

Career Service Authority  
**HR SERVICES**

The City and County of Denver



**DENVER**<sup>®</sup>  
THE MILE HIGH CITY

# INTRODUCTION

**C**areer Service Authority (CSA), Denver's human resource agency, proudly supports City employees and managers with a vast array of human resource services. We continue to align our focus to meet the changing business needs of the City and its workforce. Most recently, this meant reorganizing our structure to better serve our clients at the agency level – HR Services.

## ABOUT HR SERVICES

HR Services is the newest division within Career Service Authority created to provide consistent and streamlined human resource services to employees and managers across the City.

HR Services' mission is to deliver the highest quality of human resource services through customer focus and strategic partnerships. We continually strive to be the standard of excellence in human resources.

## HUMAN RESOURCE SUPPORT AND SERVICES

### EMPLOYEE RELATIONS

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- Coach and counsel employees and managers
- Career Service Rule interpretation
- Partner with agency for the development of Performance Evaluation Plans (PEPS) and Performance Improvement Plans (PIPs)
- Assist agency with building and maintaining a diverse and inclusive workforce
- Support for departmental employee recognition programs
- Coordinate mediation, participate in management of workplace disputes and investigations

**continued...**

- Provide support for grievance, complaint and appeal resolution
- Liaison with the CSA Team and other groups in the City to provide access to:

- Training and education
- Career growth opportunities
- Counseling and assistance
- Workplace safety
- Classification reviews
- Benefits explanation
- Pay or compensation questions
- Employee discounts
- Wellness programs

## COMPLIANCE

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- Collect and process new employee paperwork (I-9s, benefits registration, etc.)
- Process employee actions (probation, promotion, etc.)
- Coordinate security checks, background checks and pre-employment physicals
- Liaison with the City Attorney's Office on department's pending litigation

## REPORTING

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- Analyze and track HR trends
- Analyze and track PEPRs
- Support the development of goals, objectives, standards and outcomes linked to a strategic plan
- Provide leave management and HR metric reports

## LEAVE ADMINISTRATION

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- Certify employees to be placed on Family Medical Leave
- Facilitate Interactive Leave Process with ADAA coordinator
- Coordinate paid leave recording with Citywide payroll
- Integrate leave administration with Workers' Compensation claims
- Facilitate return to work programs

## QUESTIONS

To learn more about HR Services and how we can help you, contact us at 720.913.0770 or [hrservices@denvergov.org](mailto:hrservices@denvergov.org).



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