International Trade Administration (ITA)
Office of Human Resources Management (OHRM)

Customer Service Standards

In order to meet the service expectations of our customers, the International Trade Administration's (ITA), Office of Human Resources Management (OHRM), has in place and in effect, customer service standards. Our customer service standards are agreed upon standards between our customers and OHRM, in essence, these standards create a business partnership of mutual understanding. To view how ITA OHRM is structured, click here.

ITA OHRM provides the following Human Resources Business Line Services:

ITA OHRM Customer Service Standards	
OHRM -S100:	Competitive Placement Services
OHRM -S200:	Employee Services
OHRM -S300:	Management Services
OHRM -S400:	Case Handling Services

Competitive Placement Services – OHRM-S100

The ITA OHRM Competitive Placements Services helps management find qualified candidates to fill vacant positions. In order to recruit and refer quality candidates to management, OHRM, in partnership with our customers, provides advisory services to management on the recruitment process, sources of applicant pools, and procedural requirements associated with filling federal positions.

Employee Services – OHRM-S200

The ITA OHRM Employee Services strive to create, sustain, and enhance an inclusive, diverse, and high-quality workforce. In support of these goals, ITA OHRM develops initiatives, administers programs, provides advice, and conducts the daily communication business of processing and dissemination of routine and non-routine information and personnel actions.

Management Services – OHRM-S300

The ITA OHRM Management Services provides support to our customer's management team (managers, supervisors, and team leaders) on initiatives, administration of programs, and advice and consultation on the management of strategic human capital.

Case Handling – OHRM-S400

The ITA OHRM Case Handling Services provides employee and labor relations consultation, advice, and program support for addressing specific cases involving conduct, performance, and disputes.

ITA - Office of Human Resources Management (OHRM)
Customer Service Standards

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S100 **COMPETITIVE PLACEMENT SERVICES**	**Receipt of Recruitment Package**	Submit complete documentation. *Refer to your servicing HR Specialist.	OHRM will develop, review, and advertise vacancies within 4 full workdays. Example: If recruitment package received by 12:00 p.m. on Monday, OHRM will input into FJOB by 2:00p.m. Friday and the job will be advertised following Monday.	Incomplete documentation submissions. Non-PD library positions. Complex classification actions Documented mutual agreement of customer and OHRM. Delay by management.
OHRM-S100 **COMPETITIVE PLACEMENT SERVICES**	**Selection Action** a. DEU certificate b. MAP certificate		OHRM will issue MAP cert 5 full workdays from date announcement closed. DEU cert in 7 full workdays- from date announcement closed**.** When recruiting through OPM for entry-level positions covered by the Luevano Consent Decree, OHRM will issue a cert concurrently with the OPM issued cert, but not later than 7 workdays from the date the announcement closed. OHRM will notify customer of potential delay in issuance of OPM certificate.	Documented mutual agreement of customer and OHRM (e.g. customer=s shifting priorities). More than 50 applications. Multiple grade levels for 1 announcement. Major recruitment activity for a specific area. Availability & use of Subject Matter Experts to review Applications. Working through OPM to fill position(s).

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Customer Service Standards (continued)

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S100 **COMPETITIVE PLACEMENT SERVICES**	**Selection Made**	Properly document certificate, sign and return all applications and documentation provided by OHRM.	OHRM will: 1) Make <u>tentative</u> offer and issue security form within 2 workdays. (Not applicable to NTIA). 2) Request personnel and payroll data -75 info (1-2 workdays). 3) Send completed security form to Security (1-3 workdays). 4) After receipt of security clearance, make final offer and arrange for beginning of the pay period EOD (1 workday).	Suitability and/or security issues. Documented mutual agreement of customer and OHRM. Candidate=s availability and response to job offer may prolong reporting date.
OHRM-S200 **Employee Services**	**Receipt of Routine Personnel Actions** Examples: a. reassignments to classified positions b. career ladder promotions c. leave w/o pay d. return to duty e. change in work schedule f. awards	Submit to OHRM by COB 2nd Wednesday of current pay period.	OHRM will make effective by beginning of next pay period.	Incomplete documentation. Administrative follow-up (e.g. release date on reassignment). Documented mutual agreement between HR and client. Change in Security status. Awards requiring approval by DOC or other outside entities. Year-end processing.

