Part Two: Resources at Princeton

For all employees, supervisors are the first resource for questions regarding University policies and procedures or work-related issues. Supervisors generally are familiar with the application of policies and can provide helpful answers to employee questions. In addition, knowledgeable and experienced staff members within the Office of Human Resources function as resources to staff and can provide guidance on a variety of subjects.

This section describes the services provided by 1) the Office of Human Resources, 2) other offices and individuals who can be used as a resource, and 3) some of the standing committees that deal more broadly with issues affecting the University.

Office of Human Resources

The Office of Human Resources (HR) provides services to the Princeton University community in the areas of benefits and compensation; client services, including employee and labor relations, diversity and inclusion, and learning and development; staffing and administrative services, including communications and events; and information systems. HR’s dedicated professionals are committed to working with all constituents to foster a positive, inclusive, and productive work environment where all members of our community can thrive and are valued for their contribution to the Princeton mission. HR staff serves the many talented employees of Princeton University and those seeking to join this dynamic community. No matter what the question is, HR is here to help.

The Office of Human Resources assists each of the University’s more than 200 departments in creating a positive work environment through the development of policies, procedures, information, benefits, programs, and training to support department managers in providing fair, timely, and consistent supervision and a productive workplace.

The Office of Human Resources strives to:

» provide personalized and transparent services to assist individuals and their departments;
» recruit and develop a diverse staff to support the University’s mission and short- and long-range plans;
» support supervisors to build an environment that optimizes work performance and morale;
» offer various learning and development classes to strengthen management, communication, and other related skills for both supervisors and employees;
» provide employee-focused HR communications; and
» offer programs and guidance to support and promote the University’s commitment to affirmative action, equal employment opportunity, diversity, and inclusion.

HR staff members are available by appointment or walk in from 8:30 a.m. until 5:00 p.m., Monday through Friday, or, during summer hours, from 8:30 a.m. until 4:30 p.m., at 2 New South on the campus of Princeton University.

<table>
<thead>
<tr>
<th>HR Team</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Main</td>
<td>(609) 258-3300</td>
<td><a href="mailto:hr@princeton.edu">hr@princeton.edu</a></td>
<td>(609) 258-2420</td>
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<tr>
<td>Benefits</td>
<td>(609) 258-3302</td>
<td><a href="mailto:benefits@princeton.edu">benefits@princeton.edu</a></td>
<td>(609) 258-5920</td>
</tr>
<tr>
<td>Client Services</td>
<td>(609) 258-3304</td>
<td>NA</td>
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<tr>
<td>HR Information Systems</td>
<td>NA</td>
<td><a href="mailto:hris@princeton.edu">hris@princeton.edu</a></td>
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<tr>
<td>Learning and Development</td>
<td>NA</td>
<td><a href="mailto:hrld@princeton.edu">hrld@princeton.edu</a></td>
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<tr>
<td>Staffing</td>
<td>(609) 258-3301</td>
<td><a href="mailto:staffing@princeton.edu">staffing@princeton.edu</a></td>
<td>NA</td>
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The HR Staff Directory and information on Human Resources policies, programs, benefits, and services, are available at www.princeton.edu/hr. For messages left during off hours, Human Resources will return calls within the next business day.

The following is a brief summary of the units within Human Resources and the programs, services, and support provided to employees.

**Benefits and Compensation**

**Benefits**
The Benefits Team, along with the Office of the Dean of the Faculty and the University's Benefits Committee, plans and administers a comprehensive benefits and work life program that is responsive to the needs of a diverse active and retired faculty and staff. Refer to [www.princeton.edu/hr/benefits](http://www.princeton.edu/hr/benefits) or the publications *My Benefits* and *My Guide to Work Life Balance*.

**Compensation**
The Compensation Team provides and administers salary programs for administrative and support staff that help to attract, retain, and motivate a talented and diverse workforce and that reflect our compensation philosophy by:

» creating and administering compensation programs that are internally equitable and externally competitive;

» offering competitive salaries in order to attract and retain a highly qualified and diverse workforce;

» ensuring compliance with applicable state and federal regulations;

» supporting a pay-for-performance culture;

» being aware of market trends that might impact the University; and

» being fiscally responsible.

