



Human Resources Department
New Employee Orientation
Helpful Information

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Guidebook Location Directions

The City of Houston has an Employee Handbook. It is online.

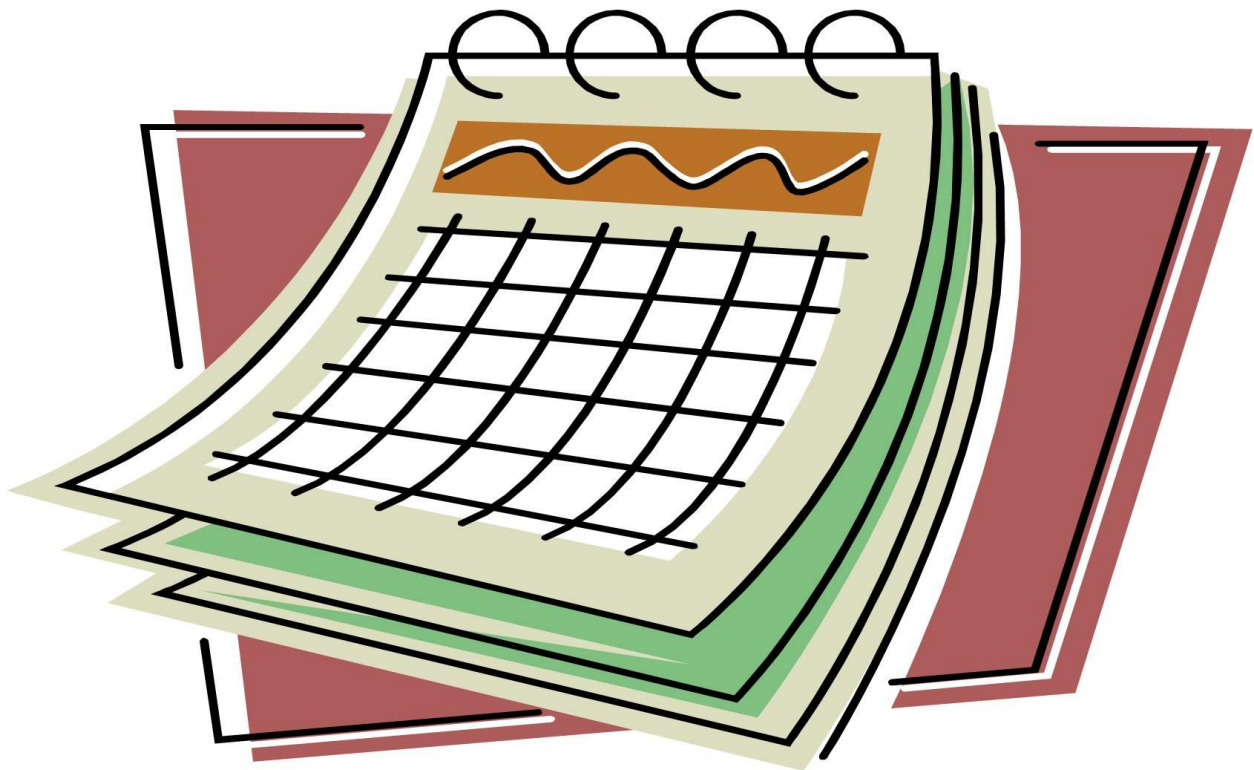
1. Open an **Internet browser**.
2. In the address bar, type: www.houstontx.gov
3. Put your mouse over the **Government option**, and then select **Departments**.
4. Click on the link for **Human Resources**.
5. On the HR main page, there is a section called **HR Resource Links**.
6. Click on the option that says **Municipal Employee Guidebook**.



Calendar Year Terminology

The City of Houston recognizes three different calendar years.

1. Calendar Year – This is the standard January 1 through December 31. Think of a regular monthly wall calendar. Floating Holidays are based on Calendar Year. Meaning, if you have one, you must use it by December 31. It does not carry over from year to year. You get a new one on January 1.
2. Fiscal Year – This is the time period from July 1 through June 30. HEAR plans fall within this time period. You may hear it referred to as the budget year.
3. Benefit Year – This is the health insurance benefit time period. It starts September 1 and ends August 31. Any Personal Days earned must be used by August 31. Wellness hours also fall in the benefit year. This does not account for the insurance open enrollment periods with benefits resetting on May 1.



