ADMINISTRATIVE PROCEDURES

SUBJECT: DESIGNATED DEPARTMENT ROLES IN COUNTY'S APPLICANT TRACKING SYSTEM

DEPARTMENT RESPONSIBLE: HUMAN RESOURCES DEPARTMENT

I. STATEMENT

The purpose of this procedure is to identify the various roles required in the County's applicant tracking system and establish a process by which Appointing Authorities identify/designate employees to serve in those roles in order to accomplish the business processes relating to recruitment and selection.

II. DEFINITIONS

HR Liaison/Hiring Manager – This is the role identified in the applicant tracking system for the individual who creates a requisition to initiate the recruitment process and/or creates a hire action upon selection of an applicant.

Hire – The action of selecting an applicant for hire in the applicant tracking system.

Subject Matter Expert (SME) – This is the individual who reviews applications and identifies qualified applicants based on a department's specific criteria for a position.

Requisition – The action of initiating a recruitment process in the applicant tracking system.

Requisition/Hire Approver – This is the role identified in the applicant tracking system for the individuals who are required to approve requisitions and hires.

III. RESPONSIBILITIES

A. Department Personnel Representative

1. The Department Personnel Representative (DPR) performs the HR Liaison/Hiring Manager role in the NeoGov system.

2. DPR's are responsible to:
   a. Create requisitions in the applicant tracking system;
b. Identify the appropriate SMEs for a particular requisition;
c. Forward the requisitions electronically for approval;
d. Schedule/set up the interview/selection processes;
e. Create a hire action in the applicant tracking system after the final selections for a recruitment have been made;
f. Forward the hire actions electronically for approval; and,
g. Prepare and process Personnel Action Forms (PAFs) and other pre-hire and post-hire paperwork within a department for employees of that department.

3. The DPR may be designated as a SME.

4. The DPR may not be designated as a Requisition/Hire Approver. This is necessary in order to maintain adequate controls/checks and balances within the system.

B. Subject Matter Expert (SME)

1. Has current and thorough knowledge of the job’s requirements; they possess bona fide expert knowledge about what it takes to do a particular job.

2. Reviews applications of identified qualified applicants or coordinates with other SMEs to review and rank applications for a particular recruitment process.

3. A senior-level manager overseeing a work-unit/division within a department but this may vary depending upon the organizational structure of the specific department where a first level supervisor may be selected as a SME.

4. The SME role may be combined with either the HR Liaison/Hiring Manager role or the Requisition/Hire Approver role, but may not be combined with both.

C. Appointing Authority

1. Designate employees to fulfill the HR Liaison/Hiring Manager and SME roles and notify the Human Resources Department of such designation using the Applicant Tracking System Access Request form. The completed and signed access request form shall be sent to the Human Resources Department, attention Recruitment & Selection Team Supervisor.

2. Notify the Human Resources Department when designated employees are no longer fulfilling the established roles and their access needs to be removed (i.e. employee terminates their employment with the County, or changes positions, departments, etc.).

3. Approve requisitions and hires in the applicant tracking system.
D. Human Resources

1. Assigns access to the applicant tracking system for designated employees as identified by the Appointing Authority.

2. Updates the roles established within the County’s applicant tracking system upon receipt of the appropriate signed access request form, from the Appointing Authority.

3. Notifies employees by email when their login credentials and access have been created or updated.

4. Ensures all employees assigned roles in the applicant tracking system have completed the required training for the role(s) that they have been assigned before being granted access to the applicant tracking system in a production environment.

IV. APPROVAL FLOW

A. Requisition

1. A typical requisition approval flow will be: HR Liaison (creates requisition) => Department Requisition Approver = (the Departmental Appointing Authority or assigned designee) => Budget Analyst => County Administrator (Elected Departments only) => Human Resources.

B. Hire

1. A typical hire approval flow will be: HR Liaison (creates hire action in the Online Hiring Center in NeoGov) => Departmental Hire Approver = (the Departmental Appointing Authority or assigned designee) => HR Approval for Hire (HR Records).

C. Recommendations

1. It is recommended each Department have at least two Requisition/Hire Approvers to account for times when the primary approver is out or unavailable.