



Handbook for Managers and Supervisors

Quick Guidebook for Higher Education Officer Series



Borough of Manhattan Community College

Office of Human Resources

Telephone: 212-220-8300

Fax: 212-220-2364

www.bmcc.cuny.edu/hr



Borough of Manhattan Community College
The City University of New York

Antonio Pérez, *President*

Sadie Bragg, *Senior Vice President, Academic Affairs*

G. Scott Anderson, *Vice President, Administration and Planning*

Robert E. Diaz, *Vice President, Legal Affairs/Faculty and Staff Relations*

Karen Wenderoff, *Vice President, College Development*

Marva Craig, *Dean, Student Affairs*

Erwin J. Wong, *Dean, Academic Programs, Instruction & Curriculum*

Sunil Gupta, *Dean, Adult and Continuing Education*

Richard Hasselbach, *Executive Assistant and Counsel to the President*

Welcome and Purpose of Handbook	2
Mission Statement	3
Overview of Higher Education Officer (HEO) Series	4
Higher Education Officer	5
Higher Education Associate	5
Higher Education Assistant.....	5
Assistant to Higher Education Officer.....	5
Recruitment Process for HEO Series	6
Job Description.....	6
Approvals.....	6
Job Posting	6
Selection	7
Sub-Appointments	7
Appointment Requirements	8
Letter of Offer	8
Personnel Action Form (PAF)	8
Once on Board	9
Requisite Documents	9
Employment Eligibility I-9.....	9
Enroll in Benefits.....	9
Payroll Process.....	9
College ID	10
Compensation	11
Salary Schedule.....	11
Overtime Pay (FLSA).....	11
Personnel Policies and Procedures	12
Attendance	12
Annual Leave	12
Bereavement Leave.....	12
Holidays.....	13
Jury Duty	13
Sick Leave	13
Performance Management	14
Performance Evaluation	14
Reclassification	14
Step Increases.....	15
Discontinuance.....	15
Exit Interview	16
Professional Learning and Development	16
University Policies	16
Appendix	17
Fair Labor Standards Act	17
Who to Contact at BMCC	19
Office of Human Resources	19
Equal Employment Affirmative Action.....	20
Emergency Closing.....	20
Nurse	20
OSHA Coordinator.....	20
Security.....	20
Sexual Harassment Prevention	21
Workplace Violence	21

Welcome



Hello and a warm welcome from the Office of Human Resources at Borough of Manhattan Community College of The City University of New York! We invite you, managers and supervisors, to walk through these pages with us.

This handbook is intended to give you a quick view of basic and simplified information on human resource services. It includes civil service employment, recruitment and selection, appointment requirements, benefits, payroll, classification and compensation, and performance management.

The information you will find in these pages pertains to positions in the Higher Education Officer (HEO) series. Separate handbooks for faculty and College Assistants/Tutors also are available in print and on-line at www.bmcc.cuny/hr, Handbooks and Contracts.

Come and visit our office which is located in Room S710. Our hours of operation are from Monday to Friday from 8:30 AM to 5:30 PM. We'll be pleased to assist you.

Mission of the Office of Human Resources

The mission of the Office of Human Resources is to be a professionally competent operational partner in support of the overall educational mission of the College. In the execution of this mission, we assist the college's managers in attracting, hiring and retaining a highly qualified workforce. We also support our employees by providing them with opportunities to develop their skills, providing them with relevant information, and by helping them with employment related issues.

Overview of Higher Education Officer (HEO) Series

Employees are considered either as Unclassified or Classified staff. Unclassified Staff includes all Faculty, Executive Compensation Plan titles, Higher Education Officers, College Laboratory Technicians, and Research Associates and Assistants.

As an employee of the Non-Teaching Instructional Staff (Higher Education Officer Series, College Laboratory Technicians, Research and Registrar Series), the new HEO employee is a member of the full-time “instructional” staff.

There are four titles in the HEO series to which a candidate may be appointed. These are Higher Education Officer (HEO), Higher Education Associate (HEA), Higher Education Assistant (HEa), and Assistant to HEO (aHEO).

Qualifications

Candidates must demonstrate satisfactory qualities of personality, character and ability to work with others for the good of the institution.

Higher Education Officer (HEO) assuming full administrative responsibility for some major area of college activity must possess at least a baccalaureate degree and have at least eight years of related experience. An advanced degree above the baccalaureate degree may be required as appropriate to perform the duties of a particular position. An appropriate combination of education above the baccalaureate degree and demonstrable skills and/or years of experience may be substituted for the eight years of experience in determining qualifications for the position of higher education officer.

