

DPH NEOGOV Recruitment Guide for Public Health

Contact Shanda Snead, Recruiter at (919) 707-5455 or shanda.snead@dhhs.nc.gov if you have questions about this process.

Steps required prior to the day of creating Requisition:

- **Contact your budget officer to verify the current budgeted salary of the position. If additional funds need to be moved to the position, use the Salary Reserve Reconciliation form to communicate to budget the amount and the funding codes for the increase. Budget for the position must be increased prior to posting rather than at the time a selected candidate is identified.**
- Hiring Manager (HM) must have an account in NEOGOV. Notify Shanda Snead or Kimberly Campbell if an account is needed.
- Manager must notify HR Recruitment if the position is not currently vacant (i.e. retirement, separation with notice) so that HR can Create Vacancy in Beacon and verify location of position is correct. Please provide the name of the employee leaving, position number and title via email.
- Prepare Request to Post for attachment to the requisition.

Tips for Creating a Strong Posting

On the Request to Post form, Sections I and III need to be completed by the Hiring Manager.

- Working Titles are helpful to better identify the position, particularly for very generic classifications.
- Recruitment Range is defined as the minimum of the Salary Range up to the Budgeted Salary amount.
- In **Summary or Brief Description of Work (include a working title)**, it is important to describe what the expectations of the position will be. You may provide the location, particularly the counties covered if it is a regional position; if travel will be required, etc. 5 – 7 bulleted points outlining the main duties of the position.
- Under **Knowledge, Skills, and Abilities/Competencies** you should list the tools, resources, skills required to successfully fulfill the Description of Work. This is where you list what experience and skills the candidates must have on day one of the job. It is necessary to provide measurable skills and experience needed. Avoid using phrases such as, “knowledge of”, “ability to”, etc. The phrase “must be able to communicate effectively, both orally and through written documents” may be necessary but is not a measurable tool when screening. Tangible, measurable resources and skillsets are needed to screen. Phrases such as; “demonstrated experience in”, “required”, “must have”, “demonstrated skills”, etc. are more useful for screening. Certain skills required

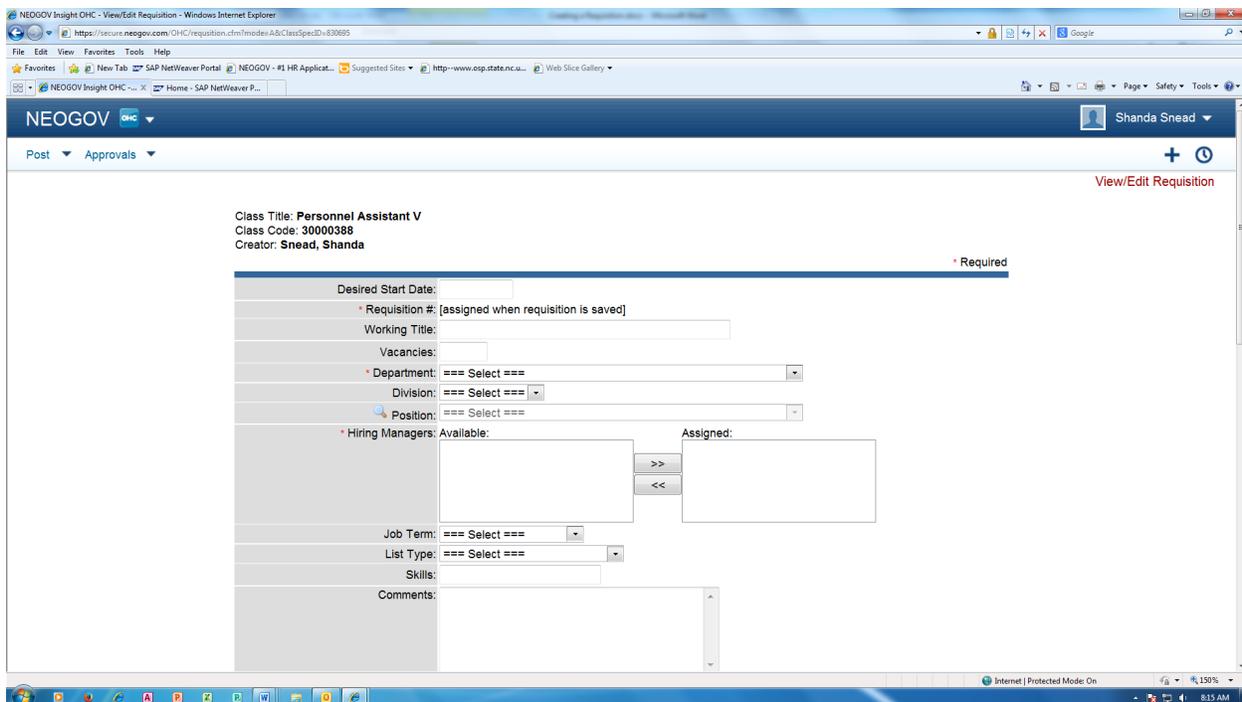
and software usage, etc. are better when reducing an applicant pool. Supplemental questions are created straight from the KSAs provided.