**Client Services**
The Client Services Team (CST) encompasses the areas of employee and labor relations, diversity and inclusion, and learning and development. Together they work to foster collaborative relationships between management and both union and nonunion staff members and to develop all employees by growing the capability of managers and employees to build a motivated, engaged, and high-performing workforce.

**Employee and Labor Relations**
The CST provides consultative services for all managers and employees to promote an environment where all employees can be successful in achieving their professional goals, are treated fairly and respectfully, communicate openly with one another, are contributing and fully involved in their work, understand and are committed to Princeton’s mission, and work collaboratively. Senior Human Resources managers and Human Resources generalists respond to the inquiries of individuals and are responsible for building relationships and partnering with administrative and academic departments to consult on organizational planning and design, change management, process design or redesign, communication strategies, and team-based approaches to work. For more information, refer to [www.princeton.edu/hr/progserv/er](http://www.princeton.edu/hr/progserv/er).

The CST also supports the mission of Princeton University by negotiating and administering labor agreements that are fair, equitable, and responsible and by partnering with managers, union representatives, and employees to build collaborative relationships through strong communications and strategic planning. The CST provides advice and counsels on workplace matters, including performance, workforce planning, and relationship management; facilitates and counsels individuals to resolve conflicts, including grievances, mediation, and arbitration; and offers coaching and training. For more information, refer to [www.princeton.edu/hr/progserv/er](http://www.princeton.edu/hr/progserv/er).
Diversity and Inclusion

The Diversity and Inclusion (D&I) Team coordinates the efforts of Human Resources in partnership with the Office of the Vice Provost for Institutional Equity and Diversity to provide an environment that values, recognizes, reflects, and leverages the diversity of the people who, through their demographic differences, customs and personal experiences, and perspectives, enrich the quality and culture of campus life. Through collaborative efforts with these and other campus partners, the D&I Team helps to build awareness of the employment and career opportunities available at Princeton. Refer to the website at www.princeton.edu/hr/progserv/diversity.

The D&I Team also supports Princeton's various employee resource groups of staff members who share common backgrounds and interests. These groups help to enhance employee engagement, personal development, job satisfaction, and retention. They help link Princeton to networks that can improve the diversity of qualified applicant pools. Human Resources encourages staff members to join one or more of the following groups:

» Chinese Community at Princeton
» International Employee Group at Princeton (IEGAP)
» Latino Princetonians
» Lesbian, Gay, Bisexual, and Transgender Group (LGBT)
» Network of African American Male Administrators (NAAMA)
» Princetonians of Color Network (PCN)
» Princeton Social Professionals (PSP)
» South Asian Affinity Group (SAAG)

Refer to the website at www.princeton.edu/hr/progserv/diversity/erg.

Learning and Development

The Learning and Development (L&D) Team provides opportunities and holistic solutions at individual, team, and organizational levels. Learning solutions focus on developing or enhancing the competencies and behaviors needed by individuals and teams in order to accomplish meaningful goals and create a positive work climate that encourages and values clarity, interaction, openness, diversity, community, and results. The L&D Team also offers a career development program for employees interested in opportunities for career advancement.

A core learning curriculum in the areas of management, leadership, basic communication and math skills, English as a second language, and performance management is available to all employees. For more information, refer to www.princeton.edu/hr/learning.

Information Systems

The Human Resources Information Systems (HRIS) Team is an integral part of many Human Resources and campus-wide initiatives and strives to make appropriate use of technology in conjunction with critical evaluation of business processes, clear documentation, and effective communications. The HRIS Team supports the technology tools that enable the delivery of human resources services to our internal and external customers; administers several enterprise applications for employee, retiree, and job applicant data; and maintains certain physical records while providing advanced reporting and analytical support. Refer to the website at www.princeton.edu/hr/progserv/sds.

