

## University Support Staff (USS) Job Titles and Pay FAQ

### Job Title and Salary Plan Administration

#### **1) *How are USS job titles and salaries administered?***

Job titles and associated rates of pay are established by and administered by Human Resources and Equal Opportunity (HR/EO). Each job title is associated with a “salary band” and “hiring ranges.” See the job title listings at [www.hreo.ku.edu/files/documents/uss\\_salary\\_code.xls](http://www.hreo.ku.edu/files/documents/uss_salary_code.xls) (job code order) or [www.hreo.ku.edu/files/documents/uss\\_salary\\_title.xls](http://www.hreo.ku.edu/files/documents/uss_salary_title.xls) (job title order).

#### **2) *How are the “salary bands” and “hiring ranges” maintained?***

HR/EO conducts salary surveys periodically to make any needed changes to “salary band” and “hiring range” amounts, using “benchmark” positions. Salary surveys may be for a single job title or for a group of job titles.

#### **3) *What are “salary bands” and “hiring ranges?”***

Salary bands are a range of hourly and annual rates established for each USS job title. Each salary band has minimum and maximum rates. The maximum salary band amount serves to help establish the basic salary structure; however, it does not serve as an upper limit or “cap” for the salaries of individual employees whose salaries may increase annually.

Each salary band may include up to 4 internal “hiring ranges” to recognize different complexity levels within the job titles. The base hiring range equals approximately the first 10% of the salary range.

#### **4) *How are “hiring ranges” associated with salary changes?***

Hires, promotions, and demotions are generally made within the “hiring range(s)” associated with the job title. Requests to hire, demote, promote, and/or appoint staff members outside the established hiring range must be requested in advance and approved through budgetary channels and by HR/EO.

See the salary band chart with hiring ranges at [www.hreo.ku.edu/files/documents/USSBandsHiringLevels.pdf](http://www.hreo.ku.edu/files/documents/USSBandsHiringLevels.pdf).

#### **5) *How are job titles changed for individual positions?***

Job duties are assigned by departmental supervisors and are described in position descriptions which follow HR/EO criteria. Adjustments in duties or job restructuring may impact the job title and/or the rate of pay assigned to a position. Departments may request changes in job titles and/or pay by submitting an updated organization chart and a revised electronic position description in PeopleAdmin through budgetary channels to HR/EO for review and approval.

Job title summaries which describe some common position duties, minimum qualifications, and assigned salary bands with hiring ranges for each job title are available at [www.hreo.ku.edu/policies\\_procedures/positions\\_job\\_titles/uss\\_job\\_summaries](http://www.hreo.ku.edu/policies_procedures/positions_job_titles/uss_job_summaries).

#### **6) *How are hires and salary changes funded?***

Campus departments/schools must identify and commit permanent funds for all hires and pay rate changes from funds identified for USS positions. If all those funds are exhausted, departments may use other sources of funding. Any funds transferred for USS increases will represent a permanent transfer to that funding type.

## Annual Pay Increases

### **7) *For what types of annual pay increases are USS eligible?***

When University funds are available for salary increases, regular university support staff may be eligible for two types of annual increases: an across-the-board increase and a merit increase. Temporary employees are not eligible for an across-the-board increase or merit increase as their positions are limited to one year.

University support staff in regular positions may also be eligible to receive a longevity bonus. Please refer to the USS Longevity Chart located at: [www.hreo.ku.edu/files/documents/uss\\_longevity\\_chart.xls](http://www.hreo.ku.edu/files/documents/uss_longevity_chart.xls).

### **8) *How does the across-the-board increase work?***

If funds are available for salary increases, two-thirds of the funds will be provided on an across-the-board basis to staff. The percent increase may vary from year to year; there may be times when no pay increases are available.

### **9) *What staff are eligible for an across-the-board increase?***

- a) Staff members with permanent status and a current evaluation rating of at least “meets expectations” will receive the increase.
- b) USS serving on an initial probationary period and hired before March 1 will be eligible for an across-the-board increase. Initial probation results when an employee is newly hired into a USS position, including extensions of initial probation.
- c) USS with a rating of “unsatisfactory” are not eligible for an across-the-board increase.
- d) USS who have had formal disciplinary action imposed during the calendar year preceding the effective date of the pay increase may not receive an across-the-board increase as determined by HR/EO.
- e) USS hired March 1 or after are not eligible for an across-the-board increase for the subsequent fiscal year. Hiring departments should take that into account when negotiating pay rates with new hires.

