

What is the Knight Experience Team (kNEXT)?

The Knight Experience Team is the kNEXT generation of HR and finance customer service! kNEXT will:

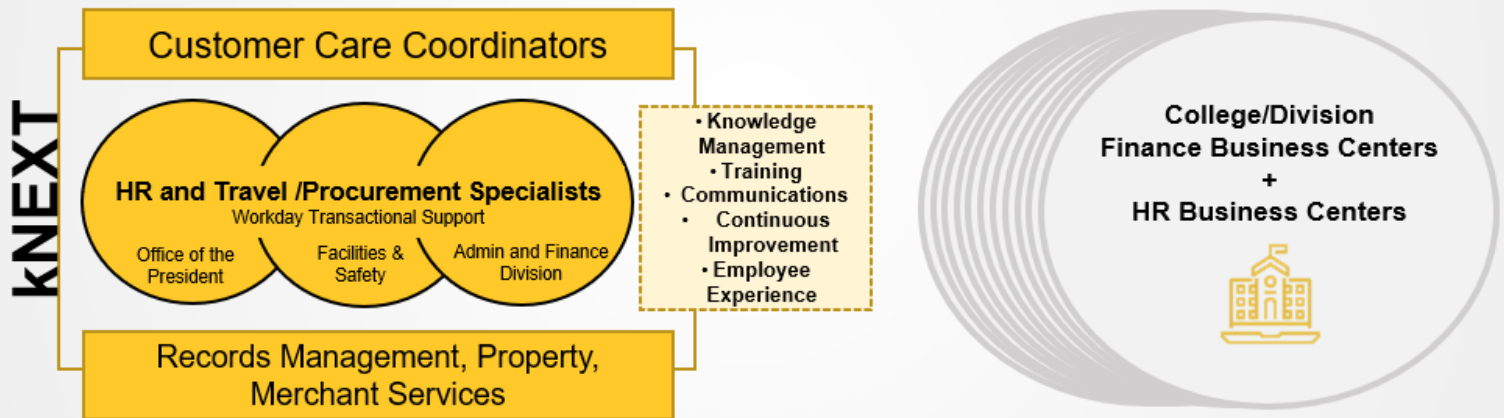
- Use a human-centered, proactive and guided approach to support colleges and divisions
- Provide information and support across campus in an efficient and timely manner
- Lessen administrative burden
- Empower employees to learn and grow

How is kNEXT different from the former administrative service center (ASC)?

kNEXT will go beyond just transactional support. It will also support innovation and constant improvement of employee experiences.

kNEXT is more than just a name change. The team will be comprised of

- HR and finance specialists,
- continuous improvement experts and
- customer service experts.



Customer Care Coordinators

- Provide customer service to employees campus-wide
- Assist with Workday Employee Self-Service
- Ensure employees receive a warm, helpful customer experience



HR & Travel/Procurement Specialists

- Provide transactional support for the Office of the President, Facilities & Safety and Administration and Finance
- Perform similar transactional responsibilities as coordinators in business centers
- Provide backup support for business centers



kNEXT Support Roles

- Provide knowledge management, training and communications to support kNEXT and business center employees
- Engage campus to identify and design solutions that enhance the employee experience

All kNEXT Roles:

- Monitor performance levels for all of SET, support the maintenance of knowledge and training as appropriate
- Facilitate continuous improvement of Workday processes and employee experience
- Identify opportunities to enhance the employee experience