- It's also important to note that a lengthy posting is not necessarily a great posting.
- Education & Experience requirements are not needed on the posting because they populate automatically according to the classification and they **cannot** be changed. They are predetermined based on the classification which is set by OSHR.
- Management Preferences are not used in the screening process, only the E&E and KSAs. The Hiring Manager may use the preferences to help select who to interview from the qualified pool of applicants they receive, but HR does not screen to preferences.
- Supplemental Questions are usually created by the Recruiter when reviewing the posting. However, the Hiring Manager may create them if they choose, with the understanding that the questions can only come **directly** from the E&E, KSAs and Management Preferences (but HR cannot use preferences to screen OUT candidates). If you ask a question about a particular skill or experience, that skill requirement or experience needed **must** be in the posting under the KSAs, Management Preferences or a part of the E&E. Please try to think through the best way to phrase questions in order to screen applications. Yes/No, Beginner/Intermediate/Advanced, or years of experience do not communicate whether the candidate has the skills needed and candidates can easily predict which answer will allow their application to be screened through.

Create Requisition:

- Login to NEOGOV
- Click "**Open New Requisition**"
- Type in position title or code (must be classification title, not working title) and click "**GO**"
- The position should show up, Click "**Create New**". **If multiple options show up, please contact HR for the correct Class Code, otherwise, this could lead to possible delay and having to start the whole process over again if the wrong one is selected.**

The following is an example of what you should see:

