# Recruitment Procedures

As a resource, see Recruiting & Onboarding Flow Chart for all of the steps in Recruitment folder: (X:\Human Resources\Recruitment\0 - Procedures)

NeoGov instructions are in X:\Human Resources\Recruitment\v - NEOGOV\NeoGov-How To

- Manager contacts HR with a position for which s/he need to hire.
- HR sends job description on file to Manager.
- Manager reviews/revises the job description, with review from next level supervisor.
- Manager returns to HR:
    - Revised **Job Description**
    - **Position Requisition Form** (position information, salary range, where to post, deadline for posting)
    - **Asset Checklist**
    - **Supplemental questions** for the posting, if any
        - Work with HR if there are questions
- HR confirms with Manager:
    - Application review process
    - SME reviewers
    - Interviews requested (phone/in-person, participants)
- Save job description in x//Human Resources/Staffing/Recruitment/Job Descriptions/by Department
- Create position recruitment folder on x drive at x//Human Resources/Staffing/Recruitment/

Recruitments

- Create or modify job description in NeoGov based on revised job description from Manager.
- Create requisition in NeoGov using recently created or revised job description.
    - Approvals: Requesting Supervisor, Budget (Finance Director), and final approval is HR Director
    - Once requisition is created, forward the notice of Requisition to all approvers with details about the requisition (job title, salary range) and the approval order.
- After all approvals are complete in NeoGov, post the position according to the requisition form.
- Post externally to websites that the Manager has selected.
    - The postings should direct applicants to the City website to apply, as all applications must come through NeoGov.
- Download applications from NeoGov into the recruitment folder for the position.
- Send SME reviews to Manager based on confirmed process. Send final SME review the day after the position has closed.
- Schedule phone interview blocks for HR and Manager in Outlook. Interviews should be held in a conference room.
    - When considering the times, allow 15 minutes before the first interview time for you and the Manager to arrive in the conference room and make final preparations for the interviews.
    - Phone interviews are 30-45 minutes with a 15 minute break in between.
    - Set aside time for 10 phone interviews. The schedule can always be reduced after the Manager has made their selection. It is best to set up two 3-4 hour blocks – one on a morning, and one on an afternoon. This gives candidates opportunities to have a good selection of times.
    - When selecting the schedule, allow for an additional 30 minutes after the last interview for debrief.

- After Manager has completed review of applications in NeoGov, go into the system and set up phone interviews for candidates to self-schedule. Schedule first interview time 15 minutes after the scheduled meeting time.
- Confirm phone interview questions with Manager.
- Work with Manager to determine who will be on the panel for in-person interviews and find one or two 3-4 hour blocks to panel to hold until candidates have been selected from the phone interviews. An HR representative should be on the panel. You can always release time from the blocks after you know the final number of candidates.
    - Interviews are scheduled for 1 to 1 and ½ hours with 30 minute breaks. Allow 15 minutes before first interview, and 30 minutes after last interview for discussion.
- In NeoGov, confirm that all applicants invited to phone interviews have responded. If any have not after a few days, call them to see if they are interested. Sometimes email address may be wrong, and they didn't receive the NeoGov email.
- Send interview confirmation to candidates.
- Send email to Manager with interview schedule and resumes.
- HR and Manager conduct phone interviews and discuss who to move forward for in-person interviews.
- In NeoGov, create new step for In-Person Interview and move candidates who have passed the phone interviews into it. Set up self-scheduling for applicants. Remember – schedule first interview time 15 minutes after meeting start time for panel to arrive and discuss the process.
- Send applicants email invitation to self-schedule for in-person interview through NeoGov.
- Check NeoGov after a couple of days to see who has responded to invitation.
    - If any are missing, call them to see if they are still interested.
    - In NeoGov, send interview confirmations to candidates.
    - If a candidate contacts you with issues with NeoGov, refer them directly to NeoGov at (855) 524-5627. We cannot provide technical assistance for their system.
- Send interview schedule and resumes to panel.
    - Confirm with panel about interview questions. Compile questions from the panel, make a new document with the compiled questions, and bring copies for each panel member to the interview.
- Day of Interviews:
    - Let Security know that you are interviewing. They will greet the candidate and have them wait in lobby.
    - Meet 15 minutes prior to the first interview.
    - Have water on the table for each candidate.
    - At the interview time, go to the lobby, greet the candidate and escort to the conference room, and introduce them to the panel
- After interviews are complete, debrief with the panel to decide on the final candidate(s).

Reference Checks

- The City uses SkillSurvey, an outside vendor, to conduct reference checks ([https://app.skillsurvey.com/PH360](https://app.skillsurvey.com/PH360)). Through SkillSurvey, HR will let the applicant know that they need to enter 5 references, including 2 managers.
- In SkillSurvey, look for a few surveys that may best match the position with questions that will provide the best information on the candidate.
    - Provide a copy of 2-3 appropriate questionnaires to the Manager. The Manager will select the questionnaire to distribute.
- Send finalist(s) an email through NeoGov that notifies them that they will receive an email from SkillSurvey to check references (template in NeoGov).
- In the SkillSurvey website enter the candidate's information, select the appropriate questionnaire, and send it through the system.

