



## *Realigning to Better Serve Carolina*

**TO:** All UNC-Chapel Hill Employees  
**FROM:** Brenda R. Malone  
Associate Vice Chancellor for Human Resources  
**SUBJECT:** **Office of Human Resources Reorganization**

As I shared with you several weeks ago, the Office of Human Resources (OHR) is realigning to enhance the way we deliver services to the Carolina community. I am pleased to announce that our shift to a specialist-based organization is now complete and effective as of Monday, March 17.

Please note that our commitment to excellent service delivery does not end with this organizational change. It also incorporates new functions, new tools and new ways of doing business with you, as follows:

- ◆ **HR Service Center:** Our new HR Service Center, located at the front entrance to the Administrative Office Building, is designed to make it easy for phone and walk-in customers to make contact with OHR. Call the Service Center at 843-2300 for immediate assistance and connections to the appropriate OHR staff member. Walk in and visit the Service Center to drop off forms or be directed to OHR staff.
- ◆ **HR Connect:** We have also introduced a new Web-based tool, called HR Connect, that will help you identify the appropriate OHR staff person to address your question. Find one of the more than 150 HR topics, enter your department information, and you will immediately see the name, email and phone number of the correct OHR specialist. Access HR Connect through the HR Web site at <http://hr.unc.edu>.

These tools, as well as our new organizational structure, will strengthen our ability to provide outstanding service to the campus community. We pledge to provide fair, efficient and knowledgeable service to our customers, and to do our very best to make Carolina a great place to work for both our current and future employees.

If you have questions or comments about these changes, please call 843-2300 or email [hr@unc.edu](mailto:hr@unc.edu) for additional assistance.