

THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER  
AT  
SAN ANTONIO

*Office of Human Resources*

May 22, 2007

**MEMORANDUM**

**TO: HRPartners**

**FROM: Brett L. Morris**  
**Assistant Vice President for Human Resources**

**SUBJECT: Improvements to Office of Human Resources Telephone Customer Service**

Starting today, you will notice some differences in the way in which we handle telephone calls in the Office of Human Resources (OHR). Here is a summary of the changes.

When callers dial 567-2600, they will hear a recorded message that will guide them to the services they are seeking. Callers will hear:

- *If you are an applicant with questions about our on-line employment system, press 1*
  - **Call goes to OHR front desk to be answered/triaged**
- *For Recruitment and Compensation, press 2*
  - **Call goes to OHR front desk to be answered/triaged**
- *For Benefits and Records, press 3*
  - **Call goes to automatic call distribution (ACD) and is answered by the next available staff member on the customer services team; if all team members are busy, the caller goes into the queue and will hear: ‘Your call is very important to us. Please stay on the line until the next available staff member can help you’; music will then begin with the message being repeated at regular intervals.**
- *For help with working relationships and performance issues within your department, press 4*
  - **Call goes to 7-2631 (Steve Middleton, Senior Employee Relations Advisor, for handling**

- *For administrative offices, policy questions, and leave administration, press 5*
  - **Call goes to OHR administrative area at 7-2590 (Anne McGee or Debbie Cash) for handling**
  
- *For Organization Development and Training, press 6*
  - **Call goes to 7-2320 (Maria Campirano) for handling**
  
- *For all other questions, press 0*
  - **Call goes to OHR front desk (payroll, accounting, EAP, etc) to be answered/triaged**

**The direct numbers for individual OHR staff members will remain the same.**

**The old benefits numbers 567-0123 and 567-2610 will no longer be in use. However, a recorded message will guide callers to 567-2600 for a 30-day period.**

**We are upgrading our telephone customer service processing in an effort to better serve you and your employees in anticipation of the HCM Project Go Live date of July 5<sup>th</sup>. As you begin to use the new service, please do not hesitate to give us feedback about problems or improvements. Thank you!**