Higher Education Associate (HEA) assuming administrative responsibility for some major area of college activity must possess at least a baccalaureate degree and have at least six years of related experience. An advanced degree above the baccalaureate degree may be required as appropriate to perform the duties of a particular position. An appropriate combination of education above the baccalaureate degree and demonstrable skills and/or years of experience may be substituted for the six years of experience in determining qualifications for the position of higher education associate.

Higher Education Assistant (HEa) serving as an assistant to one of the major officers of a college with responsibility for a limited area of planning, research or professional and/or administrative duties as may be assigned must possess at least a baccalaureate degree and have at least four years of related experience. An appropriate combination of education above the baccalaureate degree and demonstrable skills and/or years of experience may be substituted for the four years of experience in determining qualifications for the position of higher education assistant.

Assistant to Higher Education Officer (aHEO) performing administrative duties as may be assigned must possess a baccalaureate degree and show potential for significant achievement and growth.

Recruitment Process for HEO Series

A job vacancy may come about in two ways. One is to fill a new position and the other is a replacement of an existing position. A new position requires a letter justifying the need for the position along with a position description and organizational chart. For a replacement of an existing position, only the job description and updated organizational chart are needed. Both types require a series of approvals within the college and Central Office, a job posting, and a Search Committee.

Once the college has determined that a position will be filled, a recruitment plan must be prepared in consultation with and approved by the College Affirmative Action Officer. Typically, recruitment plans consist of the College Position Vacancy Notice (PVN), sample wording of the job posting, a list of media and other methods by which outreach will occur (including samples of correspondence or announcements of openings), and authorizations to hire.

Job Description

The hiring department head works with the Deputy Director of Human Resources on formulating a job description for a new position that includes title, functional title, location, division/department, Position Vacancy Pin (PVN), duties, responsibilities, qualifications, and salary. For an existing position, the job description currently on file may be used.

Approvals

The job description is submitted by the hiring department head to the area vice president or dean for approval. Once approval is received, the Office of Human Resources reviews and formats the job description according to University guidelines and procedures before submission to Central Office for approval and posting on the University web.

Job Posting

A college Position Vacancy Notice (PVN) is posted online at BMCC and CUNY. The job vacancy also may be announced on other websites and select newspapers. If the department has a specialty paper, the announcement can be advertised there as well. The scope of the search always should be as wide as possible.

Selection

After approval of the applicant pool has been obtained, the hiring department can begin the screening and interview process. The recruitment process requires the naming of a search committee. Subject matter expertise as well as diversity should be among the considerations used to select the members. It is often helpful to have the search committee or hiring official meet with the College Affirmative Action Officer to review procedures for screening resumes and conducting interviews in an appropriate manner. The committee conducts the interviews, determines, and recommends the candidates for a second interview with the hiring official.

Substitute Appointments

Substitute status for short-term temporary or emergency appointments is appropriate. Substitute appointments may be for periods up to six months. A search to fill the substitute position permanently must begin as soon as possible. A substitute appointment may not become a regular appointment, unless a search is completed and the incumbent substitute is the successful candidate.

Appointment Requirements

Letter of Offer

Once a final candidate is identified and before an offer is made, the Office of Human Resources submits to the President for his signature a formal offer of employment to the candidate. After the President signs the letter, it is submitted to the candidate for acceptance with instructions to return the signed letter of offer to the Office of Human Resources.

Personnel Action Form (PAF)

The department head creates a Personnel Action Form (PAF) for the new employee. After all the necessary internal signatures as listed on the form have been obtained, the PAF is submitted to the Office of Human Resources.

The Personnel Action Form (PAF) also is used for Appointment, Reappointment, Promotion/Reclassifications, Leave (with pay, w/o pay), and Separation approvals.

Requisite Documents

On the first day of employment, the new employee must report to the Office of Human Resources to submit a new hire employment package. This package can be downloaded from our website. The website address is <http://www.bmcc.cuny.edu/hr/heopack.jsp>.

There are forms that the new employee needs to complete and submit to the Office of Human Resources on their first day of work. Some of these essential documents are listed below. It is important to note that the timing of the initial pay check depends upon the receipt and process of the requisite paperwork.

Employment Eligibility – I-9

Newly hired employees before their appointment date starts or within three (3) days of appointment are required to show proof of their employment eligibility. Under federal law, employees must be verified for both identity and employability within three days of employment according to the Immigration Reform and Control Act (IRCA). This verification process is conducted face-to-face in the Office of Human Resources, Room S710. Only original documents are accepted such as social security card, birth certificate, passport, etc.

