**NEOGOV** 

# Online Hiring Center

Modified to meet the State of Idaho's hiring process

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### Online Hiring Center

#### Introduction

The Online Hiring Center (OHC) engages hiring department staff, subject matter experts and approval groups in the recruitment and selection process. The intuitive design of the OHC includes a central dashboard of pertinent tasks and many other great features. This guide will give you a complete overview—based on user role—from creating a requisition to approving a newly-hired candidate.

#### **OHC Dashboard**

After signing into the OHC your dashboard displays. This is a centralized place of items requiring your attention. In the OHC world, these are your assigned tasks, referred candidates and associated requisitions.

Whenever you need to return back to the dashboard, click Dashboard, from the upper left.

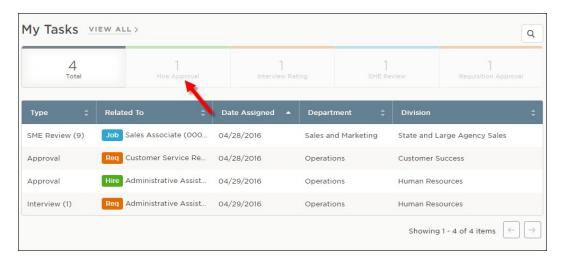


#### My Tasks

In the My Tasks section, you can have four types of tasks pending your review:

- 1. Requisition Approval
- 2. SME Review
- 3. Interview Rating
- 4. Hire Approval

The default view displays all tasks pending your review. Click one of the color-coded tabs to view a specific task type.



To view all tasks, including completed ones, click VIEW ALL.



#### **My Candidates**

In the My Candidates section, referred lists will display for which you are an assigned hiring manager.

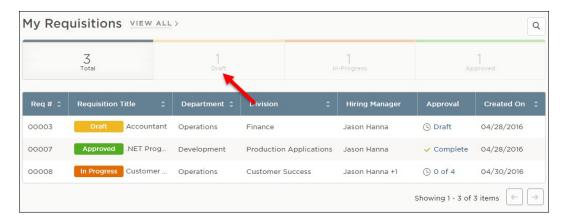


#### My Requisitions

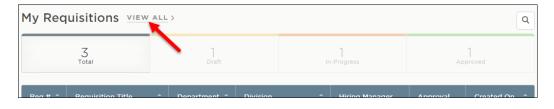
In the My Requisitions section, four types of requisitions associated with you will display:

- Draft Requisitions you have created and saved, but haven't yet submitted.
- In Progress Requisitions you have submitted and are in progress of being approved.
- Approved Requisitions you have submitted and have be approved by all groups.
- Open Requisitions you have submitted and have been opened by HR for recruiting.

The default view displays all draft, in progress and approved requisitions associated with you. Click one of the color-coded tabs to view a specific requisition type.



To view all requisitions, including filled and cancelled ones, click VIEW ALL.



#### **Create a Requisition**

When a hiring department has an open position, they'll submit a requisition as a request to fill the vacancy.

Below are two navigation paths to start up the process of creating a requisition. Use the path that feels most natural to you.

Required OHC role: With the OHC role of Originator or HR Liaison, you can create a requisition.

#### Navigation Path 1

On the Add New menu [+], click Requisition. This can be done from any page.



#### Navigation Path 2

On the Jobs menu, click Requisitions.



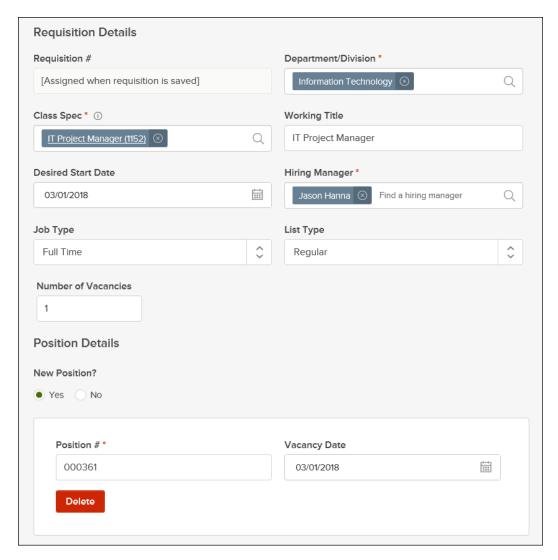
Then click Add.





