



# National Finance Center

## Human Resources Management Staff

### Escalation Process

At the National Finance Center (NFC) we strive for excellent customer service which includes providing accurate information in a timely manner. The NFC Human Resources Management Staff (HRMS) responds to inquiries related to Staff Acquisition, Classification Services, Personnel Action Request Processing, Benefits Management, Workers' Compensation, Pay and Leave Administration, Employee and Labor Relations, Performance Management, Electronic Official Personnel File (eOPF) Administration, Training and Development, Human Resources (HR) Policy, Human Capital Management and Reporting. Understanding that our customers occasionally encounter scenarios that require Escalation, we have defined processes to provide additional assistance.

**Purpose:** Describe the process used to raise an issue, action or concern to a higher level of management for resolution, when resolution cannot be reached at the initial customer-service contact level.

#### **Escalation Process**

**ESB Escalation POC:** Mr. Jamar Gailes is the point of contact for escalation inquiries or concerns regarding the following Employee Services Branch (ESB) functions. Mr. Gailes' contact information is listed below in the Escalation Points of Contact section.

#### **ESB Branch:**

- Employee and Labor Relations
- Pay and Leave Administration
- Benefits Management
- Workers' Compensation
- Telework
- Ethics and Conduct
- Freedom of Information Act

**HRSB Escalation POC:** Mr. Stephen Deep is the point of contact for escalation inquiries or concerns regarding the following Human Resources Systems Branch (HRSB) functions. Mr. Deep's contact information is listed below in the Escalation Points of Contact section.

#### **HRSB Branch:**

- HRSB Interagency Agreements
- HRSB Service Level Agreements
- HRSB Reporting

**ORB Escalation POC:** Mr. Dennis Billups is the point of contact for escalation inquiries or concerns regarding the following Operations and Recruitment Branch (ORB) functions. Mr. Billups' contact information is listed below in the Escalation Points of Contact section.

#### **ORB Branch:**

- Staff Acquisition
- Classification Services
- Personnel Action Request Processing

**WPPB Escalation POC:** Mr. Shandon Davis is the point of contact for escalation inquiries or concerns regarding the following Workforce Planning and Policy Branch (WPPB) functions. Mr. Davis' contact information is listed below in the Escalation Points of Contact section.

**WPPB Branch:**

- Performance Management
- Training and Development
- eOPF Administration
- HR Policy
- Human Capital Management
- AgLearn Administration
- Length of Service Awards

## Escalation Points of Contact

Email Address	Phone	Responsible Management Official
<b>LEVEL 1 ESCALATION</b>		
<b>Chief Employee Services Branch (ESB)</b>		
<a href="mailto:Jamar.Gailes@nfc.usda.gov">Jamar.Gailes@nfc.usda.gov</a>	504-426-7685	<b>Jamar Gailes, Branch Chief</b>
<b>Chief, Human Resources Systems Branch (HRSB)</b>		
<a href="mailto:Stephen.Deep@nfc.usda.gov">Stephen.Deep@nfc.usda.gov</a>	504-426-7376	<b>Stephen Deep, Branch Chief</b>
<b>Chief, Operations and Recruitment Branch (ORB)</b>		
<a href="mailto:Dennis.Billups@nfc.usda.gov">Dennis.Billups@nfc.usda.gov</a>	504-426-7375	<b>Dennis Billups, Branch Chief</b>
<b>Chief, Workforce Planning and Policy Branch (WPPB)</b>		
<a href="mailto:Shandon.Davis@nfc.usda.gov">Shandon.Davis@nfc.usda.gov</a>	504-426-7381	<b>Shandon Davis, Branch Chief</b>
<b>LEVEL 2 ESCALATION</b>		
<a href="mailto:Shandon.Davis@nfc.usda.gov">Shandon.Davis@nfc.usda.gov</a>	504-426-7381	<b>Shandon Davis, Acting HR Chief</b>
<b>LEVEL 3 ESCALATION</b>		
<a href="mailto:Anita.R.Adkins@nfc.usda.gov">Anita.R.Adkins@nfc.usda.gov</a>	504-426-0104	<b>Anita Adkins, NFC Deputy Director</b>