

To: Montgomery College Employees

From: Scot Brown, Manager, Organizational Development and HR Outreach
Office of Human Resources and Strategic Talent Management (HRSTM)

Subject: **New Strategic Alignment for HRICs and HRSTM Campus Outreach**

Date: September 28, 2023

We are excited to introduce a new strategic alignment for the Human Resources Internal Consultants (HRICs), which incorporates defined customer service levels. The HRICs are campus-based HR professionals that provide local employee support and serve as strategic partners for MC leaders. Further detail is provided in the table below. This new alignment and service structure aims to bolster our HRSTM services across the Montgomery College campuses, ensuring support for all our employees.

In addition to the HRICs, the following resources are also available for employees.

- **Employee Self-Service:** Please check the resources available on the [HRSTM website](#), the [Workday Training Page](#), and/or [Workday](#).
- **HR Help Desk:** If further assistance is needed, reach out to the HR Help Desk at 240-567-5353 or hrstm@montgomerycollege.edu.

Below is a table outlining the new HRIC alignment for strategic partnering:

Name	Campus Support	Strategic Partnering
Lisa Evans lisa.evans@montgomerycollege.edu 240-567-9065	Takoma Park/ Silver Spring	<ul style="list-style-type: none"> • Student Affairs • WDCE (Workforce Development and Continuing Education)
Leslie Jones leslie.jones@montgomerycollege.edu 240-567-9169	Germantown	<ul style="list-style-type: none"> • Advancement and Community Engagement (ACE) • Administrative and Fiscal Services (AFS) • Offices of the President

<p>Banessa Silva banessa.silva@montgomerycollege.edu 240-567-2377</p>	<p>Rockville</p>	<ul style="list-style-type: none"> • Academic Affairs
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Please refer to the table below for a detailed breakdown differentiating HRSTM campus support from strategic partnering. Each section provides insights into who to turn to for which services.

<p>HRSTM Campus Support: The HRIC serves as an HRSTM resource and liaison on campus, providing support to all employees.</p> <ul style="list-style-type: none"> • They are well-versed with updated HRSTM policies, practices, and procedures. • As specialists in employment laws, College policies and our collective bargaining agreements, they communicate essential information to all employees. • They ensure open communication, sharing relevant information with necessary parties. • Daily operational inquiries for HR functional areas should be addressed by the HR Help Desk. 	<p>Strategic Partnering: The HRIC acts as a consultant for divisional leadership and managers, providing both strategic and operational HR guidance.</p> <ul style="list-style-type: none"> • Workforce Strategy Partner/Change Consultant: HRICs partner with area/department/unit leaders to plan, develop, and implement strategies for workforce evolution and change management. • Talent Acquisition/Recruitment/ Employment: HRICs aid in recruiting, hiring, and retaining top talent, aligned with the organization's goals and strategies. • Employee and Manager Performance Coaching: HRICs provide coaching and feedback to enhance individual and team performance, driving organizational success. • Human Resources Training and Onboarding Programs: HRICs support new hires, ensure successful onboarding, and provide ongoing training programs to keep the workforce skilled and informed.
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We believe that this new alignment, combined with the clear customer service levels, will further strengthen our HRSTM services and outreach across the campuses. We encourage you to contact your respective HRIC to discuss any HR needs or concerns.

Also, we will be planning additional onsite and virtual opportunities to share pertinent information, meet with HRICs, and ask HR questions. Please look for additional details in the coming weeks.

Thank you for your continued support and dedication to Montgomery College.