

**Red Oak ISD - Human Resources Department**

Who do I call in Human Resources?

| What is the question?                                | Contact Person   | Ext.         | Resources  |
|--|--|--------------|--|
| Address Changes                                      | Administrative Assistant<br>Susana Mendoza                           | 4105         | Staff can request address changes directly in Skyward to be approved. Staff may also email Susana to request as well.  |
| Badges   | Administrative Assistant<br>Susana Mendoza                           | 4105         | If staff need a new or replacement badge, they will contact Susana for help.   |
| Benefits/Benefits HUB                                | Benefits & Leave Administrator<br>Maricela Torres                    | 4173         | Benefits Hub:<br><a href="https://mybenefitshub.com/Redoakisd">https://mybenefitshub.com/Redoakisd</a><br><br>Benefits Webpage:<br><a href="https://www.redoakisd.org/page/2009">https://www.redoakisd.org/page/2009</a><br><br>Benefit Flyers:<br>I:\Administration\SHARED\Administrators\Admin Summit - 2024 - 2025\Human Resources\Benefits |
| Certification - Paraprofessional                     | HR Director<br>Rob Waller  | 4172         | <a href="https://tea.texas.gov/texas-educators/certification/becoming-an-educational-aide-in-texas">https://tea.texas.gov/texas-educators/certification/becoming-an-educational-aide-in-texas</a>  |
| Certification - Professional                         | Executive HR Director<br>Catrina Reeves                              | 4092         | TEA Assignment Chart:<br><a href="https://tea.texas.gov/texas-educators/certification/tac231chart.pdf">https://tea.texas.gov/texas-educators/certification/tac231chart.pdf</a><br>District of Innovation Plan  |
| Contracts  | Executive HR Director<br>Catrina Reeves                              | 4092         | Contracts are sent in the Spring through Skyward.  |
| Early Notice Incentive                               | Executive HR Director<br>Catrina Reeves                              | 4092         | Information will be provided in December.<br>Staff are offered an incentive to provide early notice of retirement or resignation effective end of the year in order for district to begin hiring for the following year.   |
| Employee Accommodation Requests                      | Benefits & Leave Administrator<br>Maricela Torres                    | 4173         | Contact Torres and she will work through the process with the employee.  |
| Exit Interviews                                      | Administrative Assistant<br>Susana Mendoza                           |              |  |
| Fast Track Help                                      | Executive HR Director<br>Catrina Reeves<br>HR Director<br>Rob Waller | 4092<br>4172 | Contact Reeves or Waller with Fast Track questions.  |
| Fingerprint Processing -- Auxiliary/Paraprofessional | HR Director<br>Rob Waller  | 4172         |  |
| Fingerprint Processing-- Professional                | Executive HR Director<br>Catrina Reeves                              | 4092         |  |
| Frontline  | Sub Coordinator<br>Margaret Wolf                                     | 4174         | Frontline is the absence management system used by the district.   |
| Harassment/ Discrimination/ Grievances               | Deputy Superintendent<br>Michelle Ailara                             | 4002         | Board Policy DIA, DGBA   |
| Job Descriptions                                     | HR Director<br>Rob Waller  | 4172         | Staff sign their job descriptions at New Hire Orientation and those are placed in their personnel file located in HR.  |
| Job Fairs/Recruiting                                 | HR Director<br>Rob Waller  | 4172         | Schedules will be provided in the Spring for Principals to sign up to participate.   |
| Job Postings-- Auxiliary/Paraprofessional            | HR Director<br>Rob Waller  | 4172         |  |
| Job Postings--Professional                           | Executive HR Director<br>Catrina Reeves                              | 4092         |  |
| Leave Questions                                      | Benefits & Leave Administrator<br>Maricela Torres                    | 4173         | Benefits Website:<br><a href="https://www.redoakisd.org/Page/2011">https://www.redoakisd.org/Page/2011</a>   |
| Letters of Reasonable Assurance                      | HR Director Rob Waller   | 4172         | At-will employees do not receive contracts but instead will receive a Letter of Reasonable Assurance in May to return for the following school year.   |

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| Loan Forgiveness                                  | Administrative Assistant<br>Susana Mendoza   | 4105                 | Staff may need a District Representative to affirm their employment to provide for loan forgiveness opportunities.   |
| Name Changes                                      | Administrative Assistant<br>Susana Mendoza   | 4105                 | Staff must have a copy of updated driver's license and social security card in order to request a name change.   |
| New Hire Process--<br>Auxiliary/Paraprofessional  | HR Director<br>Rob Waller  | 4172                 |  |
| New Hire Process--Professional                    | Executive HR<br>Director<br>Catrina Reeves   | 4092                 |  |
| Paraprofessional/Auxiliary<br>Employee Support    | HR Director<br>Rob Waller  | 4172                 |  |
| Personnel   | Deputy Superintendent<br>Michelle Ailara<br>Executive HR Director<br>Catrina Reeves<br>HR Director<br>Rob Waller | 4002<br>4092<br>4172 |  |
| Salary--Auxiliary/<br>Paraprofessional            | HR Director<br>Rob Waller  | 4172                 | Beginning salaries are based on years experience in a related role.<br>Compensation plan:<br>RO Webpage: <a href="https://www.redoakisd.org/Page/2016">https://www.redoakisd.org/Page/2016</a> |
| Salary--Professional                              | Executive HR Director<br>Catrina Reeves  | 4092                 | Beginning salaries are based on years experience in a related role.<br>Compensation plan:<br>RO Webpage: <a href="https://www.redoakisd.org/Page/2016">https://www.redoakisd.org/Page/2016</a> |
| Service Awards                                    | Records Specialist<br>Brandy Childress   | 4041                 |  |
| Service Records                                   | Records Specialist<br>Brandy Childress   | 4041                 | <a href="https://www.redoakisd.org//cms/module/selectsurvey/TakeSurvey.aspx?SurveyID=131">https://www.redoakisd.org//cms/module/selectsurvey/TakeSurvey.aspx?SurveyID=131</a>                  |
| Staff Absences                                    | Benefits & Leave Administrator<br>Maricela Torres  | 4173                 | Handbook pg. 25-27, Board Policy DEC(Local)  |
| Student Observers                                 | HR Director<br>Rob Waller  | 4172                 | <a href="https://www.redoakisd.org/Page/4335">https://www.redoakisd.org/Page/4335</a>  |
| Student Teachers                                  | HR Director<br>Rob Waller  | 4172                 | <a href="https://www.redoakisd.org/Page/4334">https://www.redoakisd.org/Page/4334</a>  |
| Substitute-Long Term                              | Substitute Coordinator<br>Margaret Wolf  | 4174                 | Contact Wolf and she will work on making related arrangements.   |
| Substitutes/On-Boarding/<br>Orientation/ Concerns | HR Director<br>Rob Waller  | 4172                 | Substitutes will be on-boarded monthly. Go to <a href="https://www.redoakisd.org/Page/4927">https://www.redoakisd.org/Page/4927</a> for all things subs.                                       |
| Work Day Calendars                                | Executive HR Director<br>Catrina Reeves  | 4092                 | Work day calendars reflect the start and end work dates for each position in the district.   |
| Work Injuries                                     | Benefits & Leave Administrator<br>Maricela Torres  | 4173                 | <a href="https://www.redoakisd.org/Page/2017">https://www.redoakisd.org/Page/2017</a>  |