HR Process Improvement Forums

September 9 & 11, 2014
Agenda

- University Updates
- HR Staff Updates
- Underutilized Process
- Section 503/VEVRAA
- Guest Speaker: Marilyn Dykman
  - Transferring Military Experience to Civilian Jobs
HR Staff Updates

- Welcome
  - Jim Shrum – HR Consultant

- New Roles
  - Consulting Changes: Emma’s group will now be supporting Administration and the Provost
  - Patricia Martinez: Employment Supervisor
  - Lisa Gamboa: HR Consultant
  - Shary Tompkins: EOD Consultant
Underutilized Positions

Patricia Martinez
Employment Supervisor

Rita Gutierrez - Sr. HR TC Rep
HR Transaction Center
Changes effective November 1, 2014
What is Underutilization

- UNM Hiring Reports/Statistics demonstrate that there is underrepresentation for women & minorities employed at UNM in certain job groups.
- Initiative to comply with EEO & UNM’s affirmative action plan is highly recommended to demonstrate what UNM is doing to promote hiring of qualified & diverse applicants.
Underutilization Efforts

- Creation of a Recruitment Plan by Department
  - At the **start** of the Action:
    - List the target recruitment sources in the **Comments** section **or Attach** a document to the documents tab (**specify if Dept/HR will place ad**)
  - If the Recruitment Plan was **not** included in the Action:
    - **Department will receive an email** with instructions on how to develop your recruitment plan.
Summarizing Recruitment Efforts

*NEW SECTION IN HP*

- Summarize recruitment efforts in the hiring proposal UNDERUTILIZATION section:
  - All advertising resources, i.e. diverse/target recruitment sources
  - Number of Applicants
  - Interviewee criteria selection & interviewee names
  - Whether minority/women applied & were considered
  - If targeted underutilized group not fulfilled (minority/women), what was the determining factor in not selecting in underutilized area
Certification Tab – New Section

Underutilized Comments

If position is underutilized, did you document your applicant selection and recruitment process in the Underutilized Comment Box? Job aid

Yes/No/or N/A

New information - this would require a new heading and the text as shown here.
VEVRAA 503 Veteran Info & Disability Disclosures
New Pages/ Questions in Application

Create Staff/UNM Temps Employment Application

Personal Information: Page 1 of 10

For security purposes, this system automatically logs you off when it senses no activity for 60 minutes. Please click either the Continue button or the Return button at the bottom of the screen every 60 minutes in order to avoid losing your data.

*Required information is denoted with an asterisk.
Voluntary Self-Identification of Disability

Why are you being asked to complete this form?

Because we do business with the government, we must reach out to, hire, and provide equal opportunity to qualified people with disabilities. To help us measure how well we are doing, we are asking you to tell us if you have a disability or if you ever had a disability. Completing this form is voluntary, but we hope that you will choose to fill it out. If you are applying for a job, any answer you give will be kept private and will not be used against you in any way.

If you already work for us, your answer will not be used against you in any way. Because a person may become disabled at any time, we are required to ask all of our employees to update their information every five years. You may voluntarily self-identify as having a disability on this form without fear of any punishment because you did not identify as having a disability earlier.

*Required information is denoted with an asterisk.

How do I know if I have a disability?

You are considered to have a disability if you have a physical or mental impairment or medical condition that substantially limits a major life activity, or if you have a history or record of such an impairment or medical condition.

Disabilities include, but are not limited to:

- Blindness
- Deafness
- Cancer
- Diabetes
- Epilepsy
- Autism
- Cerebral palsy
- HIV/AIDS
- Schizophrenia
- Muscular dystrophy
- Bipolar disorder
- Major depression
- Multiple sclerosis (MS)
- Missing limbs or partially missing limbs
- Post-traumatic stress disorder (PTSD)
- Obsessive compulsive disorder
- Impairments requiring the use of a wheelchair
- Intellectual disability (previously called mental retardation)

Please check one of the boxes to the right:

- No Response
- Yes, I have a disability (or previously had a disability)
- No, I don’t have a disability
- I don’t wish to answer

*Required information is denoted with an asterisk.
Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment.