Enroll in Benefits

The newly hired employee must make some important decisions about benefits and must enroll within thirty-one days of employment date to ensure coverage. Forms related to medical, dental, insurance and other health related forms are contained in the new hire employment package. These forms must be filled out and submitted to the college's Benefits Officer at the Office of Human Resources who is available to assist new employees.

Payroll Process

W-4 must be completed so that the college can withhold the correct federal income tax from the employee's pay. It must be submitted to the college's Payroll Officer at the Office of Human Resources along with other tax related forms.

Once on Board

The newly hired employee who is not a US citizen or Permanent Resident must complete a Tax Certification for Foreign Nationals, a non-resident form, to access Glacier for additional requirements. Glacier is an online tax compliance system. All Foreign Nationals are required to register through it in order to ensure that the appropriate taxation is deducted from an employee's wages. Instructions and a password may be obtained from the Office of Human Resources to complete an individual tax record.

Getting a College ID

Once your employment package has been processed, an HR representative will sign off on your Authorization for CUNY ID Card form. Take the completed form to the ID Room (S206) to have your picture taken and ID issued.

Salary Schedules

Salary schedules and special compensation programs applicable to HEOs are included in the collective bargaining agreement and may not be modified for employees who are covered by the collective bargaining agreement. Employees in the HEO series may move to the next step on the salary scale in January or July following the completion of eleven (11) full months of service. January or July will become the employee's increment month for the duration of time in the HEO title.

Overtime Pay/Fair Labor Standards Act

The United States Department of Labor has regulations related to employees entitled to overtime pay under the Fair Labor Standard's Act (FLSA). Based on FLSA regulations, Higher Education Officer title and Higher Education Associate title are exempted. For a list of functional titles that are exempt (not entitled to overtime payment) or non-exempt (entitled to overtime payment), refer to Appendixes A 1-3.

Personnel Policies and Procedures

Attendance

The annual holidays, unscheduled holidays, and annual leave periods are set by Board Policy and/or Union contracts.

The City University of New York also provides a variety of other leaves such as Family and Medical, Military, Temporary Disability, and Travia (Retirement Leave). Please contact the Office of Human Resources for further details.

Each employee is responsible for completing a Non-Teaching Leave Record and submitting the completed form to the Office of Human Resources by the 5th of each month. This form is available at the Office of Human Resources or on-line at:

http://www.bmcc.cuny.edu/hr/pdfs/leaves/Non-Teaching_Leave_Record.pdf

Annual Leave

There are 25 work days per year of annual leave for full-time employees in the HEO title series employed prior to January 1, 1988. Those employed after January 1, 1988 accrue annual leave at the following rates:

During the 1st year of service	15 days
During the 2nd through 11th year of service and thereafter	15 days plus one additional day for each year of service to a maximum of 25 days

The Annual Leave Period of all employees is from September 1st of prior year to August 31st of current year. Employees should use their leave accruals within this period.

Bereavement Leave

An employee may be excused without charge for a period of up to four (4) days when a death occurs among members of the employee's immediate family, as provided on the following page. When the death in an employee's immediate family occurs while the employee is on annual leave or sick leave, such time as is excusable for death in the family shall not be charged annual leave or sick leave.

Immediate family shall be defined as spouse; natural, foster, or step parent; grandchild; mother-in-law; father-in-law; natural, foster, or step brother; natural, foster, or step sister; natural, foster, or natural step child or any relative residing in the same household and effective January 1, 2004, the Domestic Partner of the employee and a child or parent of the Domestic Partner or any other relative of the domestic partner living in the same household.

Holidays

Contact the Office of Human Resources or check the college and/or Human Resource website for the annual holiday and unscheduled (personal days) holiday schedules.

Jury Duty

Employees who are required to serve on a jury, or are required to report to Court in person in response to a jury duty summons, or are required to report for jury examination, or to qualify for jury duty, shall receive their regular salary during such absences provided that they remit to the University an amount equal to the compensation received by them, if any, for jury duty.

Sick Leave

Each year the employee earns twenty (20) calendar days of temporary disability leave exclusive of Saturdays, Sundays, authorized holidays and recesses. The unused portions of temporary disability leave can be accumulated to a maximum of one hundred and sixty (160) calendar days. Sick leave is earned only after a full month of service and no accruals are granted for service of less than a calendar month.

