

COMPENSATION SERVICES PERFORMANCE STANDARDS

Compensation Services has established Performance Standards to ensure our customers' transactions are completed in a timely manner.

Function	Request	Performance Standards *
New Position	Standard Series/Single/Lower Level	5 to 10 days
	Multiple/Higher Level/ No Internal Match/New Title	10 to 45 days
Reclassification	Lower Level/Standard	15 to 30 days
	Higher Level/More Complex Packages	30 to 90 days
Acting/Interim	Standard	5 to 10 days
Compensation Analysis	New Initiative/Restructuring	15 to 30 days
	More Complex Organizational Review	30 to 120 days
Out-of-Title	Standard	5 to 10 days
Equity Adjustment	Lower Level/Standard	15 to 30 days
	Mid-Level/Complexity (additional factors to be considered)	30 to 60 days
	Higher Level/More Complex Packages	60 to 120 days
Job Description Revisions	New/Revised	Based on size of the package and scope of the project
		*All days represent business days

Quick Tips:

1. Ensure a quicker turnaround for approval of new positions, reclassifications and **revised job descriptions** by using our Job Description Templates (available online in the Comptoolkit) and sending them electronically to Compensation Services.
2. Use the Position Information Questionnaire (PIQ) (available online in the toolkit) to expedite the reclassification process.
3. Submit an updated organizational chart with incumbents' titles; for new initiatives/restructuring, submit current and proposed organizational chart(s).
4. Attach each incumbent's updated resume and job description and incumbents' titles and names to expedite the reclassification process.
5. Manager/Supervisor should review (and revise if necessary) their employees' job descriptions each year during the Performance Appraisal cycle.

Please Note:

Compensation Services sends out an acknowledgement or contacts the requestor upon receipt of a request. Please follow up if your request has not been acknowledged.

“Our goal is to provide you with excellent customer service to meet the needs of your organization.”