New Hire Enrollment Instructions

*New employees **MUST** enroll in benefits on ESS in the first 30 days of hire, or they must wait until the annual Open Enrollment period to enroll, or make changes, to their benefits. Benefits are effective either the 1st or the 16th of the month following your first 30 days of hire.*

- New hires must log into ESS for their login credentials to obtain access to their personal information and enroll in their benefit plans. **Employees must contact Technology Systems at 832-394-4487 to obtain a password or they may send an email to HITSCustomerServiceCenter@houstontx.gov for assistance.**
- New hires will be able to log into ESS after they receive their first paycheck; however, they may be able to access earlier in certain circumstances.
- Dependents must be added under the Family Members/Dependents section in ESS, under your Personal profile, if you want to add them to any benefit plans.
 - Supporting documentation **MUST** be submitted, reviewed, and verified by the Benefits Division before you can complete enrollment. For a list of required supporting documentation, please review the Benefits website at www.cityofhoustonbenefits.org.
- **Enrollment Steps:**
 - Log on to <https://portal.houstontx.gov>
 - Click on Benefits Enrollment tab
 - Click on “Anytime Changes”
 - Click on “New Hire Enrollment”
 - Select your benefit offerings for medical, dental, vision, life insurance, and Healthcare Flexible Spending Account (HFSA)
 - Dependent Care Reimbursement Plan requires paper enrollment – please contact the Benefits Division for form
 - Hospital Indemnity Plan and Critical Illness Plan must be enrolled on the CAIC website – please review the enrollment information in the benefits guide
 - Make sure that you select your beneficiary(ies) for the basic and voluntary life insurance
 - Be advised that you must submit an Evidence of Insurability (EOI) if you select 4x your salary in voluntary life insurance – please contact the Benefits Division for more information
 - Click “Save” and print Benefits Confirmation Statement

HITS Service Desk

The HITS Customer Service Center (CSC) is the central point of contact for submitting IT requests and reporting incidents to HITS. CSC Hours of operations are 7:00 A.M. – 5:00 P.M., Monday-Friday, excluding City Holidays. The 311 Help Desk supports all after-hours including Holidays and weekends for priority 1 issues such as critical systems or service outages.

For Weekday Support (7:00AM to 5:00PM Mon-Fri)

Call: 832-394-HITS (4487)

Or create a request through the Enterprise Service Portal at
<https://houstontx.service-now.com>

For Evening (5:00pm to 7:00AM Mon-Fri) and Weekend Support

Call the 311 Helpdesk at 713-837-0311

Priority 1 issues such as location or system outages occurring during hours of operation should be called into the service desk to ensure timely response. Incidents and requests submitted via the Enterprise Service Portal after hours will be addressed the next business day.

For your convenience, we offer several automated forms for day to day activities such as onboarding new employees and contractors. To access these, please sign into the Enterprise Service Portal, navigate to the Service Catalog, and select the needed form.

<https://houstontx.service-now.com/>

Please Note: Employee Self Service (ESS) accounts are not created or available to access until between 1 and 2 weeks from the employees' start date. Please do not contact HITS to have the passwords reset for these accounts.

KRONOS Job Aid – First Time Employee Log In

Logging into Kronos for the first time. This guide will assist you in changing your password.

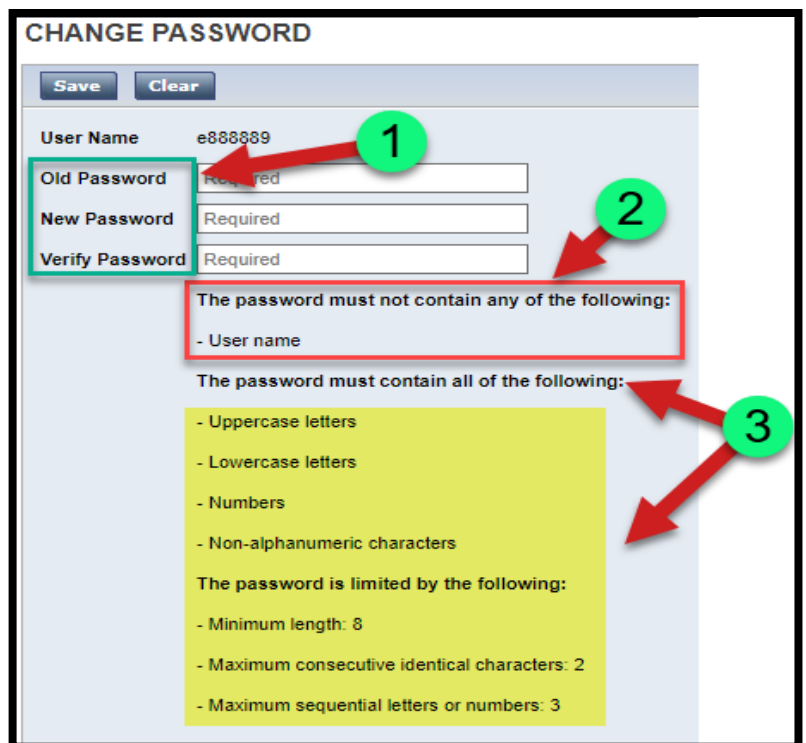
Logging On:

1. Go to – KRONOS.HOUSTONTX.GOV
2. Enter your 6-digit employee number
3. Example (e123456 for 6-digits and e012345 for 5 digits)
4. Enter your temporary password which is Password01* then click the arrow.



Change Password

1. It will prompt you to put in the old **password**, Password01*
2. Type in the new password. You must have at least upper – and lower – case letters, number(s), and symbol. All should equal to 8 characters.
3. **Example** (j0hnDoe1!)
4. Upon completion of your password change, click Save and Continue.



KRONOS Job Aid – Requesting Time Off

Employees can submit a time off request by using **Request Time Off** located in the **Employee Calendar** in the **Employee Workspace**. This feature provides an accessible way for employees to request time off. The application’s internal messaging system sends this request to your supervisor’s email.

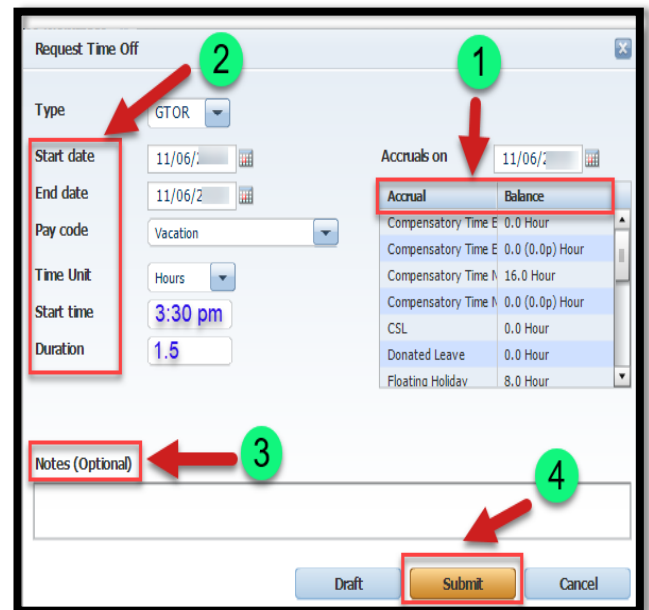
To use the Request Time Off function:

1. Click Request Time off and complete
 - a. **Type:** GTOR (default)
 - b. **Start date and End Date**
 - c. **Pay code:** (select applicable *Pay Code*)
 - d. **Time Unit:** (choose *Full day* or *Hours*)
 - i. On Hours, you will need to calculate the LENGTH of time you will be gone.
 - ii. **Start time:** (use only with Hours)
 - iii. **Duration:** (use only with Hours)
 - e. Click **Submit**
- **You can check your **Accrual Balance** prior to submitting your GTOR.

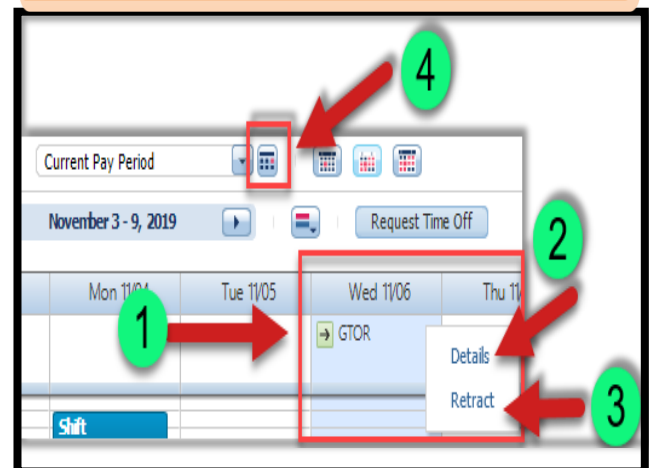
1. Your **GTOR** should appear on the date that you selected requesting time off.
2. Both you and your supervisor will receive an email with a status update.
3. Once it has been approved, the Employee will receive notification via email, and you can view the status in the **Details** of the

