

Whom do I call?

In some companies, Human Resources includes the following departments. OCPS has dedicated departments for these areas:

Payroll

- Paycheck questions
 - Direct Deposit
 - Paydays
 - Stubs
 - Deferred Payments (Instructional)
- Vacation/Sick Leave Balance
- Sick Leave transfer to another public school district
- Income Verification (for mortgage, auto loans, etc.)
- W-2s
 - CALL: 407-317-3260

Insurance Benefits

- Retirement questions
 - Medical Disability
- Sick Leave Bank questions
 - CALL: 407-317-3227
- Medical, Life, Dental, Vision, Rx
- Employee Wellness
 - CALL: 407-317-3245

How to contact the departments within the OCPS Human Resources Division for assistance:

Employment Services

- Help with your job application and Instructional Experience Credit questions
 - CALL: 407-317-3215

Certification:

- Public School Employee Student Loan Forgiveness Program
 - For initial information and forms with which to apply:
 - <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>
 - <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation>
- K-12 Teacher Certification
- Advanced Degree supplement verification
 - CALL: 407-317-3215
- Charter School or Contracted School certification
 - CALL: 407-317-3200 x200-2159
- Career & Technical Education (CTE) certification
 - CALL: 407-317-3200 x200-2550

Talent Acquisition

- Pre-Employment Orientation
 - CALL: 407-317-3200 x200-2896
- Job Fairs or Recruitment Events
 - CALL: 407-317-3203

Leadership Academies

- Information on the Management Leadership Academy (MLA)
- Information on the Employee Leadership Academy (ELA)
 - **CALL: 407-317-3200 x200-2548**

Compliance:

- Employment Verification requiring only dates of employment without salary information
 - **CALL: 407-317-3200 x200-2110**
- Fingerprinting or Badging
 - If you are a vendor **CALL: 407-317-3700 x202-6101**
 - If you are an employee **CALL: 407-317-3200 x200-3226**
- Work Performance Employment Application issues
 - For last names starting with A-L **CALL: 407-317-3200 x200-2146**
 - For last names starting with M-Z **CALL: 407-317-3200 x200-2563**

Labor Relations

- Questions about the Instructional (CTA) bargaining unit or interpretation of the labor contract
 - **CALL: 407-317-3337, option 2**
- Questions about the Classified (OESPA) bargaining unit or interpretation of the labor contract
 - **CALL: 407-317-3337, option 1**

Performance Management

- Questions about employee evaluations – instructional, classified or administrative
- How to access your individual teaching contract for 2018-19
 - **CALL: 407-317-3200 x200-2347**

Compensation

- Questions about your salary or hourly wage
- Years of Experience for classified wage credit
- Job Descriptions
 - **CALL: 407-317-3387**

Substitute Services and Special Projects

- Substitute Information
- Internship Information
 - **CALL: 407-317-3228**

Professional Standards

- Formerly named Employee Relations
- Questions related to ethics, discipline and performance
 - **CALL: 407-317-3239**