The North Carolina Administrative Office of the Courts (NCAOC) Human Resources (HR) Division provides professional services and programs to all Judicial Branch hiring authorities, officials, and employees. Our mission is to develop and manage programs and services that are effective and compliant with laws and regulations. We also control costs to attract, retain, and motivate a talented workforce. Programs and services include recruitment; personnel administration; organizational management; leave administration; benefits; policy development; safety, health, and wellness; employee recognition; and performance management.

We proudly serve the Judicial Branch’s most valuable asset – its employees. Each day, we conduct employment transactions and provide information, advice, support, and solutions to those we assist. Tasks that we perform to this end include:

- Providing tools and services to advance efficient management of court resources
- Transacting new hire, promotion, reclassification, salary adjustment, separation, and other personnel actions
- Providing guidance, advice, and solutions on human resources issues
- Monitoring compliance with federal and state employment laws and regulations
- Providing assistance to users of BEACON (HR and payroll system), NEOGov (recruiting system), NCVIP (performance management system), and online employee orientation
- Helping employees understand and maximize their benefits
- Advocating safety, health, and wellness in the workplace
- Monitoring HR metrics, such as turnover, employee demographics, length of service, and retirement eligibility, to improve the quality of our workforce
- Providing employee recognition programs
- Generating personnel reports and information
- Implementing innovative programs and services such as an online performance management system and e-learning modules
- Identifying and encouraging human resources best practices
- Costing and evaluating effectiveness of programs and services
- Providing timely communications through newsletters and web content

[Data continued on reverse side]
### HIGHLIGHTS (CONTINUED)  
FISCAL YEAR 2015–16

**Employee Turnover (Total 8.5%)**  
7% voluntary (includes retirements)  
1.5% involuntary  
551 total separations (excludes temporaries)

**Employee Recognition**  
1,079 employees eligible for a service award  
872 service awards processed  
162 retirement certificates

**Highest Pre-Tax Benefit Participation Rates**  
42% supplemental retirement plans  
65% NCflex Dental  
67% NCflex Vision  
94% State Health Plan  
76% NCflex AD&D Core

**Voluntary Shared Leave**  
51 recipients  
12,961 total hours received  
254 average hours received  
4-400 range of hours received

**Recruitment**  
501 job postings  
45,604 total applicants  
91 average applicants per posting  
1,164 web hits per posting  
26,478 applicant notices

### PROGRAMS AND SERVICES

<table>
<thead>
<tr>
<th>HR Services</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employment laws and regulations</strong></td>
<td>Providing policy and guidance to managers and employees on employment laws and regulations: employment eligibility verification, Family and Medical Leave Act, Americans with Disabilities Act, Fair Labor Standards Act, equal employment opportunity, credentials verification, veteran’s preference, drug and alcohol free workplace</td>
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<tr>
<td><strong>Performance management</strong></td>
<td>Managing an online performance management system (NCVIP), monitoring appropriate application, and providing support to users</td>
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<tr>
<td><strong>Safety and health</strong></td>
<td>Administering the workers’ compensation program, promoting workplace safety and wellness programs, and investigating and resolving workplace safety concerns</td>
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<tr>
<td><strong>Employee relations</strong></td>
<td>Listening and responding to employee concerns; investigating unlawful workplace harassment complaints and claims of discrimination; publishing an annual Equal Employment Opportunity Plan</td>
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<tr>
<td><strong>Recruiting</strong></td>
<td>Promoting best practices in recruiting, writing and posting vacancies, screening applicants, background checks, equitable salary offers, new employee orientation, and onboarding processes</td>
</tr>
<tr>
<td><strong>Compensation</strong></td>
<td>Providing equitable, market-based salary plans, policies, and job specifications; administering and auditing salary administration; monitoring and costing compensation programs</td>
</tr>
<tr>
<td><strong>Time and leave</strong></td>
<td>Monitoring the online time and leave system; educating employees and managers in the proper application of policies and laws</td>
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</tbody>
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**Benefits**  
Communicating with, advising, and helping employees maximize benefits:  
- State supplemented benefits: state health plans, retirement plans, short- and long-term disability  
- Other benefits: Employee Assistance Program (EAP), coordinating unemployment insurance (UI) claims  
- Pre-tax benefits: 401(k) supplemental retirement, deferred compensation plan, North Carolina Flex (spending accounts and insurances)  
- Post-tax benefits: supplemental insurances (life, cancer, accident, supplemental hospitalization, disability), prepaid legal services

Learn more at [www.NCcourts.org/careers](http://www.NCcourts.org/careers)