



## Message to our Customers

Updated 4/16/21

The HR Office is now OPEN with modified lobby hours

**Monday – Thursday 9:00 to 4:00**

**alternate Fridays 9:00 – 12:30**

HR staff continues to provide service during regular working hours (7:30 – 5:30) via email, phone and Teams

**For urgent matters, please call us at (626) 744-4366.**

See below for information about frequently requested services

### Employment Services & Benefits

#### Benefits

Please contact the **Benefits Division** by email at [benefits@cityofpasadena.net](mailto:benefits@cityofpasadena.net) or by calling the hotline (626) 744-4079. If you are a new hire who needs to enroll in an upcoming virtual Benefits Orientation, please sign up on [CityNet](#).

#### Address & Emergency Contact Updates

Please login to [ESS](#) to update your address or personal information

**Employment Verification** is handled through the **Work Number**.

Please go to [theworknumber.com](http://theworknumber.com) or call 800-367-5690 and use company code 10158.

If you require **payroll information** (such as for loan verification) please email [Finance-Payroll@cityofpasadena.net](mailto:Finance-Payroll@cityofpasadena.net).

If you are conducting a **police or fire background investigation**, please send all documentation via email to [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net).

#### I.D. Badges

Contact Sophia Tse at [stse@cityofpasadena.net](mailto:stse@cityofpasadena.net) and she will make arrangements for City Employee I.D. Badges.

**Performance Evaluations** must be scanned and **sent via email** to your Employment Services analyst or [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net). Send hardcopies via interoffice mail for filing in the personnel file.

**Vacation Cash Out Requests, Staffing Requests** & other forms must be scanned and emailed to [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net).

**Tuition Reimbursement** forms are accepted via email at [Training@cityofpasadena.net](mailto:Training@cityofpasadena.net).

**Prideshare** forms are being accepted via email at [Prideshare@cityofpasadena.net](mailto:Prideshare@cityofpasadena.net).

**Exit Interviews** may be conducted via email or phone. Contact [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net) for an exit interview.

**Personnel Actions (PA's)** continue to be processed electronically through Tyler Munis.

## Recruitment & Selection

**Applications** continue to be accepted and screened online.

**Written Testing** has transitioned to online when possible. Small group in-person performance testing continues only if necessary.

**Interviews** are conducted remotely using available business tools such as Microsoft Teams. We encourage hiring managers to offer remote interviews for the selection interview. If you require an in-person meeting, please follow the protocols of social distancing and comply with the latest mandates from the Pasadena Public Health Department.

**Pre-employment** has transitioned to an online, virtual setting. Fingerprinting and criminal history reviews are still required, as is a post-offer physical examination.

## Training & Onboarding

**New Employee Orientation** is virtual and scheduled on a monthly basis. Supervisors should sign up new employees on [CityNet](#).

**Training** courses have transitioned to “live” online formats. You can also continue your professional development during this time via your unlimited access to [LinkedIn Learning](#). Contact [Training@cityofpasadena.net](mailto:Training@cityofpasadena.net) with any questions.

## Employee & Labor Relations

**Employee Relations** processes such as interviews will be conducted remotely.

**Complaints or personnel concerns** may be reported by emailing [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net) with contact information, and a member of the Employee Relations team will respond. There is no need to include the complaint in the email. Managers and supervisors with performance management or other personnel matters should contact their assigned Employee Relations Analyst directly or email [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net).

**Labor Relations** staff will continue to engage remotely with employee groups on matters related to ongoing contract negotiations and general labor-management matters.

## Safety

**Safety Staff** will be on-site periodically to conduct essential inspections and safety meetings. Safety staff is available remotely to address all other Safety-related matters.

Direct any **safety-related inquiries** to [Safety-Requests@cityofpasadena.net](mailto:Safety-Requests@cityofpasadena.net).

## Workers' Compensation

**New Claims for Employees** must be emailed to [workerscompensation@cityofpasadena.net](mailto:workerscompensation@cityofpasadena.net).

All employees should continue to report any work injuries/illnesses through their supervisor and seek immediate medical attention when necessary. Supervisors should submit the workers' compensation forms to the Workers' Compensation Division at the email provided.

### **Existing Employee Claims**

All employees with existing claims should check with their treating physicians and continue to attend all evaluations and treatments, following those providers' instructions. Employees are to follow their treating physician's instructions regarding their ongoing treatment and reporting to work. Please continue to provide any off work slips to your supervisor.

### **Depositions & WCAB Hearings**

All depositions scheduled should follow the instructions for the depositions, i.e. TEAMS, Zoom or other platforms. All Workers' Compensation Appeals Board (WCAB) hearings have been converted to electronic meetings and all should follow the WCAB instructions while the WCAB offices have temporary closed. Questions about hearings should be directed to [workerscompensation@cityofpasadena.net](mailto:workerscompensation@cityofpasadena.net) .

### **Questions/Inquiries**

Email any questions to [HR@cityofpasadena.net](mailto:HR@cityofpasadena.net).

## **Employee Assistance Program**

Our EAP provider is available to help 24 hours a day, 7 days a week, and toll-free: **800-321-2843**.

This program provides confidential professional assistance to help employees and their families resolve problems that affect their personal lives or job performance.

For more information, visit the [FAQ](#) site on CityNet.