Business Process Document

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<th>Process Name</th>
<th>Position Evaluation Process – New Position or Reclassification</th>
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<td>Department</td>
<td>Human Resources</td>
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<td>Process Purpose</td>
<td>To document the process to be used when requesting a totally new position that does not currently exist at the institution or a change to an existing position</td>
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<tr>
<td>Effective Date</td>
<td>November 2021</td>
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**Process Overview:**

A Position Evaluation Form (PEF) should be completed when:

- A new job is being created that does not already exist at KSU or
- A significant change is being made to an existing job that may impact the overall scope, impact, and/or pay range of the position.

This process will delineate the steps which need to be taken to request an evaluation of a position, and the subsequent steps that HR will take to complete the request.

**Step by Step Process:**

1. The manager meets with the department/division leader to discuss and receive approval prior to submitting the request to Human Resources.

2. The manager consults with the HR Business Partner (HRBP) who can provide input on potential job structure options, existing position comparisons, and guidance in completing the packet.
3. The manager will select the appropriate PEF from Compensation website under the “Resources” tab. There are two form options: Reclassifications and New Positions. **Note:** The most current PEF forms will be housed on the website and should always be sourced from the website due to possible changes to the forms and information being requested.

4. The manager completes the appropriate PEF and submits the PEF along with the Job Description and the Org Charts (if applicable) to the HRBP.

5. The HRBP reviews the package for completeness and accuracy. The complete package is then entered into a Service Now (SNOW) ticket by the HRBP as a new compensation request. The HRBP will include the manager on the ticket, which will allow them to view the communications between the Compensation Analyst and the HRBP and to respond with requested information by replying to the ticket’s generated email. These responses will update the ticket accordingly.

6. All requests are reviewed in accordance with the Salary Administration Policy found on the Compensation website.

7. The Compensation Analyst will review the request and conduct a market study to determine the market median for the requested role.

8. Positions specific to the higher education industry are matched to benchmark jobs in the College and University Professionals Association (CUPA) database. Multi-industry positions (IT, Finance, etc.) are matched to both CUPA and a multi-industry tool. When available, industry specific salary surveys are used.

9. The Compensation Analyst will use the market median to recommend an appropriate salary range for the new/reclassified position. This will be provided to the HRBP in writing to review with the manager. If the manager is not in agreement, a meeting should be set with the HRBP, the manager, and the Compensation Analyst to review and come to agreement.

10. When the request is complete, the updated information (pay grade, pay recommendation for reclassifications, etc.) will be provided to the HRBP and manager, along with final copies of the job descriptions, if applicable.
Service Level Agreement (SLA) FAQs:

Q: What is the Service Level Agreement (SLA) for this process?
A: The Service Level Agreement for this process is seven (7) business days.

Q: When does the SLA “clock” begin?
A: The SLA clock begins when the HRBP has entered the ticket into Service Now to assign it to the Compensation team.

Q: When does the SLA “clock” end?
A: The Compensation Analyst will mark the ticket complete once the final pay grade and/or salary recommendation has been accepted and job description is finalized. The SLA will end when the ticket has been marked complete.

Q: How will questions/requests for more information from the manager impact the SLA?
A: If a question or request is made to the requesting manager, the ticket’s status will be changed to “pending” which will, in turn, place the SLA on hold. When the response/information is provided, the status of the ticket will return to “work in progress” and the SLA time resumes.

Q: How is the SLA calculated?
A: SLAs will come directly from the Service Now system based on Opened Date and Closed Date.

Forms Associated with Process:

- Position Evaluation Form (PEF) – New Position
- Position Evaluation Form (PEF) - Reclassification