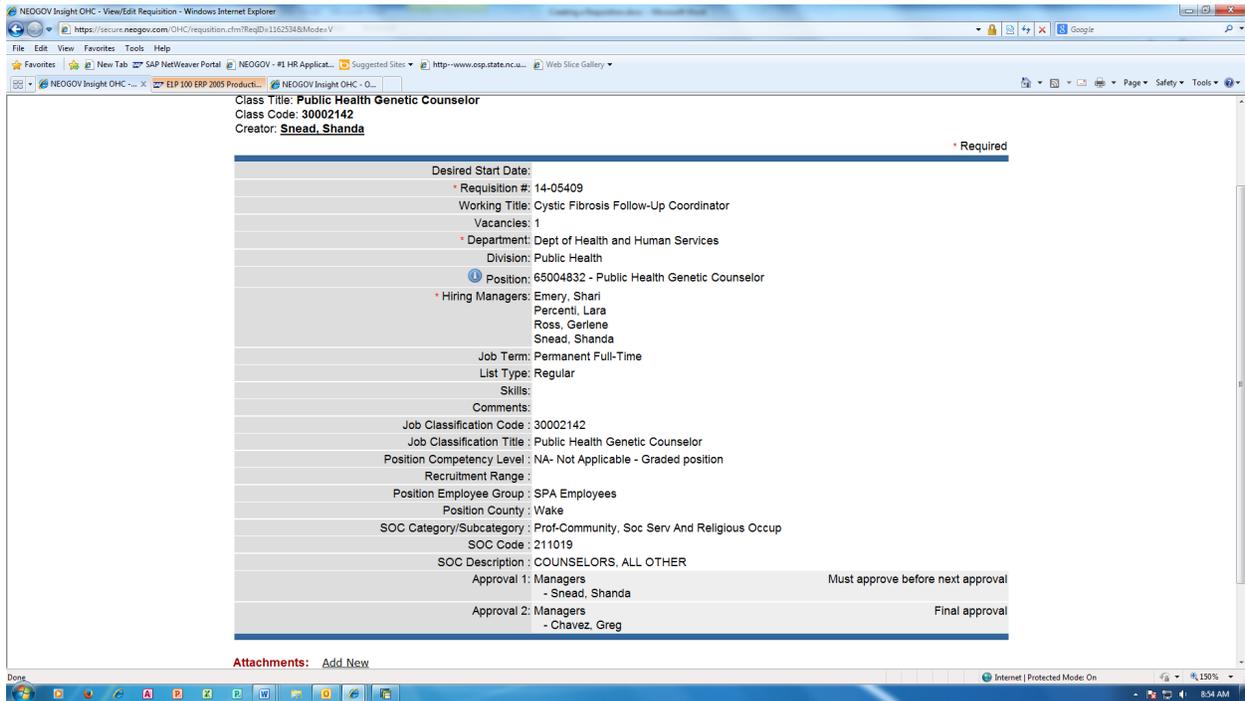


- Begin filling in the blanks for the following (some will be left blank):
 - Working title (if desired)
 - Number of Vacancies (usually 1. You may post more than one position together if they are exactly alike, including budgeted salary. When creating the requisition, you will need to make sure you list how many and then click on each position number required in the Position section below).
 - Department (DHHS)
 - Division (DPH)
 - Position (Search for position #. The positions are in numerical order. You **must** make sure you click the correct position #, not just title.) Once you click the position #, several of the blanks below will populate. Don't forget to list all position numbers if submitting more than one vacancy.
 - Enter Hiring Managers next (this must include Denyse Wilson, Shanda Snead, Kimberly Campbell, the Hiring Manager and if you need to include your direct Supervisor, etc.). To click multiple names, hold the CTRL key and use the mouse to click and scroll to locate all names, then click ">>" and all names should appear in box to the right.
 - Verify "Job Term"

- “List Type” is Regular
- **The following will populate automatically (verify the county is correct but do not change if wrong – an OMAR will need to be submitted to HR if the county isn’t correct):**
 - “Job Classification Code”, “Job Classification Title”, “Position Competency Level”, “Position Employee Group”, “Position County”, “SOC Category/Subcategory”, “SOC Code” and “SOC Description “
- Next the approvals will be set up:
 - *Note: If your section, branch, etc. would like to have someone in-house to be the first approver, HR will need to be notified so the individual can be set up as an approver in NEOGOV. That person will be Approval 1 and then proceed with the order below. The approval list must follow this or the wrong person will receive it, while the correct person never does so it sits.
 - Approval 1: Budget/Finance –Jan Bolick and Jean Sandaire (Must approve before next approval)
 - Approval 2: Managers - Shanda Snead and Kimberly Campbell (Must approve before next approval)
 - Approval 3: Managers – Greg Chavez and Felicia Bridges (Final approval)
- Click **“Save Only”**

Special Note: If the position is an Exempt Managerial or Exempt Policymaking position they must be posted for a minimum of 10 business days after approval from the Governor’s Office. Interviews must be pre-approved and the selection must be approved prior to the standard HR process.

Here is what you should see:



You will notice the Requisition # has populated and there is a place at the bottom for attachments. Click **“Add New”** and **attach the completed Request to Post Microsoft Word document**. You will notice the attachment shows up at the bottom when you have successfully attached it. Then scroll to top and click **“Edit”**. You will see the previous page where you entered information. Scroll to bottom and if you are satisfied with the information and attachment you must click the **“Save and Release”** button so it moves forward to approvers. Your request will now cycle through the necessary approvals to post. The HM will receive email updates of its progress through the system and when it is posted. You may track your requisition via the emails received each time it is approved and by viewing the **“History”** button on the right side of the requisition to see who the last approver was and the date.

