

Service Level Agreements

The GTHR Compensation Team is committed to meeting or exceeding the SLAs listed. The Compensation Team strives to complete all requests in a timely manner. Due to the significant volume of requests, please allow us to process the requests within the service level agreement.

All requests received after 2:00 p.m. on business days or on non-business days will be logged as received on the following business day.

Please note: Compensation requests with cumulative fiscal year adjustments greater than or equal to ten percent above the percentage increase authorized in the Board’s annual salary and wage administration policy require 10 Business days and up to 30 days with USG review (if applicable).

REQUEST TYPE	BUSINESS DAYS
Compression Analysis	5
Equity Analysis (single position)	5
Equity Analysis (unit)	14
FLSA Classification Review (per position)	14
Independent Contractor vs Employee Analysis	7
Job Bids (internal and external offers)	2
Job Description Revisions	5
Job Evaluation	7
New Position OR Position Change	7
Position Reclassification	7
Retention Offers & Counteroffers	2
Temporary & Interim Pay	5
Compensation Projects and Ad Hoc Requests (Reorganizations, Restructuring, Salary Studies, HRAPs, Complex Requests, etc.)	Contact your Consultant to coordinate a timeline.