I. Ongoing Services provided by central offices of the division

HR Services

A. Benefit Services
   a. The Resource Center at Benefit Services is the main contact point for faculty and staff inquiries. Most questions can be handled by this experienced team of customer service professionals.
   b. The Health, Education and Voluntary Benefits unit handles the administration of these endowed and contract college programs.
   c. The Retirement Plan, Financial Education and Compliance unit handles the administration of these endowed and contract college programs and coordinates legal compliance efforts.
   d. Medical Leaves Administration handles the Workers’ Compensation, short and long term disability, family medical leaves and ADA compliance.

B. Compensation
   • Services include alignment of the job structure and effective market pricing to evolving work designs; delivers consultation, training and tools for position classification within the job structure, and for competitive market pay, including specialized pay programs; leads the development, and consultation and administration of the annual Staff Salary Improvement Program Guidelines. Additionally, Compensation provides consultation for various aspects of workforce data analysis.

C. Organizational Effectiveness
   • Career Planning and Development – Provide tools to assist individuals in their career growth; train and coach supervisors to develop staff competency; consult with unit leaders around succession and retention strategies.
   • CU Learn – Administer and develop Functional uses of Cornell’s Learning Management System.
   • Organizational Development for Faculty and Staff – Deliver key leadership and management training to faculty and staff; Provide on-site consulting and coaching services to align strategies, priorities and systems; Serve as base for Cornell’s Interactive Theater Ensemble.
   • Workforce Policy and Labor Relations – Provide leadership and counsel in the areas of academic and nonacademic HR policy, equal employment opportunity, unemployment insurance, and employee relations; and serve as the chief negotiator and administrator of university labor relations.

D. Recruitment and Employment
   • Welcome new hires (full and part-time regular staff and bargaining unit hires) to Cornell by providing a single destination (Onboarding Center) where they will complete required actions and receive valuable resources.
   • Serve as the front door for people interested in employment at Cornell University; represents the University at recruiting events and partners with local HR teams and the Department of Inclusion and Workforce Diversity to determine strategies and resources to enhance recruitment. Ensure systems, tools, policies and procedures support the needs of the University and effectively allow for the job search process to be completed.
   • Provide job search information and assistance to qualifying dual career spouses or partners
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- Facilitate efforts to effectively engage and integrate new executive and tenure track hires

E. Inclusion and Workforce Diversity

- The Department of Inclusion and Workforce Diversity (previously the Office of Workforce Diversity, Equity and Life Quality) is responsible for working with colleges and administrative units to develop diversity strategic plans (with a focus on staff), completing the affirmative action plan and managing the university’s affirmative action program for faculty and staff (including waiver requests), overseeing the university’s disability strategic plan in conjunction with Student Disability Services and Facilities Services, coordinating the university’s compliance with Title IX, developing and implementing the retiree relations program, developing and implementing work/life/family programs (including overseeing the university’s child care center), managing the university’s bias response program, and partnering with the Wellness Program.

F. Human Resource Information Systems (HRIS)/Records Administration

- HRIS/Records Administration is responsible for maintaining information on the HR activities of all employees at Cornell. Staff and faculty work with representatives around the university to ensure that transaction information is entered and maintained properly; that policies and laws are followed; and that compensation and benefits are paid correctly. In addition, the group is responsible for delivering reports/data sets to departments, managing system upgrades, and maintaining the data systems.

Safety Services

A. Environmental Health and Safety

- Emergency Management & Response - Cornell University's Emergency Management Office is in place to prepare and maintain the readiness of the Cornell campus during an emergency or major incident affecting multiple areas of the Cornell community to protect people, research (animals and plants) and facilities. The University's various colleges and major administrative units will maintain a working knowledge to assure the resumption of operations immediately following an emergency.
- Environmental Compliance - The Environmental Compliance Group focuses on regulations and policies related to the outdoor environment.
- Event Planning - Coordination and management of campus events and use of property forms.
- Lab & Research Safety - The Research Safety Program supports the teaching and research activities of the university laboratories and research areas for the campus.
- Occupational Safety & Health – Providing employee safety and health programs focused on injury/illness prevention, safety management, and training.
- Geneva EH&S - Providing and coordinating environmental health and safety programs to New York State Agricultural Experiment Station.
B. Cornell University Police

- The Cornell Police will perform the same basic activities as any municipal police department, in addition to the activities peculiar to the academic institution that this Department has been created to serve.
  - **Emergency Response** in order to preserve the peace, protect life and property, and recover lost and stolen property
  - **Enforcement**, in a fair and impartial manner, of the regulations which comprise the Cornell Campus Code of Conduct as well as applicable local, State and Federal laws.
  - **Event Planning** - Coordination and management of campus events and use of property forms.
  - **Dignitary Protection** - collaboration with state and federal protective services to ensure the safe and orderly visit to our campus of invited dignitaries.
  - **Safety Education Programs** – Providing programing to address the various personal safety concerns of our community, focusing on alcohol awareness, gorge safety, personal defense, winter driving techniques and tailored crime prevention programs on request.
  - **Blue Light Escort Service** - Providing a safe walking escort to and from locations on and near campus by a team of trained Security Guards.

II. Additional Responsibilities and Accountabilities

A. Policies and Procedures

In the delivery of Human Resources and Safety services, Division of Human Resources and Safety Services will develop academic and non-academic policies and procedures that are in compliance with local, state and federal law and further the institutional mission. We will provide ongoing review and evaluation of such policies and procedures under our purview and we will provide consultation to colleges and units about such policies identifying flexible ways to accommodate local business needs consistent with University requirements. We will also provide, in accordance with HR policies, grievance and complaint processes for faculty, staff and students to resolve alleged policy violations. Division of Human Resources and Safety Services is also responsible for leading efforts to develop and implement new Human Resource and Safety related policies and those in need of modification and communicating such policies accordingly.

B. Communication

- Both parties agree to be proactive in partnering with each other and will be responsive to all requests. In addition, both parties will communicate this Agreement to all key staff within their operational areas.
- The Division of Human Resources and Safety Services has back-up contacts to provide seamless communications to in cases of planned and unplanned absences of primary support team members.