After the position has been posted and screened you will receive the referred candidates via NEOGOV, proceed with the following (an email from NEOGOV will notify you applications are ready and include instructions on how to move forward with the interviews and recommendations for hire):

Login in to NEOGOV

To find applications, click on the drop down arrow by your name (top right) and then go down to **“My List”** and click. This will bring up a list of any hiring packets that have been referred to you. To see the packet, under the column labeled Candidates, click **“View”**; all minimally Qualified applicants will be listed under **“Referred”**.

Review Applicants

At this point you will review the applicants to determine who you would like to interview. You will receive ALL of the minimally qualified applicants who have applied for your posting online. They will be minimally qualified based on the minimum Education and Experience (determined by OSHR and is on your posting) and Knowledge/Skills/Abilities that you have come up with and is on the posting.

*Special Note: Those who do not fill out their application completely and did not answer the supplemental questions as required will have self-eliminated and will not be sent to you. *

You will click on the actual **“Name of Applicant”** to open the application up and review it. If you print any applications, please do not return them to the HR office. Once you have opened up the first application, you can click on **“Next Applicant”** at the top of the application to go to the next person. Once you have determined who you would like to interview for the position, you will click on the drop down box next to **“Interview Scheduled”** and select appropriate choice for each applicant (at this point it will either be **“Schedule Interview”** or **“Reject”**). After you have moved through each applicant and marked accordingly you may then click **“Back To Referred List”**. At this point you should notice all applicants have been moved to the tab you marked them for and no applicants should remain under **“Referred”**.

Tip: After reviewing all applicants that were referred you will go back and click on only the names of those selected to interview and print out their applications if needed.

Schedule Interviews

Special Note: If the position is an Exempt Managerial or Exempt Policymaking position you must send your list of who you intend to offer an interview to HR to be sent to the Governor’s Office prior to offering an interview to a candidate. HR will notify you when it is okay to move forward. No interviews are to take place until approval to interview is received.

Click on the **“Interview Scheduled”** section select 1 applicant’s check box and Choose **“Schedule Interview”** from the Action list under the candidates (**Please note: this does not actually schedule interviews; rather, is a mechanism to identify those applicants to be interviewed.**) Click on **“Go”**.

Tip: The time entered for the interview is for internal record keeping only; it does not interface with an Outlook calendar or the candidate.

Complete the required field in the interview schedule information, make any relevant comments and click on **“Save”**. Repeat for each candidate you wish to select for interview.

Reject Candidate(s) – Before submitting a candidate for recommendation to hire, all other candidates must be moved to the “Rejection Pending” tab, include reason and comments why each were not interviewed or selected as candidate to hire.

1. To mark an applicant as rejected, choose **“Reject”** from the **“Action”** dropdown from any section (referred, interview scheduled, offer pending, or hired), click on **“Go”**.
2. Select a **“Reason”** provided from NEOGOV **and add comments** why you did not interview/select the candidate (Ex. Unable to contact, withdrew from consideration, etc.)
3. Click **“Save”**.
4. The Applicant is marked as **“Rejected”** and moved to the **“Rejection Pending”** section.

Note: If you are unable to fill the vacancy, please inform Shanda Snead via email of what you are choosing to do with that position (i.e. close package, recommend a second choice, request additional applications if there were any, repost, etc.).

HIRE – [this means *identifying and informing* HR of a recommended candidate for hiring approval – **this does not mean you can contact the recommended candidate with an offer at this time.**]

1. After placing a check in the box to the left of the chosen candidate’s name, In the **“Action”** dropdown select **“Hire”**, click on **“Go”**.
2. Fill in the dates with asterisks (Offer Date, Answer Date, Filled on Date, and Start Date) with the date you are sending the recommendation to HR. **HR will revise these dates accordingly once the signed offer letter is received in HR. Also fill in the Offer Amount with your requested salary for the candidate.**
3. Scroll down to the Approvals section. (NOTE: To select multiple names, you will need to hold the control key (CTRL) down while selecting them. They should be highlighted in blue once selected.)
4. If someone within your chain of command in your section requires approval of hiring actions, use the first Approval by selecting **Managers** and then choosing their name from the list of names available (**only** your Supervisor/Branch Head/Section Chief if this is a requirement should be listed – no one else). If the person’s name is not available,

contact Shanda Snead to get them added. Then proceed with the following steps for approvals 2 through 5.