Staffing and Administrative Services

Staffing

The Staffing Team works to support hiring managers throughout the recruiting and hiring process, help
employees seeking internal transfer or promotion, assist candidates, coordinate the onboarding process, and collaborate with other HR colleagues when work intersects.

Central to its recruiting and hiring activities is Human Resources’ responsibility for supporting the University’s commitment to equal employment opportunity and affirmative action and for ensuring compliance with federal and state laws. The Staffing Team works with department managers to develop effective strategies for attracting diverse qualified applicants. Visit our website at www.princeton.edu/hr/employment for more information.

Administrative Services

The Administrative Services Team delivers responsive and helpful customer service by welcoming and assisting all visitors at the main reception area at 2 New South and by responding to all inquiries to the HR mailbox at hr@princeton.edu and to the Staffing mailbox at staffing@princeton.edu.

The Administrative Services Team is responsible for communicating relevant HR information through the website; the HR Communiqué, Human Resources’ newsletter published three times a year; and other timely electronic and/or hard copy materials. For more information, refer to www.princeton.edu/hr/progserv/communications/publications.

The Administrative Services Team also plans and coordinates the annual Staff Recognition Program for employees who reach service anniversary milestones, beginning at 10 years of service, as well as the President’s Achievement Award program, CPUC staff representative election and appointments, and the Princeton University United Way Campaign. Refer to www.princeton.edu/hr/progserv/recog for more information.

Other Resources

Council of the Princeton University Community

The Council of the Princeton University Community (CPUC) was created in 1969. Its two primary functions are to examine and make recommendations on questions of policy that govern and affect the welfare of the University community and to establish rules of conduct for the resident members of the community. CPUC membership is drawn from the University community. Refer to www.princeton.edu/vpsec/cpuc.

The CPUC normally meets the second Monday of each month during the academic year, and the meetings are open to the public. Much of the groundwork of the CPUC is accomplished through six standing committees:

- Executive Committee
- Committee on Governance
- Committee on Priorities
- Committee on Resources
- Committee on Rights and Rules
- Judicial Committee

Ombuds Office

The Princeton University Ombuds Office is a neutral, confidential, independent, and informal resource where any member of the Princeton University community can discuss a complaint, conflict, or problem. The ombuds officer helps to bring forth a greater understanding to the problem and possible solutions, looks for information applicable to the situation, and provides coaching and training. The ombuds officer can act as mediator, facilitator, process design consultant, and informal researcher when needed. Refer to the website at www.princeton.edu/ombuds.

SHARE

Sexual Harassment/Assault Advising, Resources, and Education (SHARE) is a victim-centered, confidential resource on campus for the Princeton University community. SHARE provides crisis response, support,
advocacy, education, and referral services to those who are dealing with incidents of interpersonal violence, including sexual harassment, sexual assault, dating and domestic violence, and stalking. Refer to http://share.princeton.edu.

University League

The University League welcomes newcomers to the University community by introducing them to other new arrivals and acquainting them with the town through special newcomers’ events. Membership in the University League is open to all faculty and staff associated with the University. For additional information, contact the University League at 8-3650 or visit the website at www.princeton.edu/~uleague.

Vice Provost for Institutional Equity and Diversity

The vice provost for institutional equity and diversity manages the University’s equal opportunity, affirmative action, and diversity initiatives. The vice provost also serves as the compliance coordinator for Title IX of the Education Amendments of 1972, which prohibits sex discrimination; the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination against individuals with disabilities; New Jersey’s Law Against Discrimination; and other equal opportunity and affirmative action regulations and laws. Questions or concerns regarding equity, access, campus climate, or other issues related to Title IX, the ADA, Section 504, or other aspects of Princeton’s equal opportunity and diversity initiatives should be directed to the vice provost for institutional equity and diversity, 205 Nassau Hall, or extension 8-6110. For more information, refer to www.princeton.edu/provost/institutional-equity-dive.