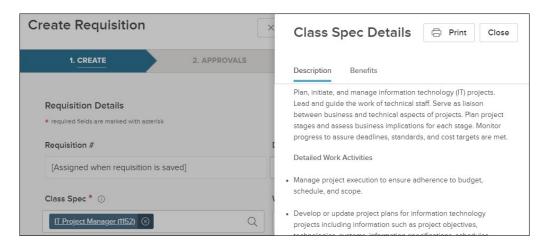
#### Steps to Create a Requisition

1. The first of three requisition form pages will display.



2. Complete the requisition form page.

3. Have you selected the correct class spec? There's a way you can check! From the Class Spec field, click the selected job title to have a closer look. If you'd prefer printing the class spec, simply click Print. After your review, click Close.



- 4. Once you've completed the form, click Save & Continue to Next Step.
- 5. The State does not currently use approval workflows. Click Save & Continue to Next Step.
- 6. Drag any file attachments to the third requisition form page and click Save & Submit.



Note: If you're not quite ready to submit the requisition, click Save & Close. The requisition will display on your dashboard page in the My Requisitions section as a draft.



#### **Delete a Requisition**

Did you make a mistake by creating a requisition that is not needed? If so, no worries! You can delete the requisition if it has a status of Draft or In Progress.

Required OHC role: With the OHC role of Originator or HR Liaison, you can delete a requisition.

#### Steps to Delete a Requisition

1. On the Jobs menu, click Requisitions.



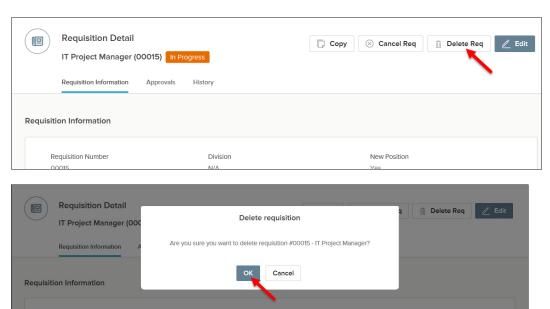
2. Click the requisition to be deleted.

Requisition Number



3. Click Delete Req and click OK to confirm deleting the requisition.

Division



New Position



#### **Cancel a Requisition**

For various reasons, you may need to simply cancel a requisition and not continue with the recruitment process. The OHC provides the option to cancel a requisition, even after it has been approved.

Required OHC role: With the OHC role of Originator or HR Liaison, you can cancel a requisition.

#### Steps to Cancel a Requisition

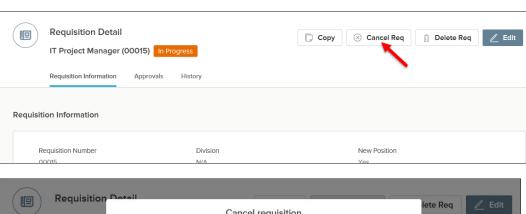
1. On the Jobs menu, click Requisitions.

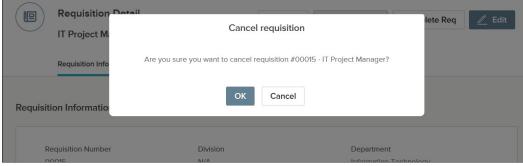


2. Click the requisition to be cancelled.



3. Click Cancel Req and click OK to confirm cancelling the requisition.





#### **Reassign Requisitions**

Perhaps you're taking some time away from the office or you've been promoted to a new position. Whatever the circumstance, you can reassign one or more requisitions to another team member. The requisition(s) will display in the new owner's My Task section.

