



EMPLOYMENT & HUMAN SERVICES

Marla Stuart, Director

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# MEMORANDUM

To: All Staff, Code 2A

Date: April 28, 2022

From: Debora Boutté, Departmental Human Resources Officer II

Subject: Update to Personnel Service Hours Effective May 1, 2022

Starting May 1<sup>st</sup>, 2022 Personnel Service Hours will be expanded for our **Payroll and Operations Teams only** as outlined below:

Units	Hours
Operations Teams & Payroll Team	8:00 AM to 11:00 AM 2:00 PM to 5:00 PM
Payroll Team Only	Day Prior to Pay Day 8:00 AM to 5:00 PM Pay Day Hours 8:00 AM to 5:00 PM

During the expanded service hours, Payroll and Operations staff will answer your calls and respond to emails. Prior to contacting them, be prepared to provide the following:

1. First and Last Name
2. Employee ID
3. Issue (Requisition, Bid, Temporary Upgrade, Accruals, Pay, etc.)

Track-It is available during all work hours. We encourage you to utilize [Track-It](#) whenever possible so you can monitor your requests to Personnel. Log into Track-It to view status on your ticket at any time. You may review Track-It instructions [here](#).

As always, if there is a critical need to contact Payroll and Operations staff outside of the scheduled service hours, call the main Personnel phone number at (925) 608-5020. **Critical issues include: Safety (workplace incident or injury), Community Care Licensing inspections, personnel file requests from a supervisor, if you did not receive a pay check, or you are a supervisor with a PeopleSoft/Self-Service transaction issue.**

Our goal is to move toward full day operations in the near future. Please note that the service hours do not apply to our Departmental HR Analysts, Payroll Supervisors, Administrative Services Assistant III, Secretary and myself; we can be contacted throughout the day.

Thank you for your patience as we expand our service hours to support your needs.