5. For Approval 1: Select **Managers** and choose Kimberly Campbell, Shanda Snead and Felicia Bridges as the first approvers (they will be the Level 2 Approvers if you have section-level approver for level 1.)
6. For Approval Level 2: Select **Division Director** and choose Danny Staley and Holly Murray. (They will be the Level 3 approver if you have section-level approver for level 1.)
7. For Approval Level 3: Select **Managers** and choose Greg Chavez and Felicia Bridges. (They will be the Level 4 approver if you have section-level approver for level 1.)
8. For Approval Level 4: Select **Managers** and choose Denyse Wilson and Ashley Kirkwood. (They will be the Level 5 approver if you have section-level approver for level 1.)
9. Click **"Save"**. Loading these approvals correctly is very important because it will notify the appropriate people when your package is ready for salary administration.
10. This will take you back to the tabs with all candidates. Click the **HIRED** tab and the recommended candidate should be listed. Click **Details** on the far right side.
11. Scroll to the bottom under Attachments and click Add New.
12. Type a description or name for each document and **"Browse"** for the file to upload your scanned interview notes and Microsoft Word documents for all required forms. The following should be included:
 - HR Action Request Form (Microsoft Word Document- updated 8/2015)
 - Reference Release form(s) (Scanned)
 - Reference Check form(s) (Scanned)
 - Hard copy of license such as Nurse/Social Worker etc. (Scanned)
 - All interview notes with name of applicants and interviewees on them (Scanned)
 - Any work plans/evaluations and/or work samples requested of applicants (Scanned)
 - Justification Matrix for selection of external candidate over priority candidate (if needed) (Excel Spreadsheet)
 - Justification memo (Microsoft Word Document on current letterhead- see example)
 - If position is Career Banded, the following forms completed and signed:
 - Salary Decision Worksheet (Scanned and Microsoft Word document)
 - Competency Assessment form (Scanned and Microsoft Word document)
 - Aggregate Leveling form (Scanned and Microsoft Word document)

NOTE: Applicant Log is no longer required. **Please be sure you record reasons and comments for each applicant you reject in NEOGOV.**

13. After clicking **Upload**, you will see the list of your documents at the bottom under Attachments.
14. Click **Edit** (located above Attachments and the Candidate's Name)
15. Scroll down to the bottom and click **Save and Release**.

Tip: If you need to save and come back to the information at a later date, you will find your documents under "My List", the "Hire" tab. Click on the "Details" link and it will pull up the saved Hire information and where you attach documents.

Also, you can always go to the “History” tab to see the status of your position for requisitions. If you want to track a recommendation, then go back to the position under “My List”, click Details to the far right of the person for hire. You will see the page where documentation for hire is posted, midway on left of page, click Edit and you can see the approvers, who it is pending with, who the last approver was, etc.

Your recommendation is now awaiting authorization for hire. An email from HR Personnel (not an automatic NEOGOV-generated email) will be your notification of approval to offer the position to the selected candidate at an approved salary. This email will include forms that need to be completed by the applicant as well as an Offer Letter. The offer letter contains information about the position, salary, and FLSA status but needs to be edited to include information such as the work location, start date, etc. This offer letter will need to be signed by the candidate indicating their acceptance of the position. **Once signed, the letter must be scanned and uploaded to NEOGOV and a reply email sent to HR notifying us that this has been done.** You will also need to update the dates in NEOGOV under the Hire section for your intended employee.

NOTE: Please send all paper documentation to HR to be maintained in accordance with Records and Retention Policy.

Instructions if a recommended candidate does not accept the offer:

- Email Kimberly Campbell and Shanda Snead to alert them of the changes. If there isn't a second choice candidate, inform them of your decision to repost or close out the position.
- Reject the candidate and provide reason/comments.
- Make a second recommendation if you have one. Remember to attach all forms again just as you did for the first choice candidate. They were all removed when you rejected the first.