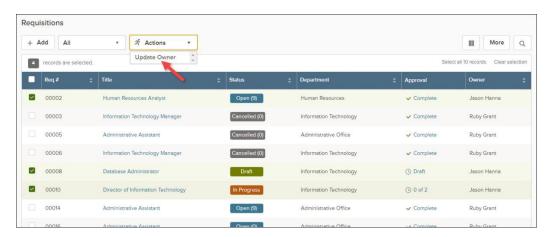
Required OHC role and permission: With the OHC role of Originator, HR Liaison or Hiring Manager, and the Update Owner permission selected (Insight navigation: Admin > Configuration Settings > Security Roles – OHC), you can reassign one or multiple requisitions to a different owner within your assigned department(s)/division(s).

#### Steps to Reassign Requisitions

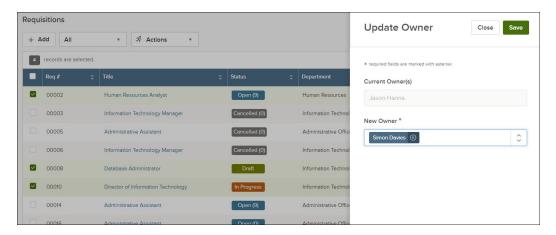
1. On the Jobs menu, click Requisitions.



2. Select the requisition(s) requiring reassignment to a different owner. If you've selected multiple requisitions, be sure the current owner is the same for all selections; the OHC allows reassignments, one owner at a time. On the Actions menu, click Update Owner.



3. On the New Owner pulldown, click the new owner's name.



4. Once you're done, click Save and then click Yes, Update.

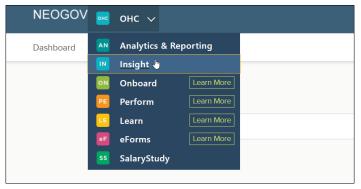


#### Create the Recruiting File

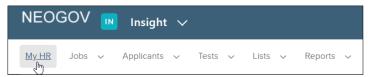
After submitting the requisition, a recruiting file needs to be created in Insight.

#### Steps to Create a Recruiting File

1. If you are not already in Insight, click on the carrot drop down menu next to OHC in the top left of your screen and select Insight.



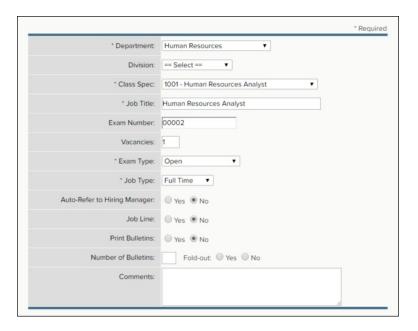
2. Go to your My HR page and view the Requisitions section.



3. From the Exam column, click Create Exam (this is not related to the exam the applicant will complete, this is determining the type of opening, i.e. Open competitive, promotional, etc.).



4. The Recruiting File form will display.





5. Complete the form using the table below.

\* Required

Field	What to Enter
* Class Spec	Pre-populates with the class spec specified in the requisition.
* Job Title	Pre-populates with the working job title specified in the requisition.
Exam Number	Pre-populates with the same number assigned to the requisition.
Vacancies	Pre-populates with the same number designated in the requisition.
* Exam Type	Select the exam type from the pulldown. This is a NEOGOV-specific
	listing and the selections cannot be modified.
* Job Type	Select the job type from the pulldown.
* Department	Pre-populates with the department specified in the requisition.
Division	Please contact your DHR consultant to add divisions for your agency (only necessary if agency uses different workflow groups.)
Auto-Refer to Hiring Manager	Leave the default value of No as you will be evaluating candidates using a series of evaluation steps in upcoming training modules.  Note: If set to Yes, candidates will be immediately referred to the hiring manager(s) designated on the associated requisition.
Job Line	This field is for tracking purposes only. If your organization uses a job line (i.e., a telephone audio recording of open jobs) then select whether or not this job is on the job line.
Print Bulletins	This field is for tracking purposes only. Select whether or not you're printing job bulletins.
Number of Bulletins	This field is for tracking purposes only. If you're printing job bulletins you trackthe number and whether or not they are fold-out.
Comments	Enter any additional information about the Recruiting File in this field.

