

UKG for Higher Education: Auxiliary Services

Better manage your workforce while improving customer service

From campus food services, convenience stores, and residence halls to bookstores, concessions, and a wide range of other services, higher education auxiliary services play a valuable role in delivering goods and services to students, faculty, and staff. Providing excellent customer service and employing large numbers of student workers are priorities for auxiliary services organizations while also operating as self-supporting businesses.

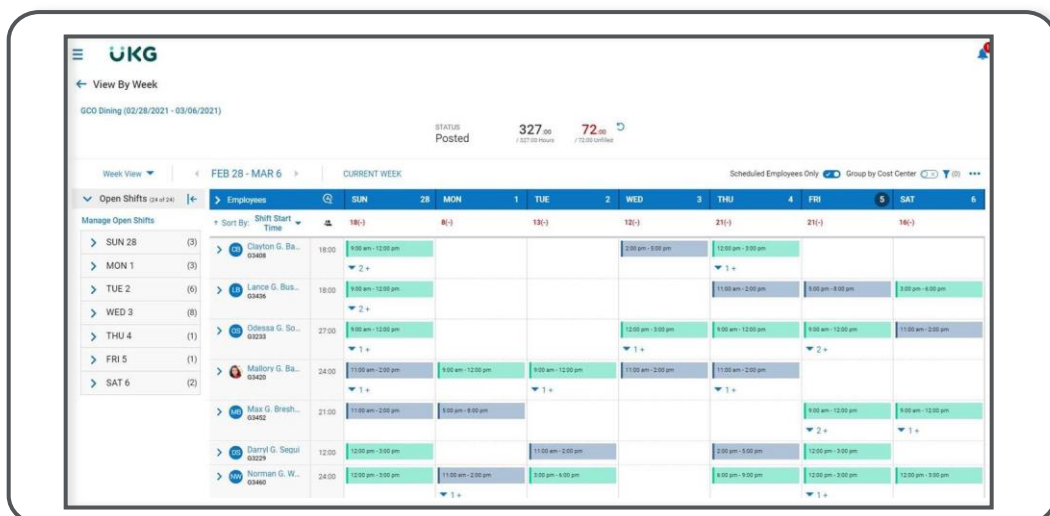
Effectively managing a workforce of hourly and student workers has inherent challenges. Scheduling students' work shifts around their academic schedules. Tracking the time of hourly employees who work at multiple or remote locations. Accurately allocating and tracking worker time spent on grants and other projects. UKG for Higher Education: Auxiliary Services, an automated workforce management solution, provides tools to help you better manage your workforce while delivering outstanding customer service and increasing revenue.

Key benefits

- **Streamline** scheduling student and hourly workers
- **Allocate** time worked correctly across multiple jobs
- **Empower** staff with mobile access to manage schedules and more
- **Optimize** operational efficiencies to improve the bottom line

Schedule the right staff, in the right place, at the right time

Student and other hourly workers have busy lives, so they sometimes need to drop a scheduled shift. With an automated solution, students can drop and pick up shifts based on their academic schedules, while managers can see which workers with the right skills and experience are available to fill open shifts. Quickly filling open shifts with qualified workers supports delivering exceptional service.





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Meet the needs of a mobile workforce

Hourly and student employees working at remote job sites or at more than one job on campus can punch in and out right on their mobile devices. A geo-fencing feature can ensure they are within a defined range when using this functionality. Employees also can use self-service tools at timeclocks or on their mobile devices to check their schedules, view their timecards, approve their hours, and see their paychecks — increasing their satisfaction and engagement.

Correctly allocate worker time spent on projects and grants

With each position having a specific job and pay code in the solution, you can be confident that student workers and other hourly employees working multiple positions are paid from the correct account — whether it's for a particular project or grant-funded work. Reporting functionality also makes quick work of compiling information for needed appropriation to funding sources.

Easily track time worked at multiple jobs

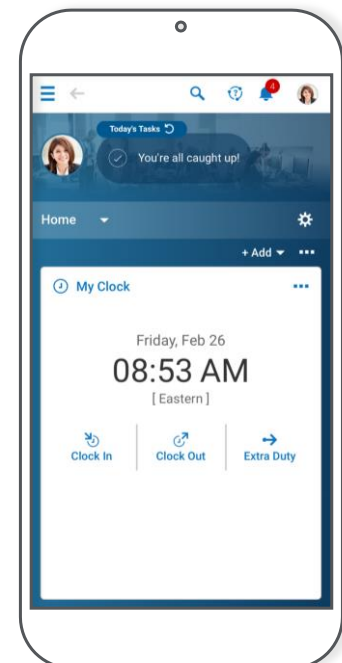
Hourly employees often work in more than one position on campus. They may work part time at a dining hall as well as in the concession stand during an athletic event. With a solution with multiple jobs functionality, when employees clock in they can select the job they will be working at from a menu of their positions. A single timecard shows an hourly employee's time worked at each job and location. Although managers can see all of an employee's time worked, in the solution they can easily approve the time worked just in their department or area.

Optimize operational efficiencies

Although profit may not be the primary driver for higher education auxiliary services, they must fully recover their costs to remain operational. Utilizing an automated workforce management solution that delivers extensive analytics information enables organizations to break down costs by unit. With access to real-time data, they can closely monitor the bottom line while ensuring excellent customer service.

Free up time to focus on mission

By reducing time spent on administrative tasks — like chasing timesheets and filling schedule gaps — managers can spend more time working with employees who are providing frontline service. Auxiliary services organizations provide a valued service to the higher education communities they work in, and they strengthen this relationship by delivering the best service possible.



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