### **10) *Can an across-the-board increase be appealed?***

Across-the-board increases cannot be appealed.

### **11) *How does the merit increase work?***

If funds are made available for pay increases, one-third of the funds will be provided as a merit pool for staff. The percent of merit increase may vary from year to year; there may be times when no merit increases are available. There may be times when funds are available for additional special merit pay increases. Special merit increases could change the ratio of across-the-board and merit increase funds. Any special merit funds must be authorized by the Provost’s Office.

### **12) *What staff are eligible for a merit increase?***

A staff member must have a current evaluation on file in HR/EO with a rating of “meets expectations” or above to be eligible for the merit increase.

- a) USS with a rating of “unsatisfactory” are not eligible for a merit increase.
- b) USS who have had formal disciplinary action imposed during the calendar year preceding the effective date of the pay increase may not receive a merit increase as determined by HR/EO.
- c) USS serving on an initial probationary period are not eligible for a merit increase.
- d) USS serving on a promotional probationary period are eligible for a merit increase if their most recent performance evaluation had a rating of “meets expectations” or above.
- e) USS who are newly hired on March 1 or after are not eligible for a merit increase the following fiscal year. Hiring departments should take that into account when negotiating pay rates with new hires.

**13) What criteria are used to decide how much merit increase a staff member receives?**

The merit increase is not based solely on a performance evaluation rating; rather several criteria as listed below may be considered.

- a) Performance – The meritorious performance of a staff member’s job duties.
- b) Conduct – The employee’s overall conduct during the annual merit period. Disciplinary actions for misconduct that occur before a merit increase is paid may be cause to withhold a merit increase. HR/EO may withhold increases in these situations.
- c) Additional, more complex responsibilities – Staff may have assumed additional, more complex duties because of increased skill levels, staff restructuring, or additional departmental programs.
- d) Salary compression – There may have been inadequate differentiation between current staff and new hires.
- e) Market value – Job salaries may be significantly below relevant job market salaries, making it difficult to recruit and/or retain staff. HR/EO must support any justification for such an increase.
- f) Skill acquisition – Staff may have acquired new skills approved as useful by the campus department or school to address the unit’s mission. Those skills may have been acquired through certification, formal coursework, or licensing.

**14) Will every staff member receive a merit increase?**

Not every staff member will receive a merit increase, and the percent increase received by staff will vary. Funds available for merit increases cannot be distributed on an across-the-board basis.

**15) Who decides on how much merit increase a staff member receives?**

The University establishes the overall merit pool for eligible staff. Individual schools or departments have a process whereby merit increase recommendations are submitted to the dean, director and/or vice provost. Recommendations may be solicited from departmental supervisors or managers in that process. The dean, director and/or vice provost must approve all increases before they are submitted to the Budget Office. The Budget Office monitors the salary recommendations to assure that neither under-spending nor over-spending has occurred. It is expected that the principles be applied to all employees regardless of the funding source from which salaries are paid.

**16) How are staff informed about their merit increases?**

Departments are responsible for notifying staff about their merit increases after the Provost’s Office has authorized the release of the information. Whenever possible, HR/EO strongly encourages a personal meeting with USS to explain how merit increases were awarded. That meeting should include the individual(s) with the most knowledge about how the merit increase was determined. That person may not necessarily be the direct supervisor since some departments have merit recommendations made at higher levels. In addition, after the budgetary information has been loaded and reviewed in the Human Resources/Payroll system, the new compensation rates (across the board and merit) will be displayed on the [Kyou portal](#), under the MyEmployeeInfo tab on the View Appointment Information page.

**17) Can a merit increase be appealed?**

Merit increases cannot be appealed.