6. Once you're done, click Save.

#### What is a Recruiting File?

A Recruiting File is a central hub for many recruitment processing activities. From the Recruiting File you can track recruitment activities and view associated records. It may help to think of the Recruiting File as a recruitment folder and much of your recruitment work is stored within this folder. See the sections table on the following page for more details.



Section	Description
Job Posting	Add a job posting from this section. Once the job posting has been added, you can view, edit, archive/unarchive and view the audit trail.
Advertising Plan	Track advertising expenditures from this section. Once an advertising item has been added, you can edit, delete and view the audit trail.  Your Insight Administrator will set up the most commonly used advertising methods, e.g., Newspaper ad, Radio ad, CareerBuilder.
Evaluation Steps	Add one or multiple selection hurdles for your candidates from this section. Once an evaluation step has been added, you can edit, delete and view the audit trail. Once candidates have applied, you can view submitted applications, print applications and view candidate results and flow reports. This is where you'll spend much of your application screening/scoring time.
Advanced Filters	Add evaluation and/or eligible list filters to find specific groups of candidates from this section. Filters can be based on various data points including master profile, standard application, agency-wide and job-specific supplemental questions and evaluation step results. Once a filter has been added, you can view, edit, delete and share.
Eligible Lists	Add subsequent eligible lists from this section. Upon creating the exam plan, Insight automatically creates an eligible list for you. This eligible list, named Default List, has a list type set to Regular. You can edit, view candidates and audit trail for the default and/or subsequent eligible lists. Candidates must go through all evaluation steps prior to being placed on the regular eligible list. Conversely, candidates can be placed on a priority eligible list at any time without the requirement of going through all evaluation steps. Some examples of priority eligible lists include: promotional, transfer and layoff.
Requisitions	View the associated requisition(s) from this section. Since you created the Recruiting File from the requisition a moment ago, the requisition is automatically associated with the Recruiting File. Other actions include: add, edit, authorize, disassociate and view a resulting referred list.
Tasks	Add your other Insight users' recruitment tasks from this section. Once a task has been added you can edit and delete. The task system will send automated email notifications to assignees regarding assignments, due dates and status changes.
Notes	Add recruitment notes from this section. Once a note has been added you can edit, delete and view the audit trail.
Files	Add (upload) files applicable to the recruitment from this section. Once a file has been uploaded it can be downloaded or deleted.



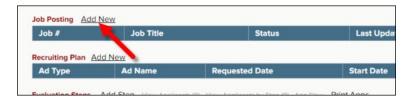
#### **Create a Job Posting**

To work on the job posting, you will need to switch from the OHC side to the Insight side of NEOGOV.