Retracting GTOR (Global Time-Off Request):

1. Move your mouse across your **GTOR** **until you see a blue circle** that will allow you to click **DETAILS** or **RETRACT**.
2. Click **RETRACT**, add **NOTES**, then **SUBMIT**.
**It will remain on your calendar as an inactive GTOR.*
3. *If your GTOR has been approved by your Supervisor or if the pay period has closed; you **WILL NOT** be able to **RETRACT**. However, you can **Cancel Approved**.*



Note: The **Accrual Balances** displayed are dependent on which date is selected in the timecard when the **Accruals** are accessed.



TMS Learning Administrators

Learning Administrators				
Department Name	Department ID	Department Number	Learning Administrator	Phone Number
Administration & Regulatory Affairs	ARA	6500	Bernice Cendejas	832-393-8508
City Council	CNL	5500	Gregory Cunningham	832-393-0782
City Secretary's Office	CSC	7500	Troy Lemon	832-393-1100
Controller's Office	CTR	6000	Chanelle Clark	832-393-3408
Department of Neighborhoods	DON	1100	Jillian Frank	832-393-1038
Finance	FIN	6400	Jabrelle Lipscomb	832-393-9011
Fleet Management Department	FMD	6700	Amber Eldridge Whitney Howard	832-393-6911 832-393-6914
General Services Department	GSD	2500	LaVanda Donahue Regina Pearrie	832-393-8202 832-393-8080
Houston Health Department	HHD	3800	Herb Shook Mariah Franco	832-393-4879 832-393-4753
Housing & Community Development	HCD	3200	Tara Soileau Wendy Pyles	832-394-6284 832-394-6200 64658
Houston Airport System	HAS	2800	LaTasha Bennett Marie Stephens	281-233-1242 281-233-1567
Houston Emergency Center	HEC	1500	Cheryl Breed	832-393-2794

Helpful Information for New Employees

Houston Fire Department	HFD	1200	Sylvia Almazan Wanda Andrews	832-394-6700 832-394-6608
Houston Information Technology	HITS	6800	Karin Anderson Jessica Miles	832-393-0312 832-393-8917
Houston Police Department	HPD	1000	Kathryn Batiste Camie Bozeman	832-394-2300 281-230-2300
Houston Public Library	HPL	3400	Suzy Benton Thuy Vo	832-393-1505 832-393-1490
Houston Public Works	HPW	2000	JoAnne Perry Eduardo Monsivias	832-395-2804 832-395-2748
Human Resources Department	HRD	8000	talent@houstontx.gov	832-393-7239
Risk Management & Safety	HRD	8000	Scott Ward Yolandia Peters	832-393-6106 832-395-5336
Legal	LGL	9000	Roosevelt Wright	832-393-6327
Mayor's Office	MYR	5000	Barbara Felder	832-393-1270
Municipal Courts Department	MCD	1600	Myriam Varela	713-247-5680
Office of Business Opportunity	OBO	5100	Patsy Jackson	832-393-0612
Parks & Recreation Department	PRD	3600	Rubi Longoria	832-395-7040
Planning and Development	PD	7000	Peter Vu Ashley Velazquez	832-393-6572 832-393-6572
Solid Waste Management	SWM	2100	RaJonda Seals Debra Blackshear	832-393-0490 832-393-7940