Section 503 of the Rehabilitation Act of 1973, as amended. For more information about this form or the equal employment obligations of Federal contractors, visit the U.S. Department of Labor’s Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

*Required information is denoted with an asterisk.

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The University of New Mexico is a Government contractor subject to the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended by the Jobs for Veterans Act of 2002, 38 U.S.C. §4212 (VEVRAA), which requires Government contractors to take affirmative action to employ and advance in employment: (1) disabled veterans; (2) recently separated veterans; (3) active duty wartime or campaign badge veterans; and (4) Armed Forces service medal veterans. These classifications are defined as follows:

- A "disabled veteran" is one of the following:
  - a veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or
  - a person who was discharged or released from active duty because of a service-connected disability.

- A "recently separated veteran" means any veteran during the three-year period beginning on the date of such veteran’s discharge or release from active duty in the U.S. military, ground, naval, or air service.

- An "active duty wartime or campaign badge veteran" means a veteran who served on active duty in the U.S. military, ground, naval or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.

- An "Armed forces service medal veteran" means a veteran who, while serving on active duty in the U.S. military, ground, naval or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

*Required information is denoted with an asterisk.

Protected veterans may have additional rights under USERRA- the Uniformed Services Employment and Reemployment Rights Act. In particular, if you were absent from employment in order to perform service in the uniformed service, you may be entitled to be reemployed by your employer in the position you would have obtained with reasonable certainty if not for the absence due to service. For more information, call the U.S. Department of Labor’s Veterans Employment and Training Service (VETS), toll-free, at 1-866-4-USA-DOL.

If you believe you belong to any of the categories of protected veterans listed above, please indicate by checking the appropriate box below. As a Government contractor subject to VEVRAA, we request this information in order to measure the effectiveness of the outreach and positive recruitment efforts we undertake pursuant to VEVRAA.

Submission of this information is voluntary, the information you submit will be kept confidential, and refusal to provide it will not subject you to any adverse treatment. The information provided will be used only in ways that are not inconsistent with the Vietnam Era Veterans’ Readjustment Assistance Act of 1974, as amended.

Please check the entry that indicates your protected veteran status:

- [ ] No Response
- [ ] I identify as one or more of the classifications of protected veteran listed above
- [ ] I am not a protected veteran
- [ ] I choose not to provide this information

*Required information is denoted with an asterisk.
New on Employment Application

Create Staff/UNMTemps Employment Application

Voluntary Affirmative Action Survey: Page 5 of 10

Thank you for considering the University of New Mexico for possible employment. We encourage you to fill out the voluntary information survey below. This information will be used for statistical purposes.

*Required information is denoted with an asterisk.

Voluntary Demographic Data

Gender:
- Female
- Male
- No Response

Are you Hispanic or Latino?
- Yes
- No
- No Response

Optional Race Category:
- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

*Required information is denoted with an asterisk.

<< SAVE AND RETURN TO PREVIOUS >>
SAVE AND STAY ON THIS PAGE

Create Staff/UNMTemps Employment Application

Educational Institutions: Page 6 of 10

Educational History: Please enter your education history, starting with the most recent. If selected for hire you will need to submit a copy of a High School diploma or an official or copy of a college transcript prior to start of employment, whichever is applicable.

Existing Entries
No Records Found

ADD NEW ENTRY

<< SAVE AND RETURN TO PREVIOUS >>
SAVE AND CONTINUE TO NEXT >>
EXIT
Demographic Form

Employee Demographic Form

SOCIAL SECURITY NUMBER (required)  BANNER ID (if known)

NAME AS IT APPEARS ON YOUR SOCIAL SECURITY CARD:

Last Name ___________________________ First Name ___________________________
Middle Name ___________________________
Previous Name(s): ___________________________

DATE OF BIRTH: __________ MO __________ DAY __________ YEAR __________ GENDER: □ Female □ Male

ADDRESS: Street or Mailing Address

City ___________________________ State __________ Zip Code __________________________

HOME PHONE: ( ___ ) _______ _______ CELL PHONE: ( ___ ) _______ _______

RACE AND ETHNICITY² (See definitions listed on Appendix):
Do you consider yourself to be Hispanic/Latino(a)? □ Yes □ No
In addition, select one or more of the following racial categories to describe yourself:
□ American Indian or Alaska Native □ Asian □ Black or African-American
□ Native Hawaiian or Pacific Islander □ White

EMERGENCY CONTACT INFORMATION:

Name: ___________________________

Previous Name(s): ___________________________

***Manual completion/ paper form REMAINS THE SAME***
Section 503/VEVRAA

Magdalena Vigil-Tullar
Director, Employee Relations
Transferring Military Experience to Civilian Jobs

Marilyn Dykman
Director, Veteran’s Resource Center
### Rank Insignia of the U.S. Armed Forces

#### Enlisted

<table>
<thead>
<tr>
<th>Rank</th>
<th>Army</th>
<th>Marines</th>
<th>Air Force</th>
<th>Navy</th>
<th>Coast Guard</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-1</td>
<td>Private E-1 (PV1)</td>
<td>no insignia</td>
<td>Airman Basic (AB)</td>
<td>Seaman Recruit (SR)</td>
<td>Seaman Recruit (SR)</td>
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<tr>
<td>E-2</td>
<td>Private E-2 (PV2)</td>
<td>Private First Class (PFC)</td>
<td>Airman First Class (AF1C)</td>
<td>Seaman Apprentice (SA)</td>
<td>Seaman Apprentice (SA)</td>
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<tr>
<td>E-3</td>
<td>Specialist (SPC)</td>
<td>Lance Corporal (LCpl)</td>
<td>Senior Airman (SrA)</td>
<td>Seaman (SN)</td>
<td>Seaman (SN)</td>
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<tr>
<td>E-4</td>
<td>Corporal (Cpl)</td>
<td>Corporal (Cpl)</td>
<td>Staff Sergeant (SSgt)</td>
<td>Petty Officer Third Class (PO3)</td>
<td>Petty Officer Third Class (PO3)</td>
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<tr>
<td>E-5</td>
<td>Sergeant (SGT)</td>
<td>Sergeant (Sgt)</td>
<td>Technical Sergeant (TSgt)</td>
<td>Petty Officer Second Class (PO2)</td>
<td>Petty Officer Second Class (PO2)</td>
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<tr>
<td>E-6</td>
<td>Sergeant First Class (SFC)</td>
<td>Sergeant First Class (GSgt)</td>
<td>Master Sergeant (MSgt)</td>
<td>Petty Officer First Class (PO1)</td>
<td>Petty Officer First Class (PO1)</td>
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<tr>
<td>E-7</td>
<td>Master Sergeant (MSgt)</td>
<td>Gunner Sergeant (GySgt)</td>
<td>First Sergeant (1SG)</td>
<td>Chief Petty Officer (CPO)</td>
<td>Chief Petty Officer (CPO)</td>
</tr>
<tr>
<td>E-8</td>
<td>First Sergeant (1SG)</td>
<td>Master Gunner Sergeant (MGySgt)</td>
<td>Sergeant Major (SGM)</td>
<td>Senior Chief Petty Officer (SCPO)</td>
<td>Senior Chief Petty Officer (SCPO)</td>
</tr>
<tr>
<td>E-9</td>
<td>Sergeant Major (SGM)</td>
<td>Sergeant Major (SgtMaj)</td>
<td>Command Sergeant Major (CSM)</td>
<td>Master Chief Petty Officer (MCPO)</td>
<td>Command Master Chief Petty Officer of the Coast Guard (CMC)</td>
</tr>
</tbody>
</table>

#### Senior Enlisted

- Sergeant Major of the Army (SMA)
- Sergeant Major of the Marine Corps (SgtMaj/MC)
- Chief Master Sergeant of the Air Force (CMSAF)
- Master Chief Petty Officer of the Navy (MCPON)
- Master Chief Petty Officer of the Coast Guard (MCPON-CG)
Rank Insignia of the U.S. Armed Forces