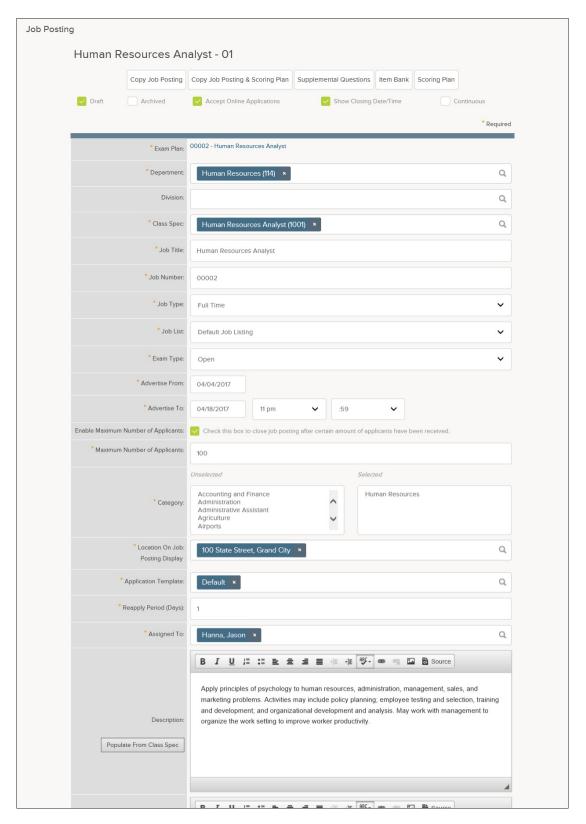
#### Steps to Create a Job Posting

\*Note: If you are using an existing/copied job posting, open that job posting and in the Recruiting File section, choose Select Existing, then search for and select the associated recruiting file.

- 1. If you're not already viewing your Recruiting File, return back. Again, you have a couple of ways to get there: (1) From My HR page, in the Requisitions section, click the exam number. (2) On the Jobs menu, click Recruiting Files. From the Recruiting File column, click the job title.
- 2. From the Job Posting section, click Add New.



3. The job posting form will display.





4. Complete the form using the table below.

#### **Job Posting Checkbox Fields**

\* Required

Field	What to Enter
Draft	Select Draft to keep the job posting in a "work in progress" state. It is a best practice to select this field until you've thoroughly reviewed the job posting and are ready to post the job online. This prevents posting online with errors or without job-specific supplemental questions.
Archived	Select Archived at the end of the recruitment process; after you've hired the ideal candidate and you're filing away records. Along with the job posting you will likely archive the Recruiting File, eligible list and referred list.
Accept Online Applications	Select Accept Online Applications to allow online candidates to submit their applications for employment.
Show Closing Date/Time	Select Show Closing Date/Time to display the closing date and time on the job posting. If the job is open until filled, then you may opt to deselect. This will remove the closing date and time from the job posting.
Continuous	Select Continuous to display the word "Continuous" for the job posting closing date and time. DHR will not manage statewide continuous applications in NEOGOV.

#### Job Posting Fields

Field	What to Enter
* Recruiting File	Pre-populates with the correct Recruiting File association, since you're creating the job posting from the Recruiting File.
* Department	Pre-populates with the same department assigned to the requisition and resulting Recruiting File.
Division	Pre-populates with the same division assigned to the requisition and resulting Recruiting File.
* Class Spec	Pre-populates with the class spec specified in the requisition and resulting Recruiting File.
* Job Title	Pre-populates with the job title specified in the requisition and resulting Recruiting File.
* Job Number	Pre-populates with the same number assigned to the requisition and resulting Recruiting File.
* Job Type	Pre-populates with the same job type assigned to the Recruiting File.

#### Job Posting Fields (Continued)

\* Required

Field	What to Enter
* Job List	You have a total of three pages on which your job posting can display: (1) Default Job Listing ( <b>Open Competitive</b> ), (2) Promotional Jobs ( <b>Statewide Promotional Opportunities</b> ) and (3) Transfer Jobs ( <b>Internal Promotional Opportunities</b> ). The option you choose here will determine where applicants find the job on our website.
* Exam Type	Pre-populates with the same exam type assigned to the Recruiting File.
* Advertise From	Enter the date on which you will start to accept online applications for employment. At 12 midnight (in your time zone) on the opening day the job will post and accept online applications.
* Advertise To	Enter the date and time on which you will close the job and stop accepting online applications.
Enable Maximum Number of Applicants	Select to close the job posting once a specified maximum number of applications have been received. Closure will occur regardless of the Continuous field selection. If the Continuous field is not selected, the job posting will close prior to the date in the Advertise Tofield.
* Maximum Number of Applicants (Required if Enable Maximum Number of Applicants is selected.)	Enter the maximum number of applications that will be accepted for the job posting. If the Continuous field is not selected and the maximum is not reached, the job posting will close on the date in the Advertise To field.  Note: Due to a slight syncing delay between the online application process and Insight, a few accepted applications over the maximum is possible.
* Category	Select one or multiple job categories that
* