule changes (usually every 2 years): publicize the hearings in newsletters and postings not less than 14 days before the public hearings, post proposed revisions of the Rules at least seven days before the public hearings, schedule attendance with committee members and assign tasks, as needed; schedule Human Resources staff to attend; schedule rooms on all campuses; and arrange travel, as needed. Follow up with a vote at the Civil Service Committee. If their vote is affirmative, coordinate with HR in submitting the Rules draft for approval at the next available Regents meeting.
9. Provide Regents with copies of proposed amendments.
10. Post approved Rules on the Civil Service Web site in a format that constituents can download and print, but not change. Coordinate with HR web manager to link to this Civil Service document. Coordinate with the HR web manager and the Civil Service web manager to link to an interactive edition of the Rules on the HR web site; making sure that the interactive edition is, in every other way, exactly the same as the Rules document approved by the Regents and posted on the Civil Service web site.
11. If any request for changes to the rules is sent after the public hearings deadline, the coordinator will file the request for the next round of Rule changes.
12. Submit a monthly report to the CSC membership list serve and write an article for the *e-InTouch*, as appropriate.
13. Respond to Rules questions from the constituency, at the request of the chair.

SENATE AND DELEGATION COMMITTEE VACANCIES COORDINATOR

DUTIES:

1. Maintain a current list of all Civil Service assignments on University Committees.
 - Update list as needed and include term date. In keeping with Senate policy, individuals are appointed for three-year terms, and may be appointed to a second term, to serve a maximum of six years, unless otherwise noted by the Senate Bylaws. If there is more than one Civil Service position on the committee, appointments should be staggered. In cases where a vacancy occurs due to the early resignation of the current member, the new member is appointed to fill out the remainder of the unexpired term of the resigning member.
2. When vacancies occur, recruits new volunteers for those committees.
 - Most assignments start with the academic year in September and end in June.
 - In January and February, reviews terms to identify position that will expire the same year. For Senate/Assembly positions, confers with the Senate Office to verify expiring

appointments and if individuals are eligible for re-appointment. For other permanent committees, boards and task forces, contacts the person listed on the comprehensive committee roster.

- Notifies employees if term is expiring the same year and if eligible for re-appointment.
 - When early committee resignations occur, handle those openings on a monthly basis, including advertising openings, receiving applications and distributing to the CSC for approval.
3. Recommends appointments to the Civil Service Committee for approval, notifies the President of appointments recommended by the committee, and sends employee congratulation-letter for appointment.
 - In March and April, solicits applications and compiles materials for CSC to review. Review materials will be sent via e-mail to all CSC members before the meeting. The CSC will then vote on individuals to be appointed to various committees at the meeting.
 - The names of appointees are forwarded to the Senate Office or other governing body and added to the committee's membership roster.
 - Notifies all applicants of the outcome of the selection process in writing. Appointees also receive acknowledgement from the Senate Office.
 4. Arranges for Civil Service employees serving on University committees to attend monthly Civil Service Committee meetings if requested.
 - Representatives are at times called to monthly meetings to report on current issues of their committee. These reports are requested at the discretion of the CSC Chair.
 5. Contact Civil Service employees serving on major University search committees for a status report on that search and provide update to the CSC at the monthly meetings.
 6. Sends thank-you letter to all out-going civil service employees on senate committees.
 7. Sends items for discussion at the CSC monthly meeting via email to CSC prior to the monthly meeting.
 8. Writes updates as needed for monthly e-InTouch.
 9. Notifies webmaster of updates to Senate Delegations Subcommittee page (for example, current openings on Senate Committees and application information).

STAFF SUPPORT, UNIVERSITY SENATE OFFICE

DUTIES:

1. Record the minutes of Civil Service Committee meetings. Minutes will be edited and a draft sent to committee members for review. The approved version of minutes will be posted to the CSC website.

