

New Hire Process Action Items, as of 12/15/2014

<u>Item</u>	<u>Action Item</u>	<u>Who</u>	<u>Due Date</u>	<u>Status</u>
1	Implement use of Excel for searching test scores.	Angie	-----	DONE. Angie downloads test scores monthly for use by Employment Analysts. Monthly downloads allow her to pick up new test takers and for test scores older than 2 years to fall off.
2	E-mail only for applicants	Angie	-----	DONE. Analysts know to disregard applicants' choice to receive notification via mail. Angie or Linda changing each individual's profile so for that particular applicant, it never pops up for the Analyst to handle.
3	Possible incompatibility with Apple & CRS	Angie	-----	DONE. Angie learned that Apple users with older operating systems <i>might</i> have a problem applying on-line. Added explanatory statement in "Tips to Apply" on County website.
4	Eliminate name and phone number of Analyst in all job postings	Angie	-----	DONE. Could lead to more/unwanted inquiries. Change to Analyst's initials and main HR phone number. For transfers, Angie & her group will consider adding statement at bottom of posting that would direct them to send an e-mail to Employment's central e-mail account.
5	Lillie & Myeesha not always able to effectively answer applicant inquiries without access to CRS	Angie & Karen	_____	DONE. Determined it doesn't make sense to give them access to CRS. Instead, they should be coached on what to say to those who call about application. Shared outgoing phone message with them and Lynda.
6	Main County HR phone number may not direct applicants to right area	Karen	12/17	Changed HR's Front Desk (278-4143) phone tree to include a #6 option for applicants to choose that would lead to an explanatory message. Lillie to record #6 prompt and scripted message.
7	Bigger monitors for Analysts	Rick Ceschin		ON HOLD. Angie to ask her group of 4 for their preferences of a bigger vs an additional monitor before making any purchases.
8	Develop Job Opening Checklist	Lori & Karen	_____	DONE. Lori developed draft and we reviewed with HR Assistants Paula, Jen & Monica, Employment Analysts, & Hiring Managers Valerie Woods and Michelle Naples.
9	Angie to check with Sue Chase if Return to Work gets a background check	Angie	-----	DONE. RTW employees checked just like any applicant.

10	Document Future State (from VSM)	Karen	12/15	Karen documented with help from Angie, Linz, Lori and 2 Hiring Managers (M. Naples & V. Woods). Next step: Review Return to Work section with Sue Chase and Amy Pechacek on 12/18.
11	Modify existing job offer letters to include optional paragraphs for Seasonal, part-time, internal candidates & promotions.	Karen	12/31	The layoff list employee job offer letter and letters inviting applicants to test needs to be developed or modified. Karen to look at all job offer letter variations and compile them into a template with optional paragraphs. Template(s) will eventually be part of a "Hiring Toolbox" for managers.
12	Develop Best Practices for: reviewing cert lists, conducting phone screens, interviewing & conducting background checks.	Karen	12/31	Karen met with Lori, Sue Moeser, Valerie Woods & Lisa Terry to brainstorm/identify Best Practices on 12/2. Karen preparing Best Practices as a handout for hiring managers at Roll-out sessions. Will share final product on interviewing and discuss Do's & Don'ts of Interview Training Course with Vance Forrest, Aegis.
13	Give candidates who take performance test a handout	Linda	12/22	Angie asked Lynda to draft handout to give applicant who takes test (which test did they take, score, pass/fail, how long is score valid, what it means, next steps, thank you for coming, please hold on to handout, etc.).
14	Consider documenting performance tests tied to County jobs	Maria & Karen	12/31	Most Hiring Managers not aware of all performance tests available; would be good education piece. Ask Angie about validation of performance tests.
15	Develop and implement communications/training plan to roll out new process to entire County	Karen, Angie & Lori	End of Q2, 2015	Plan developed and calls for meeting with: <ul style="list-style-type: none"> 1. HR Leadership (Luis, Rick, Mike & Kerry) 2. Chris & his Cabinet 3. LEAN Steering Committee 4. HR Business Partners 5. All hiring managers May take until Q2 to implement/roll-out to all hiring managers.
16	Continue tracking time from when Job Req is opened to first day of employment	Angie	Ongoing	Want to measure "time to fill" to compare to 2013 numbers.