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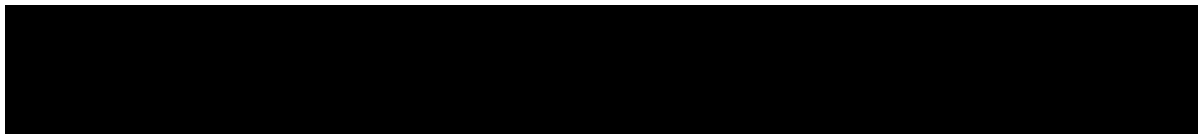
*Please note response and completion times may vary depending on current volume. Response and completion times may vary or be via a different contact method during remote work.

For the recruitment phases, responsibilities, and estimated timelines for support from the Academic Recruitment Manager please view the [Customer Expectations for Academic Recruitment](#).

The table below outlines customer expectations for functions completed by the Business & Operations Recruiter under HR Operations.

Candidate Inquiries	Email, Phone, Voicemail	2 business days
Community Partners	Email, Phone, Voicemail	2-3 business days
Hiring Manager Inquiries	Email , Phone, Voicemail	1-2 business day

The table below outlines customer expectations for functions completed by the Customer Service team under HR Operations.



The table below outlines customer expectations for functions completed by the Records team under HR Operations.

General Questions	Email, Voicemail	1 business day
Records - New File Creation	Inbox	2-3 weeks
Records - File Return	Inbox	1-2 business days
Records - Paperwork Filed	Inbox	2-3 weeks
Records - Archive	File Room	5-10 business days
Records - Employee or Manager Review	Email, Voicemail	1-2 business days. Add 2-3 days if pulled from archives.

The table below outlines customer expectations for functions completed by the Substitute Office team under HR Operations.

General Questions		