2. Maintain an electronic file containing records of all Civil Service Committee official business (meeting agendas and support materials, correspondence, etc).
3. Meet with Chair regarding CSC business and meeting execution, as needed.
4. Work with Communications coordinator and determine clear roles for maintaining the web site. Maintain the CSC list serve.
5. Work with the Vice Chair to schedule meetings and guests for the upcoming year. The meeting times, locations, and agendas will be posted to the website.
6. Initiate a meeting of the Senate Office Coordinator, Senate Office person in charge of budget coordination, CSC staff support, and the CSC Chair, Vice Chair, and Treasurer, to address the annual budget plan.
7. Work with the representative from Human Resources to obtain the names and addresses of new Civil Service employees each month. Mail the CSC welcome letter to the new employees.
8. Work with the person responsible for the budget to confirm CUFS charges, as needed.
9. The Senate Office person in charge of budget coordination processes all financial documents that are received from the CSC Treasurer. For example invoice payments, chair stipend, and professional development awards.

GUIDELINES FOR COMMUNICATIONS & PUBLICATIONS SUB-COMMITTEE

Brief

Submit articles to the contact person identified by University Relations, according to schedule agreed upon.

UM-UCSC and Civil-Service-Staff Listserv

Use the following Website <http://www.mail.umn.edu/> to login and manage the account or use the Website: <http://mail.tc.umn.edu/cgi-bin/wa?LMGT1>

ELECTRONIC NEWSLETTER PRODUCTION

A. Production

1. The *e-InTouch* is the electronic newsletter sent to civil service staff monthly. An editor/content coordinator needs to be recruited from CSC members or civil service staff.
2. The *e-InTouch* coordinator will solicit and edit articles submitted for publication. Sub-committee chairs and coordinators typically submit material. A draft version is reviewed by the entire committee to provide feedback prior to final revisions.

B. Distribution

1. The newsletter is distributed monthly to all civil service employees via e-mail.

CSC WEBSITE MAINTENANCE

The Communications sub-committee coordinator(s) works with the Senate Office support staff to update the CSC website, as the need arises.

GUIDELINES FOR THE RULES CHANGING PROCESS

Civil Service rule changes are done approximately every two to three years. The process takes from one to three years, depending on the extent of the changes. The rulebook printed in 1988 was a totally revised for size, format, wording, language and grammar, as well as additions. Last paper revision was in April 1999 (printed June 2000). In June 2005 the Rules became an entirely on-line document in html format on the HR web site and a pdf format for printing on the CSC web site. The most recent revision is May 2008.

Brief Process for Revising the Rules:

The Chair of the CSC appoints a Rules coordinator and a subcommittee is formed.

1. Publicize that the CSC is soliciting suggestions for Rules changes.
2. Rules revision suggestions are screened by the subcommittee and decisions on which to include are made along with a rationale for each. A Human Resources representative attends subcommittee meetings during the development process to represent Central Administration.
3. A deadline to receive suggestions for rule changes is decided on.
4. Publicize the deadline and make sure the latest draft version of the Rules is posted to the web.
5. Suggestions (in the form of the revised Rules draft) are forwarded to the CSC as a whole. The CSC votes on those suggestions that should go forward to public hearings.
6. Public hearings are scheduled and the official draft is published on the Office of Human Resources and/or CSC website. According to Rule 1.3.2: Notice of intention to amend the Rules specifying the date, hour, and place of the hearings shall be published in campus publications not less than 14 days before said hearing. Proposed revisions will be made available at least seven days before the public hearings on the Office of Human Resources worldwide web home page currently at <http://www.umn.edu/ohr/> or through the Office of Human Resources.
7. Hearings are available on all campuses through ITV or in person. Hearings are held with representatives from the CSC present at each campus. These representatives will act as recorder and audience facilitators.

8. Further changes can be made as a result of the hearings. If there are changes, they must be approved by the CSC. The proposed Rules must be approved in its entirety by the CSC before being presented to the Board of Regents.
9. Proposed changes are officially presented to the Vice-President for Human Resources and jointly presented to the President after the Office of General Counsel and Office of Human Resources review.
10. OHR and the CS Rules Sub-Committee Chair make arrangements to schedule the Rules presentation on the Board of Regents agenda and prepare the presentation material for the Board of Regents in the format that the BOR requires.

GUIDELINES FOR CSC SEARCH AND SELECTION PROCESS

The Civil Service Committee search and selection process is undergoing revision and will posted when it is finalized.