An Application for Leave (blue form) requires a supervisor's approval. An original physician's certificate must be presented upon return for illness in excess of five (5) consecutive workdays. Monthly leave records must be accompanied by an original physician's certificate for illness in excess of five (5) consecutive workdays and submitted to the Office of Human Resources by the 5th of each month.

Performance Management

Performance Evaluation

Newly hired employees in the HEO series are reviewed at the end of their first year and reviewed thereafter at least once a year by their supervisor. The employee's total performance and professional progress shall be reviewed. A copy of the signed evaluation form is given to the employee and a copy placed in the employee's personnel file.

Supervisors are requested to submit evaluations by February 1st. In cases where a negative evaluation exists, the completed and signed evaluation must be submitted to the Office of Human Resources by February 1st if not earlier.

The annual evaluation of professional activities of employees in the HEO series is essential to the maintenance of academic and professional standards of excellence. Its purpose is to encourage the improvement of individual professional performance and to provide a basis for decisions on reappointment and promotions.

Reclassification

When an HEO employee has been assigned significantly more responsibilities, a position reclassification may be considered. When a position reclassification is recommended, a one step increase will be processed. An individual whose position has been reclassified may be recommended for a merit increase after one year of service in the new title.

If a position reclassification is not justified based on the additional duties, the supervisory manager may wish to consider a merit increase. HEOs recommended for a merit increase may receive a one or two step increase. Such a recommendation may only be made once in a two-year period.

Each recommendation by a Vice President or Dean to the Staff Review Committee must be entered on a Staff Review Personnel Action Form. All Staff Review recommendations are advisory to the President.

Step Increases

The colleges may from time to time recognize excellent performance or increased responsibility by granting a salary step increase. The purpose of such an increase is to relate the employee's compensation to the level of performance. When excellent performance has been sustained over a period of time, or additional responsibilities have been assumed (short of warranting reclassification), a salary step increase or reclassification may be requested by the department head.

In reviewing and approving these adjustments to compensation or reclassification, the College Staff Review Committee members are guided by staff review policy and procedures.

One and Two Step Increases

The College Staff Review Committee must verify that the employee's evaluations and time and attendance records support the recommended step increase.

Discontinuance

Termination of employment may be undertaken only after other measures have been explored and implemented to the extent possible consistent with Board's responsibilities to govern the college, to carry out the academic programs of the college, and to provide a safe and appropriate environment.

Notice of non-reappointment will be given on or before April 1st in respect of the first and second reappointments, except in the case of employees who assume the duties of the position on October 1 or later in which case the notice of non-reappointment date will be May 1st. For all subsequent reappointments, employees will be given notice on non-reappointment on or before March 1st.

When timely notice of non-reappointment has once been given, but it is later determined in the grievance procedure that there was some irregularity in the original decision not to reappoint, a subsequent notice of non-reappointment, otherwise valid, given after the irregularity has been removed or corrected, shall be deemed timely.

Exit Interview

Prior to an employee's final separation from the college, the employee is expected to utilize annual leave accruals until June 30th. The employee is requested to report to the Office of Human Resources to fill out an Exit Interview and Clearance Form. All properties belonging to the college must be returned on the final day of employment.

Professional Learning and Development

Fostering employee growth and development is a critical component of the college's mission—to provide educational opportunities for those who seek self-improvement. The Office of Human Resources is dedicated to providing professional learning and development resources designed to enhance the knowledge, skills, and competencies of college personnel. Employees looking to grow their skill set may contact the Office of Human Resources to take advantage of a variety of programs and courses that are offered throughout the academic year. This information also may be obtained at our website at: <http://www.bmcc.cuny.edu/hr/training.jsp>.

University Policies

Borough of Manhattan Community College of The City University of New York is committed to promoting a cooperative work and academic environment in which there exists mutual respect among its students, faculty, and staff. To foster a harassment free environment, the University has established policies on Equal Opportunity/Affirmative Action, Workplace Violation Prevention, Sexual Harassment Prevention, American Disabilities Act/504, Children on Campus. These and other University policies are available online at <http://www.bmcc.cuny.edu/hr/policies.jsp>.