ITA - Office of Human Resources Management (OHRM)
Customer Service Standards (continued)

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S200 **EMPLOYEE SERVICES**	**Receipt of Non-Routine Personnel Actions** Examples: a. classify and establish/fill b. accretion promotion c. noncompetitive appointments **e.g**., Outstanding Scholar, Presidential Management Fellows, Student Interns, Veterans Readjustment Appointment, Disabled Veterans, etc.	Submit to OHRM by COB 2nd Wednesday of current pay period.	OHRM will make effective within 30 calendar days OHRM will make non-competitive appointments effective within 2 pay periods.	Incomplete documentation. Administrative follow-up (e.g. Re-employment Priority List, Interagency Career Transition Assistance Plan clearances. Documented mutual agreement between client and OHRM. Outstanding Scholar noncompetitive appointments will be effective within one pay period.
OHRM-S200 **EMPLOYEE SERVICES**	**Time and Attendance Corrections**	Provide appropriate documentation.	OHRM will receive the Leave Error Report biweekly from the NFC and disseminate it to admin contacts within 1 workday. OHRM will correct T&A errors that require NFC interface within 1-2 workdays. OHRM will correct T&A errors that do not affect pay within 4 workdays.	All actions: Delays caused by NFC system Not affecting pay: 1. Documentation required from client 2. Leave audit required 3. Manual adjustment required outside of NFC

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Customer Service Standards (continued)

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S200 **EMPLOYEE SERVICES**	**Meetings**	Provide- 3 full working days advance notice whenever possible.	OHRM will attend meetings upon request within 3 days of the request.	Conflicts due to priorities of higher management levels.
OHRM-S200 **EMPLOYEE SERVICES**	**Delivery of Standard Form 50-Notification of Personnel Action**	Ensure distribution of SF50s to all employees.	SF50s are printed every Wednesday. SF50s will be mailed out to the administrative contacts on Monday.	Delays caused by gateway problems. Mail delays.
OHRM-S200 **EMPLOYEE SERVICES**	**Outreach – Job Fairs**	Review and provide additions to the Job Fair Schedule. Notify OHRM of upcoming job fairs, 30-45 days in advance if requesting their attendance. Ensure a customer (SMEs) presence whenever possible.	OHRM will provide a schedule of planned Job Fairs. OHRM will permit servicing specialist to attend job fairs if time permits.	Staff availability as determined by customer organization.
OHRM-S300 **MANAGEMENT SERVICES**	**Status Reports**	Notify OHRM of Administrative contact changes.	OHRM will provide administrative contacts biweekly status of staffing and classification actions, both routine and non-routine.	

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S300 MANAGEMENT SERVICES	**Personnel Policy and Procedural Questions**	Provide clear, concise and specific statements or questions of the issues. Identify the agency impact. Provide OHRM a written request when appropriate.	OHRM will acknowledge receipt of policy and procedural questions within 1 full workday and provide a response within 3 full work days. DEMO CUSTOMERS ONLY: OHRM will provide customers with equivalent responses to questions on Demo-specific policy and procedures, coordinating with DOC as necessary. (OHRM will provide responses within a reasonable time frame, based on the extent of research required; i.e., departmental input and/or outside sources.)	Multiple coordination. Other agency and outside contacts required.
OHRM-S300 MANAGEMENT SERVICES	**Performance Standards**		OHRM will collect and report performance data on these standards. OHRM will provide customers with monthly and quarterly reports as follows: Monthly: Routine and non-routine staffing and classification actions. Monthly: Awards Quarterly: Employee relations	

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Customer Service Standards (continued)

Business Line Service:	Service/Activities	Customer Standards	OHRM Standards	Exceptions
OHRM-S300 **MANAGEMENT SERVICES**	**GAO Audits**	Comply with mandatory training for timekeepers and managers; Notify OHRM of timekeeper changes; Effective oversight of timekeeper and manager responsibilities in the time and attendance process.	OHRM will continue to assist, advise and train customers on ways to manage and reduce reportable audit findings. In the case of such findings, OHRM will develop and implement action plan to meet auditor=s standards.	
OHRM-S400 **CASE HANDLING SERVICES**	**Employee Relations Actions**	Identify problem, employee(s) and supervisors involved. Provide documentation of incident (s), elements of past record. Meet with employee(s) and other authorities as recommended.	1) OHRM will receive the case and contact client within 24-48 hours (depending on urgency of the issue). 2) When contact is made, OHRM will schedule a meeting within 3 workdays. 3) OHRM will recommend a course of action within 2 workdays of the meeting and begin drafting an action. 4) For corrective actions, OHRM will issue final draft within 5 workdays. 5) For disciplinary or performance actions, OHRM will issue a final draft within 10 work days. OHRM will coordinate with OGC as provided by DAO.	Emergency issues. OGC review. Number of pending cases. Complexity of cases. Multiple coordination required. Incomplete documentation.