



National Finance Center Human Resources Management Division 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 Department (HRMD) 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, and Human Capital Management. 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:

ORB Branch

□ **Staff Acquisition, Classification Services and Personnel Action Requests and Benefits Management (Workers' Compensation, Insurance Benefits and Retirements):** When a customer has an issue or concern that has not been met in a timely manner or satisfactorily resolved, the customer may escalate the unresolved issue within HRMD via Service Now.

- Create a request in Service Now describing the problem and resolution needed
- Indicate in the request that you are initiating the "Escalation Process"
- You will be advised via Service Now that your request has been received and forwarded to the Escalation POC
- The Escalation POC will contact you within two (2) business days of receiving the inquiry
- A list of the Escalation POCs are listed below
- Note: For an escalation issue that is already in service now, contact the "level 1 Escalation" POC directly.

ESB Branch

□ **Pay and Leave Administration:** When a customer has an issue or concern that has not been met in a timely manner or satisfactorily resolved, the customer may escalate the unresolved issue by emailing the payandleave@nfc.usda.gov mailbox. Use high importance and indicate the number of requests that have been made in subject line (ex. 3rd Request) and copy the POC's supervisor.

- Once the POC and supervisor receive the escalated email to the mailbox, the POC completes the inquiry for the customer, as appropriate.
- If the escalated issue requires further research, the POC will inform the customer and follow up every two to three days until the research is complete.
- Provide customer with the results of the research and if the request is dependent on a response from another source, inform the customer that you are waiting on the response from that source and will contact the customer once you receive the response.
- Branch Chiefs will be copied on all correspondence and kept informed of the inquiry progress.

Employee and Labor Relations:

- Send a request or inquiry regarding the issue(s) or concern(s) to the Employee Relations service mailbox.
- You will be advised by a Labor and Employee Relations Specialist that your request has been received and assigned to the appropriate specialist within one (1) business day
- The assigned Labor and Employee Relations Specialist will contact you within two (2) business days of receiving the request to discuss and /or make an appointment.

WPPB Branch

Performance Management, Training and Development and eOPF Administration:

- Send a request or inquiry regarding the issue(s) or concern(s) to Mr. Shandon Davis regarding any of the following areas:
 - Performance Management
 - Training and Development
 - eOPF Administration
 - HR Policy
 - Human Capital Management

Escalation Points of Contact

LEVEL 1 ESCALATION		
Email Address	Phone	Responsible Management Official
marquette.defillo@nfc.usda.gov	504-426-0338	Marquette Defillo, HRMD Deputy Director
Operations and Recruitment Branch (ORB)		
dennis.billups@nfc.usda.gov	504-426-0438	Dennis Billups, Branch Chief
Employee Services Branch (ESB)		
jamar.gailles@nfc.usda.gov	504-426-0485	Jamar Gailles, Branch Chief
Benefits@nfc.usda.gov	504-426-0358	Benefits, Escalation POC
PayandLeave@nfc.usda.gov	504-426-0337	Pay and Leave, Escalation POC
EmployeeRelations@nfc.usda.gov	504-426-0306	Employee Relations, Escalation POC
Workforce Planning and Policy Branch (WPPB)		
shandon.davis@nfc.usda.gov	504-426-0306	Shandon Davis, Branch Chief
LEVEL 2 ESCALATION		
tara.gillam@nfc.usda.gov	504-426-0493	Tara Gillam, HRMD Director
LEVEL 3 ESCALATION		
calvin.turner@nfc.usda.gov	504-426-0104	Calvin Turner, NFC Deputy Director