

Small Agency HR Services

The Department of Enterprise Services (DES) offers full HR services to smaller agencies that may not be able to support a full-time HR team. DES listens to our customers and provides services based on this feedback. This allows our customers to focus on their core mission.



HR Services

Our small agency services are broken into two levels:

Level 2: HR Basic Services

- **Basic Recruitment Services** – Online posting of job announcements on careers.wa.gov. Free posting on the DES LinkedIn account and any other social media sites currently available for use by DES recruiters. First round application assessment for minimum qualifications through the candidate's supplemental answers. Forwarding of applicant referred list to the hiring manager. Access to DES templates, including: job announcement, performance profile, interview questions, and reference check.
- **Basic Classification Services** – Determine position allocations and provide employee notification letters for Appointing Authority. Assist with WMS evaluations and banding, and provide guidance for EMS.
- **Policy and Procedure Guidance** – Access to AAG approved policy templates, with additional access to DES specific policies and procedures as examples.
- **Labor & Employee Relations Guidance** – Access to AAG approved corrective and disciplinary action letter templates, and also includes one review of each action letter with HR guidance on content and appropriate level of action.
- **FMLA and Shared Leave Guidance** - Access to agency approved forms and recommended procedures. Also includes review of employee paperwork and assessment of eligibility based on standard criteria.
- **Reasonable Accommodation Administration** – Provide support to the employee and supervisor to determine the most effective accommodation based on the employee's needs.
- **Learning Management System (LMS) Technical Guidance** – Provide over-the-phone password reset and technical support for tier one service issues. Act as the liaison between the agency and Washington Technology Solutions Support Center for tier two and tier three issues.

Level 3: HR Complete Services

- **Life Cycle Recruitment Services** – Services include: pre-recruitment consultation, writing of targeted job announcements, candidate outreach, in-depth application assessment, assistance with drafting interview questions, reference checking, and guidance when crafting job offers.
- **Classification Services** – Determine position allocations and provide employee notification letters for Appointing Authority. Provide consultation on the development of position descriptions. Provide desk audits when needed. Assist with WMS and EMS evaluations and banding.

- **Policy and Procedure Guidance** – Access to AAG approved policy templates, with additional access to DES specific policies and procedures as examples. Provide review and feedback for new or updated policies, including assistance with appropriate union notifications.
- **Labor and Employee Relations** – Provide rules guidance and interpretation for represented and non-represented state employees to ensure the agency creates a positive and respectful work environment.
- **Performance Management** – Consultation on performance appraisals and setting expectations. Consultation on corrective and disciplinary actions, including: assistance with documentation and processing, tools and checklists, and development of disciplinary letters.
- **Workforce Management Support** – Assist with just-in-time HR projects, such as: temporary layoffs, hiring freezes, and changes that occur in Washington Management Service.
- **Human Resource Consultation** - Provide the agency with an HR consultant to discuss current HR topics and keep the agency informed on HR issues at monthly meetings or as needed.
- **Investigations/Fact Finding** – Provide immediate employee complaint intake to determine next steps. Perform personnel related investigations and fact-finding.
- **Supervisor Coaching** – Provide best practices and guidance to new supervisors to ensure they set clear expectations and coach their staff to maximize agency performance.

Contacts and web resources

- Learn more at <http://des.wa.gov/services/hr-finance-lean/small-agency-services>
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