

BU Human Resources (HR) Service:	Overview of Services:	BU HR Contact:	Contact 's Title:	Contact Phone:	Contact Email:
HR Service Center	General inquiries for all HR services, e.g. to get a BU ID; questions on benefits and leaves	1 st Paula Whalen 2 nd Evangelia Koulogeorgiou	Sr HRSC Representatives		pwhalen@bu.edu ekouloge@bu.edu
Talent Recruitment Services	To fill a vacancy, screen applicants, schedule interviews, screening & rank candidates for interviews, issue a job offer, & schedule onboarding for new hires.	Kristin Necreala	Senior Recruitment Specialist	857 352 1157	kdown@bu.edu
Performance Development & Organizational Development & Learning	Identify courses and programs for employees to improve skills; identify and enroll supervisors in learning programs to help themselves and their staff improve their performance	1 st Joy Chen	Senior Manager, Leadership Development	617-353-2230	joyfchen@bu.edu
	General inquiries on learning at BU and how to enroll as a 1 st time supervisor in specific cohort programs	2 nd Mark Braun	Program Director, Organizational Development & Learning	617-358-0677	mbraun@bu.edu
Performance Management & Employee Relations	Draft Performance Improvement Plans, talking points with employees who are not meeting performance expectations, process for severance when performance hasn't improved if employment separation is necessary	1 st Louise Gant	Senior Human Resources Business Partner	617-358-0210	Louiseag@bu.edu
	Process for employees who are not meeting performance expectation, consultation for offboarding (separate employment at BU); guidance for employees who need a leave, handling employee death, bereavement leave and crisis intervention to support employees.	2 nd Danielle Thompson	Human Resources Business Partner	617-353-3323	DThom109@bu.edu
Labor Relations	For clarity on Collective Bargaining Agreement language, to issuing a memorandum of understanding to resolve a grievance, support conduct of a grievance meeting, address inquiries from staff represented by a union.	David Ossam	Director of Labor Relations	617-353-2380	Dossam@bu.edu
Compensation	Create or revise position description, request a compensation review, conduct a job equity for similar jobs, merit increase inquiries, FLSA changes/reviews	Craig Beem	Assistant VP of Compensation & HRIS	617-353-2380	Cbeem@bu.edu
HR Information Systems (SAP Forms)	To complete SAP forms to submit specific position or salary changes, update personal information to prevent deadnaming, etc.				