Fair Labor Standards Act

Functional titles in the lower HEO series that are exempted (not entitled to overtime payment) or non-exempted (entitled to overtime payment) are as follows:

Assistant to Higher Education Officer (aHEO) Title Exempted (Not Entitled)

Academic Advisor
Academic Planner
Advisement Center Coordinator
Assistant Director Student Activities
Coordinator Sign Language Interpreter
Coordinator Student Appeals & Petitions
Program Coordinator

Non-Exempted (Entitled)

Admissions Coordinator
Admissions Counselor
Assistant Director Alumni Relations
Assistant Program Officer
Assistant to Dean
Assistant to Director Graduate Admission
Assistant to Registrar
Conference Coordinator
Coordinator of Government and External Relations
Deputy Assistant to the President
Education Coordinator
Facilities Support Coordinator
Financial Aid Counselor
Office of Administration Database Coordinator
Senior Admission Counselor
Writer/Editor

Higher Education Assistant (HEa) Title Exempted (Not Entitled)

Academic Advisor
Academic Transfer Advisor
Assistant Coordinator Retention
Assistant Director College Now
Assistant Director Public Relations
Assistant Director Student Financial Aid
Assistant Registrar
Assistant to Director
Assistant to Director Student Life
College Now Director
Coordinator Office of Student with Disabilities
Evening and Weekend Coordinator
Facilities Coordinator
Special Assistant to Dean

Non-Exempted (Entitled)

Assistant Director of Admissions
Assistant Director Marketing and Communication
Assistant Director Program Services
Benefits Officer
Budget Assistant
Career Counselor
Coordinator Work Study and Financial Aid Counselor
HR Generalist
Manager Development Events

An employee with a title in the non-exempted columns must be paid overtime if required to work in excess of forty hours in a particular week.

The overtime summary sheet must be completed and submitted to the Office of Human Resources for the week in which overtime occurred. All hours worked must be included on the summary sheet which can be obtained from the Office of Human Resources or on-line at:

http://www.bmcc.cuny.edu/hr/pdfs/payroll/Overtime_Summary_Sheet-PSC.pdf

Office of Human Resources

Monday-Friday 8:30am-5:30pm
Room S710
Tel: (212) 220-8300
Fax: (212) 220-2364
<http://www.bmcc.cuny.edu/hr>

Name, Title	Extension
Robert E. Diaz, VP for Legal Affairs/Faculty & Staff Relations	8305
Gloria Chao, Deputy Director of Human Resources	8304
Anna Maria F. Aniban, Assistant Director of Human Resources	8303
Ben O'Loughlin, Assistant Director for Faculty Matters	8302

Administrative Support

Karen Bonner	8312
Wanda DeJesus	7089
Ruth Irving-Newman	7056
Diana Lopez	7054
Leslie McWilliams	7053
Kareema Monroe	7059
Annette Rafaloff	7061

Timekeeping

Tiffany White, Faculty, Staff and Classified Staff (white collar)	7058
Neville Honegan, Classified Staff (blue collar) and Trade	7055
Evelis Cruz, College Assistant (A-L)	7060
Athanasios (Tom) Vasilopoulos, College Assistant (M-Z)	7057

Payroll

Annetta Diih, Payroll Officer, Full Time Faculty and Staff	8318
Juan Li (Jenny) Huang, Part Time Faculty and Staff	7062

Benefits

Amparo Lopez-Moreno, Benefits Officer	8301
---------------------------------------	------

Who to Contact at BMCC

Equal Employment Affirmative Action

Patricia Stein, Esq., Affirmative Action Officer
Room S750D
Telephone: 212-220-1236

Emergency Closing

Borough of Manhattan Community College always is open unless a specific announcement is made to the contrary. You may contact the College at 212-220-8000.

If weather conditions or other emergencies (e.g., utility or power disruption) should occur that causes the College to be closed, notifications are announced on the following radio stations:

WADO.....1280 AM
WBLS107.5 FM
WCBS.....880 AM (www.wcbs.880.com)
WFAS1230 AM; 103.9 and 106.3 FM
WFASwww.wfasam.com
WFASwww.wfasfm.com
WINS.....1010 AM
WLIB1190 AM
WOR.....www.wor710.com

Health Services

Penelope Jordan, Staff Nurse
Room N303
Telephone: 212-220-8257

Occupational Safety and Health Administration (OSHA)

Dr. Martin Levine, OSHA Coordinator
Science Department
Room N649
Telephone: 212-220-1309

Security

Edwin Moss, Public Safety Director
Telephone: 212-220-8075/76
Room S202
For emergency: 212-220-8080

Sexual Harassment

Patricia Stein, Esq., Sexual Harassment Prevention Coordinator
Telephone: 212-220-1236
Room S750D

Workplace Violence

Edwin Moss, Public Safety Director
Telephone: 212-220-8080
Room S202
For emergency: 212-220-8080



Borough of Manhattan Community College
The City University of New York
199 Chambers Street
New York, NY 10007

