



AURA Human Resources Services (HRS) provides AURA Operating Centers funded by NSF with the services defined herein. These services will be performed in accordance with federal and state laws and regulations, AURA policy and Operating Center Policies.

The HR Mission is to provide the highest standard of Human Resources support services and programs in an effective, efficient, accurate and government compliant manner to NSF funded AURA Operating Centers. An exceptional level of responsiveness to AURA Center needs is paramount to the ability of AURA HR to accomplish its mission.

#### Human Resources

1. HRS will provide strategic input and advice to Center Directors and management in organizational design, development, reward (compensation and benefits) and change management activities.
2. HRS will monitor and develop personnel policies and procedures to ensure they meet legal, regulatory and organizational needs.
3. HRS will provide personnel, benefit administration and workers' compensation services for AURA Operating Center staff.
4. HRS will support Center recruiting efforts as requested, starting with organization consulting then, assisting with position description preparation, placing position advertisements, developing offer letters and other services to assist in the selection of a final candidate.
5. HRS will provide assistance as requested to Center employees who may require support for employee relations, benefits and retirement administration.
6. HRS will negotiate and retain employee benefit providers.
7. HRS will administer employee retirement and post retirement benefit funds.
8. HRS will develop and maintain Human Resource Information systems.
9. HRS will actively champion and participate in the AURA Workforce and Diversity initiatives
10. HRS will provide international employment advice and services to AURA staff including immigration.
11. HRS will provide a dedicated support staff for international staff based in Chile
12. HRS will manage the people related processes and assistance according to AURA policies, including but limited to the following areas:
  - a. Termination and completion of employment
  - b. conflict resolution,
  - c. employee relations and leave management,
  - d. new hire orientation,
  - e. performance evaluation,
  - f. salary planning,
  - g. training and professional development.



Details of HR Services are contained in Appendix A

#### Financial Audits

1. HRS will provide all necessary data and other support as required by AURA's external auditors.
2. HRS will provide all necessary data, policies, practices and analyses required by government financial auditors.
3. AURA's internal auditor will evaluate on a regular basis practices within each Center and HRS, and provide AURA with information pertaining to government compliance. In some cases findings may pertain to the provision business services or processes related to Center activities associated with business practices such as compliance with approval process or cost allocation. HRS and Operating Centers are required to modify or correct activities related to government compliance as determined by AURA management

#### Cost for Performance of Work

1. In consideration of the services provided herein, the Centers will pay the approved indirect cost rates for HRS. These rates may vary by site and are calculated annually and submitted to NSF for approval. HRS shall notify the Centers, in writing, of annual changes.
2. Extraordinary costs, such as those listed in Appendix B will be charged directly to the Centers.

HR Services		Who - Lead	Notes	Frequency
<b>Compensation</b>				
Oversight committee Salary proposals	Prepare annual salary review proposal and deliver to oversight committee	HR Manager		Annual
Annual Salary Review	Set up schedule, Send out spreadsheets, conduct Manager reviews	HR Generalist		Annual
Individual Changes	Prepare individual Personnel actions for approval and letters/communications	HR Generalist	Personnel Action Forms	Weekly
Individual Changes	Confirm Salary equity and market rate	HR Generalist	Exceptions take place during the year	Annual
<b>Benefits</b>				
Annual open enrollment	Communication of plan changes. Employee meetings	HR Generalist		Annual
Employee questions and advice	Respond to question regarding life events	HR Generalist/Administrator		Daily
Benefit Changes	Update benefit carriers and systems	HR Generalist		Mostly Annual
Medical billing	Checking bills and sending for payment	HR Administrator		Monthly
<b>Employee Relations</b>				
Employee support and issue resolution	Support with work relationships	HR Generalist	Triage role prior to going to Generalist or HR Manager	Daily
Employee support and issue resolution	Support accessing benefits	HR Generalist	Triage role prior to going to Tucson HR or Broker	Weekly
Formal Grievance or performance improvement	setting up formal escalation process, documentation and employee communications	HR Generalist		
Policy Advice	Advise employees and managers on application of policies to their situation	HR Generalist		Weekly
<b>Training</b>				
Identification and management of training solutions	Understanding training need and providing options to meet the need identified	HR Generalist	Blanchard Certificate most significant	Monthly
Employee Tuition Support	Reviewing proposal vs. policy and approving payments	HR Generalist	approval cases	Monthly
<b>Immigration and visas</b>				
Internal Approval	Obtain management approval to start or renew a visa	HR Generalist	Outsourced through Tekach and AZ Attorney	Weekly
Employee questionnaire	Attorney issues questionnaire to employee	Attorney		Weekly
Preparation of Visa documents	Prepare official documents	Attorney	Documents signed by HR Generalist	Weekly
Approval and collection of documents	Employee collects document and schedules visa appointment	Attorney		Weekly
<b>Recruitment</b>				
Sourcing candidates	Setting up requisitions and placing adverts online or in print media	HR Generalist		Monthly
Committee Briefing	Setting the agenda, time line, role of committee etc.	HR Generalist		Weekly
Interviews	Organizing and participating in interviews	HR Generalist		Weekly
Managing the offer process	Approval of offer and communication to candidate	HR Generalist		Monthly
Relocation	Creation of Requisition, book travel and temp lodging	CAS	in-sourced to CAS/ Relocation travel and lodging to mo	Monthly
<b>Organization changes</b>				
Organization wide and Division changes	Provide advice to Director on organizational issues and manage changes	HR Manager		Annual
Department Changes	Advice on Dept. changes and implementation support	HR Generalist		
Updating Organization chart		HR Administrator	Some organization charts managed at the center level	Monthly
<b>Performance Reviews</b>				
Setting up timetable	Timetable for Performance Reviews and Merit review	HR Generalists		Annual
Provision of training	Managers and employees	HR Generalists		Annual
Review of Performance Reviews	Review and guidance to Managers	HR Generalists		Daily
Responses to system issues		HR Generalists		weekly
<b>Transition activities</b>				
Staffing plan	monitor and review staffing plan, support impacted employees	HR Generalist		Monthly
Retention initiatives	Support, develop and implement initiatives	HR Manager		Monthly
Support Impacted employees	Develop next steps with employees leading towards new opportunities	HR Generalist		weekly
<b>Other</b>				
Review and update policies	AURA and Center Policies	HR Manager		
Maintaining HRIS Systems	Ultipro, Personnel Actions, Performance Appraisal and Review	HR Generalist/Administrator		
Employment verifications and references	Respond to requests for employment and financial references	HR Administrator		Daily
Employee Communications	Generation of articles, production and editing of document	HR Administrator	methods vary by center	quarterly
New hires	Set up new hires in Ultipro, set orientation schedule	HR Administrator		monthly
Employee Exits	Manage exit checklist. Close out payroll	HR Administrator		Monthly
Employee updates log	Advice to relevant departments of employee changes	HR Administrator		Weekly



**Human Resources**  
Association of Universities for Research in Astronomy



## **Appendix B**

Extraordinary Costs incurred by Human Resources that will be charged directly to the Centers include, but are not limited to:

- Center Specific training, immigration and recruitment fees.