**18) Is there any oversight of merit increases outside the school/department?**

Merit increases of 0% or more than 5% will be reviewed by the Provost’s Office. Justification for such merit increases must be provided to the Provost’s Office. The Budget Office will monitor merit increases to be sure that there are no patterns of either extremely high or extremely low increases. If current evaluations for staff are not submitted to HR/EO prior to the merit increase deadlines, merit salary funds for the affected persons will not be released to the University departments.

**19) How are funds for the merit increase distributed to departments?**

During the budgetary preparation time period, the Budget Office will establish the amount of merit pools in proportion to base salaries associated with merit eligible university staff. The merit pool will be allocated through administrative channels to individual departments.

**Pay Changes with Position Duty Changes**

**20) Are other types of salary changes possible in addition to annual pay increases?**

USS who have taken on new or more complex, higher level duties, may be considered for a pay increase at any time during the fiscal year. These increases are referred to as “in-band” and “between-band” increases.

**21) What is an “in-band” increase? (IBI – “in-band” increase)**

“In-band” increases may be requested when job duty changes add responsibility or complexity to a position that does not necessitate changing a title. Instead, an increase may be warranted within an existing broad job title (or salary band). An “in-band” increase may be provided on a permanent or temporary basis.

**22) How is an “in-band” increase requested?**

That request must be based upon the staff member performing a significant number of higher-level duties than was previously the case. Such requests must be made through budgetary channels to HR/EO with a revised electronic position description in PeopleAdmin, an organization chart, and a justification for the request. The actual change in the complexity or level of a USS staff member’s job duties will determine whether the employee moves within the current salary band or moves into another salary band.

**23) How does a temporary “in-band” increase work?**

“In-band” increases can also be provided on a temporary basis in situations where:

- a) a staff member serves in an “acting” or “interim” capacity to perform higher level job duties in the absence of another staff member or
- b) is asked to perform higher level job duties for a special project. This temporary time period must be at least 6 months and no longer than 1 year in duration. In such cases, the department must specify the end date of the temporary increase. At the end of the temporary time period, the staff member will return to his/her normal rate of pay.

**24) How much of an increase can be provided for “in-band” increases?**

Such pay increases will depend upon the duties being changed, the departmental budget, and will generally range between 5% - 10%. A request for a higher increase must be made with sufficient justification through budgetary channels to HR/EO for approval.

**25) What are “between-band” increases? (BBI – “between-band” increase)**

“Between-band” increases refer to significant job duty changes that may cause a change in job title and thus a move to a new salary band. This action is considered to be a promotion. The associated increase is made within the “hiring range” of the new job title. A request for a higher increase must be made with sufficient justification through budgetary channels to HR/EO for approval.

**26) How is funding provided for such increases?**

Funding for increases justified by position changes must be provided by departments or schools from available USS funds. Only after all USS funds have been exhausted can other funding sources be used.

**27) Can salaries be decreased with position changes?**

Position responsibilities can be restructured, resulting in lower level assigned duties. When this happens, an employee may be paid anywhere within the salary band appropriate for the level of duties, as long as there is a decrease in pay. If the salary of a position incumbent is adjusted downward because of a change in duties, that individual will have the opportunity to discuss the pay change with the Director of HR/EO (or designee).

**Movement to Other Positions**

**28) Are staff eligible for salary changes with movement to other positions?**

USS may be eligible for salary increases or decreases when moving from one position to another position. USS should be aware that they may negotiate for the rate of pay offered to them before accepting an appointment to another position.

**29) What types of salary changes may occur when moving from one position to another?**

USS may have a salary change as a promotion, transfer, voluntary or involuntary demotion.

**30) What is a promotion and how is salary affected?**

A promotion is defined as moving to another position with a different title that belongs to a higher salary band and with an increase in pay. Increases may occur in the following ways:

- a) Current staff may be hired within the “hiring range” for the new position.
- b) If the salary in the “former” department was higher than the “hiring range” of the position in the “new” department, the employee and the “new” department may negotiate whether the “new” department pays the employee at the higher rate of the “former” department.
- c) In some cases, a request may be made for an increase over the employee’s existing rate in the “former” department. Such requests must be made with sufficient justification through budgetary channels and to HR/EO for approval.

USS employees who promote will serve a 3 to 6 months probationary period.

**31) What is a transfer?**

A transfer is defined as moving from:

- a) a position with the same title to another position of the same title or to
- b) another position with a different title on the same salary band.