Updated 12/17/2020

HEAR Performance Administrators

Performance Administrators				
Department Name	Department ID	Department Number	Performance Administrator	Phone Number
Administration & Regulatory Affairs	ARA	6500	Bernice Cendejas	832-393-8508
			Yolanda Fisher	832-393-8536
City Council	CNL	5500	Robbin Duplessis	832-393-6085
City Secretary's Office	CSC	7500	Robbin Duplessis	832-393-6085
Controller's Office	CTR	6000	Lenard Polk	832-393-3439
			Sandra Zeno	832-393-3443
Department of Neighborhoods	DON	1100	Jillian Frank	832-393-1038
			Yolanda Harris-Hoskin	832-393-6052
Finance	FIN	6400	Sheila Murphy	832-393-9035
			Yolanda Fisher	832-395-8536
Fleet Management Department	FMD	6700	Amber Eldridge	832-393-6911
			Yolanda Harris-Hoskin	832-393-6052
General Services Department	GSD	2500	Sabrina Smith-Jones	832-393-8047
			Yolanda Harris-Hoskin	832-393-6052
Houston Health Department	HHD	3800	Keishannia Davis	832-393-4432
			Randy Rubio	832-393-6182
			Melanie Walter	832-393-5009
Housing & Community Development	HCD	3200	Sharon Benson	832-394-6127
			Nicole Brooks	832-394-6131
Houston Airport System	HAS	2800	Susana Nicol	281-233-1241
			Tamala Gaines Paster	281-233-1858

Helpful Information for New Employees

Houston Emergency Center	HEC	1500	<i>Shirley Blackshear</i>	832-393-2772
Houston Fire Department	HFD	1200	<i>Wanda Andrews</i>	832-394-6608
Houston Information Technology	HITS	6800	<i>Shannon Hodge</i> <i>Yolanda Fisher</i>	832-393-0262 832-393-8536
Houston Police Department	HPD	1000	<i>John Serrano</i> <i>Kiyomi King</i>	713-308-1258 713-308-1245
Houston Public Library	HPL	3400	<i>Sharon Alvarez</i> <i>Chanta George</i> <i>Melanie Walter</i>	832-393-1351 832-393-1337 832-393-5009
Houston Public Works	HPW	2000	<i>JoAnne Perry</i> <i>Griselda Garza</i>	832-395-2804 832-393-6014
Human Resources Department	HRD	8000	<i>hear@houstontx.gov</i>	832-393-7239
Legal	LGL	9000	<i>Fabian Izaguirre</i> <i>Marsha Murray</i>	832-393-6214 832-393-6411
Mayor's Office	MYR	5000	<i>Robbin Duplessis</i>	832-393-6085
Municipal Courts Department	MCD	1600	<i>Myriam Varela</i> <i>Yolanda Fisher</i>	713-247-5680 832-393-6052
Office of Business Opportunity	OBO	5100	<i>Patsy Jackson</i> <i>Yolanda Fisher</i>	832-393-0612 832-393-8536
Parks & Recreation Department	PRD	3600	<i>Rubi Longoria</i> <i>Shatera Clarke</i>	832-395-7040 832-395-7107
Planning and Development	PD	7000	<i>Misty Staunton</i> <i>Truscenia Garrett</i> <i>Yolanda Harris-Hoskin</i>	832-393-6582 832-393-6542 832-393-6052
Solid Waste Management	SWM	2100	<i>RaJonda Seals</i> <i>Debra Blackshear</i> <i>Andrea Osei</i>	832-393-0490 832-393-7940 832-395-7112
**If you have questions/issues, please attempt to contact your department's Performance Administrator for assistance. If the performance administrator is unavailable, you may also email hear@houstontx.gov.				

Houston Public Library Resources for City of Houston Employees



houstonlibrary.org

Congratulations on your new job with the City of Houston! Houston Public Library has hundreds of online resources you can use to succeed and grow in your new career.

Step one: Apply for a library card at <https://houstonlibrary.org/find-it/my-link>.

The MY Link card is free for Texas residents. Cards expire every 3 years, so if you've had a library card with us before, you can renew it or retrieve your card number from links on that page. You can use your card to access electronic resources wherever you have internet access.

Step two: take a tour of our online resources! A great place to start is the "Resources by Category" page on our website: <https://houstonlibrary.org/research/resources-by-category>

We suggest starting with the Online Learning category at <https://houstonlibrary.org/research/resources-by-category/250>, where you'll find resources such as:

Gale Courses: Gale Courses offers 6-week long courses on topics such as business, technology and computer applications, writing, and languages. You can browse or search the course catalog to see details such as course requirements and instructors' qualifications. There's no limit on how many courses you can take, and no penalties for dropping a course.

Lynda.com: Lynda is a trusted source for online streaming videos that help you develop your technical and professional skills. New content is uploaded weekly. Follow the link from our website and log in with your library card number and PIN. On the Lynda app, choose the "organization" login and enter houstonlibrary.org.