- HR will receive emails from SkillSurvey when the survey has been sent, when the candidate(s) has entered their references, and when the minimum number of responses have been received.
- After 2-3 days, if HR has not received the notice for minimum responses, contact the candidate(s) so they can contact the references to remind them to respond to the survey.
- When all references have responded to the survey in the SkillSurvey website, finalize the report, download it, and save it in the position's recruitment folder.
- Email the report to the Manager and HR Director. The Manager will decide if they want to make an offer. They may want your opinion.

Offer

- Work with the HR Director to confirm all offer details.
  - Title
  - Start Date (leave enough time for Background Check to be completed – about 1 ½ - 2 weeks)
  - Salary (and grade)
- Email details to the Manager to make a verbal offer.
- The Manager will contact HR with the candidate's decision. The Manager and candidate will confirm a first day that works for both.
- If the candidate accepts the offer, create the offer letter that will come from the City Manager. Use the document "NH_OfferLetter" (unless member of the i-team).
  - X:\Human Resources\Recruitment\4 - Offer Letter Templates
  - Fill out the information needed, including the position title, salary, and start date.
- Send the letter to the City Manager's Executive Assistant. She will print it on letterhead and get the City Manager's signature.
- Scan and email the letter to the candidate and ask for their acceptance decision in writing (an email acceptance is fine). Also send the Welcome Information file for the candidate to provide some information about themselves for their introduction email.
- Save a copy of the signed offer letter in the employee's personnel file.

Background Check

- Once the acceptance is confirmed verbally, send an email in NeoGov to the candidate which includes the background check forms (template in NeoGov).
- When the consent forms are sent back (either in person or by the confidential HR fax) enter information for background check, drug test, and MVR (for positons that regularly drive a City vehicle)
  - Go to ADP Screening and Selection Services, www.adpselect.com, and order the background check and drug test, and MVR (enter in IE browser).
  - Order the City package for the background check, and order the drug test and MVR through individual order options.
  - To complete the background check in ADP, you will need the consent form and application for employment for all of the information. The package includes social security verification, criminal records, credit check, 1 education verification, and 2 employment references.
  - Once you have finished entering the information for the background check, click the "next" button in the bottom right. You will see a pop-up window that you are leaving the site to go to Pembrook, which is the company that runs the drug test. There is a line with the zip code, which is populated with the City's zip code. Using the person's application, select the zip code for their current address in order to select a screening site closer to their home. Click the check box with the option to notify the candidate directly with drug-test scheduling.
  - After you place the drug screen order, you will be redirected back to ADP to finish the background check.
  - The background check and drug test may take up to two weeks to finish.

Post-Offer

- Send the Asset Checklist with the new employee information completed to the distribution list, currently:
    - Carla Coburn, Elisha Thomas, Greystone Technology (Support), Jessica Shelton, Jonah Schneider, Kersten Baldwin, Linda Gregory, Marianne Schilling, Paula Gibson,
    - If the Manager has check the box for a p-card, send to Heather Romine.
- Start the New Employee Checklist, which will give all of the various forms and elements to onboard the new employee.
    - X:\Human Resources\Recruitment\0 - Recruitment and Personnel Forms\Employee Checklists\New Employee Checklists
- Contact IT to get the email address and phone extension for the phone lists.
- Manager or Department Resource will order business cards through Cottrell Printing Online.
- Send a welcome packet 1-2 weeks prior to the start date to the candidate. Use the New Hire Checklist for forms to send.
    - X:\Human Resources\Recruitment\0 - Recruitment and Personnel Forms\New Hire Forms\1 - Employee Pre-Day 1 Mailing Documents
- Schedule Photo and Orientation for new hire's first day.
    - Invite Chris Michlewicz for photo
    - Copy Manager on invite
- Schedule IT Orientation for new hire's first day.
    - Invite Mike Fisher for IT orientation
    - Copy Manager on invite

Preparing for First Day

- Week prior to first day, HR to email First Day Instructions to new employee.
- On first day, HR sends emails to the new employee (copy the Manager):
    - Send Intranet Introduction
    - Send the CIRSA Online Training Instructions
    - Send the NIMS email and online training directions
        - Copy Marianne Schilling on this email
- Jonah will provide Security Badge and Keys based on the asset checklist. Give this to the new employee during orientation with a lanyard, belt clip, and badge holder.
- Create New Hire PAN with information from application and offer letter
    - X:\Human Resources\Recruitment\0 - Recruitment and Personnel Forms
- The Manager should have general office supplies on the employee's desk.
- Manager should be using the Onboarding Checklist to prepare for their new employee.