The employee who transfers to a position with the same job title will retain permanent status.

**32) How is pay affected with a transfer?**

- a) If a USS employee transfers to a new position with the same job title as his/her current position, the employee is normally hired within the “hiring range” for that job title.
- b) A salary increase may be offered by the hiring department, but the hiring department is not required to offer a salary increase.
- c) If the department wishes to hire above the hiring range, a request and justification must be submitted to and approved by both budgetary channels and by HR/EO.
- d) The employee may be offered a salary lower than his/her current salary, as long as the offer is no lower than the minimum of the hiring range and approved by budgetary channels.
- e) However, if the department wishes to hire the individual at the same rate of pay made in his/her former position, only approval by budgetary channels is required.

**33) What is a voluntary demotion?**

A voluntary demotion is defined as moving to another position or job title with a lower salary band or accepting a decrease in pay.

No probationary period will exist for USS who voluntarily demote to other KU positions.

**34) How is pay affected with a voluntary demotion?**

- a) The employee may be hired or paid anywhere within the salary band to which he/she moves, so long as there is a decrease in pay.
- b) Normally the employee is hired or paid within the hiring range associated with the job title.
- c) A minimum decrease of 2% from the former salary must occur.
- d) If the department wishes to decrease pay, hire or pay outside the hiring range, a request and justification must be submitted to and approved by both budgetary channels and HR/EO.

**35) What is an involuntary demotion?**

An involuntary demotion is defined as being moved to another job title and/or position with a lower salary. Such actions are usually the result of disciplinary action or unit restructuring.

A probationary period may be designated, based on the circumstances of the demotion.

**36) How is pay affected with a involuntary demotion?**

- a) The employee may be paid anywhere within the salary band to which he/she is moved, so long as there is a decrease in pay.
- b) The amount of the decreased pay depends upon the circumstances of the involuntary demotion.

**37) Who authorizes salary changes resulting from position changes?**

Departmental requests for hiring above the “hiring range” may be made with justification to HR/EO through budgetary channels. Any pay increase provided to USS upon movement to another position must be reviewed by and approved by budgetary channels and by HR/EO. Those requests will be considered and, if appropriate, approved on a case-by-case basis. Salary decreases must also be authorized by budgetary channels and HR/EO.

**38) Can counter offers be made to USS?**

Counter offers to retain staff cannot be made to USS who are seeking employment with other campus departments. Counter offers can be made to retain USS who have a firm job offer from another employer.

**39) How are pay changes resulting from position movement funded?**

Funding for any movement to other positions must be provided by departments/schools from available USS funds. Only after all USS funds have been exhausted can other funding sources be utilized.

**Other Hires and Associated Pay Guidelines**

**40) How is a rehire after termination from KU handled?**

If a former KU USS employee is rehired within 1 year after termination, the KU former employee is normally hired within the hiring range associated with the job title. If the department wishes to hire above the hiring range (e.g. to match the former pay), a request and justification must be submitted to and approved by both budgetary channels and by HR/EO.

Rehired former employees serve a six months to 1 year probationary period.

**41) *How are hires from other State agencies handled?***

An employee or former employee hired into a USS position from another State agency is considered a “new hire” and is normally hired within the hiring range associated with the job title. If the department wishes to hire outside the hiring range (e.g. to match or to exceed the current or former pay), a request and justification must be submitted to and approved by both budgetary channels and by HR/EO.

The employee from another State agency will serve an initial probationary period of 6 months. If the employee from the other State agency has sick or vacation leave balances, those balances will be transferred to KU upon employment. However, vacation leave would not transfer if the position being accepted at KU is a faculty or instructional position.

**42) *Where can I obtain more information regarding job titles, the salary plan, and pay changes for university support staff?***

Contact HR/EO at 864-4946 or by email at [hrdept@ku.edu](mailto:hrdept@ku.edu)

**Additional Resources:**

Annual Reminder Deadline for Budgetary Purposes

[http://www.hreo.ku.edu/files/documents/uss\\_eval\\_reminder.pdf](http://www.hreo.ku.edu/files/documents/uss_eval_reminder.pdf)