Universal Class: With over 500 online courses ranging from the personal to the professional, Universal Class has something for everyone.

Depending on your position and City department, you may have an annual requirement to take a certain number of training hours. Ask your manager if you can supplement your official trainings with materials from Lynda, Gale Courses, or other online learning resources.

Learning a language can be a real asset to your career, especially here in Houston where so many of us speak languages other than English! Check out our Language Learning category page at <https://houstonlibrary.org/research/resources-by-category/361> for resources such as:

Pronunciator: A comprehensive language-learning solution with over 100 languages to learn, and a great resource for ESL learners. Pronunciator features lessons for children, travel prep, and personalized courses by occupation.

Transparent Language: Transparent Language also features over 100 languages and dialects, an extensive English collection, and typing activities where you can learn how to input foreign characters.

Step three: Check out our growing collection of e-books, e-audiobooks, magazines, newspapers, comics, music, and entertainment at <http://houstonlibrary.org/find-it/e-booksmore>

OverDrive is a great place to start. It provides access to e-books in various formats including Kindle, and thousands of downloadable audiobooks. Many of these cover topics related to management and professional development. There's also a great fiction selection, and a whole section that's just for kids. You can use the OverDrive app or OverDrive's new Libby app on your phone or tablet.

Questions?

Contact us at 832-393-1313 or use the online form at <http://houstonlibrary.org/learn-explore/ask>

Abbreviations

Commonly Used Abbreviations

The city uses abbreviations on a regular basis. While some departments may use some that are not listed here, these are some of the most commonly used abbreviations.

Abbreviation	Meaning
ADA	Americans with Disabilities Act
ADP	Administrative Development Program
AP	Administrative Policy
CAPS	City Accreditation Program for Supervisors
CMC	Combined Municipal Campaign
COH	City of Houston
D&I	Diversity and Inclusion
DDC	Defensive Driving Course
EAP	Employee Assistance Program
EEO	Equal Employment Opportunity
Empower Retirement	City's Deferred Compensation 457 b Providers
EO	Executive Order
ESS	Employee Self Service
FMLA	Family Medical Leave Act
FSA	Flexible Spending Account
HEAR	Houston Employees Assessment and Review (employee performance evaluations)
HITS	Houston's IT Department
HMEPS	Houston Municipal Employee Pension System
HOPE	Houston Organization of Public Employees
HPW/PWE	Houston Public Works, formerly Public Works & Engineering
HTV	Houston Television
LIP	Leadership Institute Program
MP	Mayor's Policy
NEO	New Employee Orientation
NSO	New Supervisor Orientation
OEM	Office of Emergency Management
OT&OD	Office of Talent & Organizational Development
PSRW	Public Service Recognition Week
TMS	Talent (Learning) Management System
ZIP	Zero Is Possible

Department Abbreviations

The various departments also have abbreviations and are typically referred to by the abbreviation.

Department	Abbreviation
Administration & Regulatory Affairs	ARA
City Council	CNL
City Secretary's Office	CSC
Controller's Office	CTR
Department of Neighborhoods	DON
Finance	FIN
Fleet Management Department	FMD
General Services Department	GSD
Houston Health Department	HHD/HHS
Housing & Community Development	HCD
Houston Airport System	HAS
Houston Emergency Center	HEC

Department	Abbreviation
Houston Fire Department	HFD
Houston Information Technology	HITS
Houston Police Department	HPD
Houston Public Library	HPL
Houston Public Works	HPW/PWE
Human Resources Department	HRD
Legal	LGL
Mayor's Office	MYR
Municipal Courts Department	MCD
Office of Business Opportunity	OBO
Parks & Recreation Department	PRD
Planning and Development	PD/PLD
Solid Waste Management	SWM

HOPE Contact Information

The city of Houston's municipal employee union is the Houston Organization of Public Employees, HOPE.



HOPE AFSCME Local 123 is on:

- ☒ Website: www.hopetx.org
- ☒ Facebook: [@hopelocal123](https://www.facebook.com/hopelocal123)
- ☒ Twitter: [@HOPElocal123](https://twitter.com/HOPElocal123)
- ☒ Instagram: [@HOPELOCAL123](https://www.instagram.com/HOPELOCAL123)
- ☒ LinkedIn: HOPE Local 123

HOPE Local 123 Office:
(832) 962-4506
hopeinfo@hopetx.org



**NEVER
QUIT**