**OFFICERS**

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<thead>
<tr>
<th>0-1</th>
<th>0-2</th>
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<th>0-5</th>
<th>0-6</th>
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<th>0-9</th>
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<th>SPECIAL</th>
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**NAVY - COAST GUARD**

<table>
<thead>
<tr>
<th>W-1</th>
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<th>W-3</th>
<th>W-4</th>
<th>W-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensign (ENS)</td>
<td>Lieutenant Junior Grade (LTJG)</td>
<td>Lieutenant Commander (LCDR)</td>
<td>Commander (CDR)</td>
<td>Captain (CAPT)</td>
</tr>
<tr>
<td>Rear Admiral Lower Half (RADM(L))</td>
<td>Rear Admiral Upper Half (RADM(U))</td>
<td>Vice Admiral (VADM)</td>
<td>Admiral (ADM)</td>
<td>Fleet Admiral (FADM)</td>
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</table>

**ARMY**

<table>
<thead>
<tr>
<th>W-1</th>
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<th>W-3</th>
<th>W-4</th>
<th>W-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warrant Officer (WO1)</td>
<td>Chief Warrant Officer (CW2)</td>
<td>Chief Warrant Officer (CW3)</td>
<td>Chief Warrant Officer (CW4)</td>
<td>Chief Warrant Officer (CW5)</td>
</tr>
</tbody>
</table>

**NAVY - COAST GUARD**

<table>
<thead>
<tr>
<th>W-1</th>
<th>W-2</th>
<th>W-3</th>
<th>W-4</th>
<th>W-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>W-1 (Warrant Officer)</td>
<td>Chief Warrant Officer (CW02)</td>
<td>Chief Warrant Officer (CW03)</td>
<td>Chief Warrant Officer (CW04)</td>
<td>Chief Warrant Officer (CW05)</td>
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**MARINES**

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<th>W-1</th>
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<th>W-3</th>
<th>W-4</th>
<th>W-5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warrant Officer (WO)</td>
<td>Chief Warrant Officer (CW02)</td>
<td>Chief Warrant Officer (CW03)</td>
<td>Chief Warrant Officer (CW04)</td>
<td>Chief Warrant Officer (CW05)</td>
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**AIR FORCE**

<table>
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<th>W-1</th>
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<th>W-3</th>
<th>W-4</th>
<th>W-5</th>
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<tbody>
<tr>
<td>NO WARRANT</td>
<td>NO WARRANT</td>
<td>NO WARRANT</td>
<td>NO WARRANT</td>
<td>NO WARRANT</td>
</tr>
</tbody>
</table>

*The grade of Warrant Officer W-1 is no longer in use.*
Leadership and Management training
Military education

- Enlisted
  - Basic Training - seaman, fireman or airman apprentice
  - “A School”
  - Leadership and Management School (LAMAS)
  - USCG Chief Petty Officer Academy

- Officers
  - Coast Guard Academy
  - Officer Candidate Course
  - Specialty Training

http://www.gocoastguard.com/find-your-career/enlisted-opportunities
Coast Guard Acronyms

- WPB – Coast Guard Patrol Boat
- WMEC – Coast Guard Medium-Endurance Cutter
- SAR – Search and Rescue
- RHI – Rigid Hull Inflatable
- ATON – Aids to Navigation
- AVTRACEN – Aviation Training Center
- 378’ Cutter
Awards and Decorations

- Coast Guard Distinguished Service Medal
- DOT Guardian Medal
- Coast Guard Medal
- Gold Lifesaving Medal
- Coast Guard Commendation Medal
- Coast Guard Achievement Medal
- Commandant’s Letter of Commendation Ribbon
- Combat Action Ribbon
Duties and Responsibilities:

- Supervised a battalion data technicians section to maintain data communications and information integrity for the entire battalion to include operations outside of the United States.
- Implemented and executed a modifications program for all communications equipment in the battalion.
- Managed the storage and disposal of hazardous materials.
- Maintained millions of dollars worth of communications gear and established a program that reduced turnaround times for broken gear by several days.
- Reconciled all repair items, communications maintenance, and requisitioned equipment as well as tracked updates.
- Coordinated the communications of different teams across three countries while on deployment as well as air support.
- Corresponded with technicians and engineers to help resolve an equipment failure that led to a redesign of a piece of communications gear.
- Organized different communications sections to streamline preventative maintenance procedures.
- Created a classified SharePoint for the exchange of classified information across the globe.
- Integrated different communications suites to provide additional capabilities for operations.
- Researched and requisitioned several data tools to reduce the maintenance time of data systems by several weeks.
- Taught the operation and troubleshooting of communications systems to team members and company personnel who are not communications specialists, allowing every member to become proficient with communications gear.

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Average Hours Worked per Week:</th>
<th>Start (MM/YYYY):</th>
<th>End (MM/YYYY):</th>
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</thead>
<tbody>
<tr>
<td>Communications Technician NCO</td>
<td>40+</td>
<td>04/2007</td>
<td>04/2011</td>
</tr>
</tbody>
</table>

Reason for Leaving:
End of Contract or Term

If Other: Please Explain:
Experience:

12/06/2013-05/26/2014—Oriental Rug CO.
Accounting / Bookkeeping

- Put together the quarterly earnings reports
- Assist in preparing information to provide to CEO (prior meeting notes, etc.)
- Manage the website to ensure accurate information is always posted, including updating FAQs
- Manage certain vendor relationships with regard to payables, payments, service delivery etc.
- Worked with Excel, Word, Outlook and Quick Books on a daily basis

12/2011-current New Mexico Army National Guard

- Worked on and off orders when available for National Guard
- Worked full time active duty for the Military Processing Intake center in Albuquerque
- Worked full time as mail room clerk for military mail center

05/2010 - 06/2011 Verizon Wireless Customer Service

- Worked with billing other customer service needs
- Recognized for top sells in center.
- Worked as floor support to aid new employees

07/2009 – 5/2010 Full time federal tech. New Mexico Army National Guard
Full time various duties with in the New Mexico National Guard

- Processed new recruits in the Albuquerque MEPS (Military Possessing Center)
- Worked as office clerk for recruiting station.
- Obtained skills in being extremely detail-oriented with all paper documents as well as with online programs
- Transferred and worked in mail room as a certified mail clerk for military.
- Delivered and received packages, sorted mail, and handle sensitive items
- Worked with medical discharges

01/2009-07/2009 Left for military basic training for Army National Guard

07/2007-01/2009 Etelecare Global Solution Escalation Customer Service Supervisor

- Worked in escalations department as supervisor
TOP TEN REASONS
WHY MEMBERS OF THE GUARD AND RESERVE MAKE GOOD EMPLOYEES

10. Global Perspective  Military employees have experiences that directly relate to current world events.
9. On-Time, All the Time  Military employees know that every second counts.
8. First Class Image  Military employees understand a professional appearance is a must.
7. Calm Under Pressure  Military employees are resilient and know how to handle stress, both on and off the job.
6. “Can Do” Attitude  Military employees possess critical skills and understand that nothing is impossible.
5. Physical Conditioning  Military employees are in top physical condition, resilient, and drug-free.
4. Understand Diversity  Military employees have succeeded in a very diverse workplace.
3. Responsibility  Military employees know how to make decisions and take responsibility for meeting deadlines.
2. Professionalism  Military employees have a high degree of integrity, an air of self-respect, and a sense of honor.

And the number one reason:
LEadership
Military employees are excellent leaders and outstanding followers - loyal, dedicated, and highly motivated.
UNM Veterans Resource Center

Questions
Questions & Contact Information

Mandy Dykman, VRC Director
mdykman@unm.edu
- 505-277-1181

- Veterans Resource Center
  - Phone: 505-277-3181
  - Email: vrc@unm.edu
  - Website: vrc.unm.edu

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