Fact Sheet: Matrix Teams & Position Overrides

Matrix teams are a popular feature in HR Links, since they're helpful in handling supervisory duties while employees are on detail. To streamline this process, a new feature in the October 2020 release of HR Links automatically establishes what's called a "position override" (which functions similar to a matrix team) when an employee is detailed.

This fact sheet covers both Position Overrides and Matrix Teams.

Position Overrides	
What is a "position override"?	An HR Links feature that automatically gives the supervisor of a detailed employee (the "detail supervisor") access to the detailed employee's timesheets, absence requests, and more. It functions similar to a matrix team. (See here for more on matrix teams)
What can the "position override" supervisor see in HR Links?	For the duration of the detail, **both** the detail supervisor and the "reports to" supervisor can "manage" the detailed employee. This means that both can: ● See the detailed employee in their My Team tile ● Approve the detailed employee's timesheets and absence requests ● Create a new performance plan for the detailed employee ● Approve a telework agreement submitted by the detailed employee
Are there supervisory functions that the position override supervisor cannot do in HR Links?	Yes. The position override supervisor (the detail supervisor) cannot: ● Access the employee's existing performance plan if the plan was created prior to the detail. However, a plan can be transferred to the detail supervisor by an ER/LR Specialist with the ePerformance Admin role or by a Service/Staff Office (SSO) liaison with the ePerformance Support role.

When are position overrides created automatically?	A position override will be automatically established for any detail effective on or after October 26, 2020, IF an employee is detailed to a specific **position number** (rather than the generic "GS1DET" position).
How do I submit a detail PAR so that the position override will be established automatically?	Follow the instructions in the Detail Job Aid. When the PAR is processed, (the detail supervisor) will gain access to the detailed employee in HR Links.
If an employee is detailed to a supervisory position, will he/she see the employees that report to it?	Yes, if the detail action was submitted and processed accurately per the guidance in the Detail Job Aid. **Example:** Shawna is a non-supervisory employee who is detailed to a position number that is supervisory and has positions reporting to it. Shawna will automatically gain access to the employees who report to that supervisory position while she is on the detail. In addition, the supervisor that Shawna reports to during the detail will be able to see Shawna in HR Links.
Can the automated position override feature be used when an employee is temp promoted to a supervisory position?	Yes. Employees are often temp promoted to supervisory positions while the supervisor of record is on a detail. Instead of double encumbering the supervisory job, a "clone" of a supervisory position is created. The "clone" is then "tied" to the original supervisory position. This gives the temporary supervisor the ability to manage the employees in HR Links. This is best illustrated by example. **Example:** While supervisor Karina is on a detail, Patrick is temp promoted to her job. Patrick is in Missouri, while Karina is in Florida. Patrick can't double encumber Karina's position, or he will be paid Florida pay instead of Missouri pay. With this new feature, PPRM can "clone" Karina's position, and place Patrick on the "clone" position. Since the clone is "tied" to Karina's position, Patrick will have access to all of Karina's staff during his temp promotion. If a supervisory position needs to be cloned for this purpose, you should first submit a "Create New Position" request in MSS Admin. In the request, you should indicate the position number to clone and the NTE date. Instructions for doing this are provided in the Temporary Promotion Job Aid.
What if I don't want a position override to be established for a detail?	In most cases, you'd want a position override to be established so that the detail supervisor can manage the detailee in HR Links. However, there are two exceptions: 1. Employee is being detailed to another agency 2. Employee is remaining in his/her current position while performing special duties that warrant a detail in order to document those special duties.

	For these types of details, use the generic detail position number "GSA1DET" as the detail position number on the PAR. See the top of page 8 of the Detail Job Aid for more information.
When will the detail supervisor be able to see the employee in HR Links?	Once the PAR has been processed and the "direct reports" process runs in HR Links. This process runs four times per day (at 7:35am, 11:35am, 3:35pm and 7:35pm Eastern Time), and implements any supervisory changes made in HR Links since the last time the process ran. **Example:** Robert is detailed to a position number that reports to Stacey. ● If PPRM processes the detail PAR at 10am ET today, Stacey will gain access to Robert in HR Links at 11:35am ET ● If PPRM processes the detail PAR **after** noon ET, Stacey will gain access to Robert in HR Links at 3:35pm ET.
When does the position override supervisor lose access to the employee in HR Links?	Once the termination of detail PAR has been processed by PPRM and the "direct "reports" process runs (see question above).

Matrix Teams	
What is a matrix team?	An HR Links feature that gives another supervisor (in addition to the employee's "reports to" supervisor) the ability to manage an employee in HR Links for a **temporary** period of time.
What can a matrix team manager do in HR Links?	Both the "reports to" supervisor and the matrix team manager can "manage" the employee(s) on the matrix team. This means that both can: ● See the employee in their My Team tile ● Approve timesheets and absence requests ● Create new performance plans ● Approve "Initiate SF-52" requests that are initiated in Manager/Admin Self-Service ● Receive email notifications about transactions they can approve (leave requests, timesheets, "reviewer" approval for level 5 performance ratings, etc.) ● Receive comms hub email notifications (emails about probationary periods and upcoming WGIs, career ladder promotions, and NTE dates).

Are there supervisory functions that a matrix team manager cannot do in HR Links?	Yes. Matrix team managers cannot access the employee's existing performance plan if the plan was created prior to the matrix team being established. However, the plan can be transferred to the matrix team manager by an ER/LR Specialist with the ePerformance Admin role or by a Service/Staff Office (SSO) liaison with the ePerformance Support role.
When is it appropriate to use a matrix team?	The position override feature will give supervisors access to detailed employees in HR Links IF the PAR is processed correctly (i.e., you follow the instructions in the Detail Job Aid). **Therefore, matrix teams should rarely be needed.** One instance in which a matrix team **may** be appropriate is when the "reports to" supervisor is out of the office, and another supervisor is handling his/her supervisory responsibilities during the absence. *(Note: the 2nd level supervisor can also handle time & leave tasks in the absence of a 1st level supervisor. See the Supervisor Delegations Fact Sheet for details).*
When is it inappropriate to set up a matrix team?	• When a supervisor doesn't want to "hassle with" performing supervisory work and wants to "delegate" it to someone else • Instead of (or in advance of) a formal reorganization • To correct a "reports to" error (employee is not reporting to correct permanent supervisor)
Who can set up a matrix team?	Since matrix teams should rarely be needed, consult with your Account Manager before requesting or setting up a matrix team: • PBS: Debbie Markham, debbie.markham@gsa.gov • FAS: Vonda Fredette, vonda.fredette@gsa.gov • Staff Offices: Kristine Cavaliere, kristine.cavaliere@gsa.gov Your Account Manager will help determine if a matrix team is the appropriate solution. In some instances, higher level approvals are required.
How long should a matrix team be active?	The shortest time possible. Matrix teams are for temporary needs and should always have an end date.
When does a matrix team take effect?	The next time the "direct reports" process runs in HR Links. This process runs four times per day (at 8am, noon, 4pm, and 8pm Eastern Time) and implements any matrix teams that were entered in HR Links since the last time the process ran. **Example:** If a matrix team is entered in HR Links at 10am ET, it will be effective in HR Links at

	noon. If it’s entered at 1pm, it will be effective at 4pm.