



Special delivery

New HR service centers give employees the personalized help they need

By Allison Zertuche

As a Human Resources Service Delivery project lead for Boeing Commercial Airplanes in Everett, Wash., Allison Zertuche helped open eight of the company's 57 HR Service Centers. In this *Frontiers* series that profiles employees talking about their jobs, Zertuche discusses how the centers combine with TotalAccess to get employees the HR help they need, when they need it.

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The satisfying thing about Human Resources is the direct impact we have on employees. We make their lives a little easier. I mean, you can't do your job well if you've got a lot of questions buzzing around your head, unanswered.

Until mid-2010, I was supporting 747 engineers, and then I was recruited to help with Human Resources Service Delivery at our site. I do miss my engineers, but I'm really loving my current assignment.

For the past year I've been working on opening HR Service Centers—a key aspect of HR Service Delivery. The centers are places where employees can walk up and get their questions answered.

The centers are staffed by HR coordinators and generalists. They provide personalized, one-on-one service to help employees resolve issues and answer questions about all kinds of HR topics—everything from pay and benefits to leaves of absence to the retirement process, even career development and training opportunities. And if a service center staffer can't answer your question, he or she will quickly get in touch with someone who can.

HR Service Delivery is all about balancing high-tech with "high-touch" service. While TotalAccess is a great resource for

HR information and transactions, sometimes people need more guidance on complex issues. Our job is to give managers and employees the help they need when they need it, so they can go back to their jobs knowing that their issue has been taken care of.

These centers have come to life, but there's a lot more to do to keep them going strong. We're tracking metrics and analyzing feedback so we can keep making improvements and exceed customer expectations. For example, if employees don't have time to visit a service center in person, they can email us or call us or even use instant messaging to get the help they need.

I'm passionate about HR Service Delivery, and I'm excited to see where we can take it. I love working here. Getting to walk out into the factory and stand right next to our products is incredible.

I've always wanted to make an impact and add value, and in this role I can see the value for the entire company. ■

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Employees can find the locations and hours of service centers at: <http://hr.web.boeing.com/index.aspx?com=50&id=1>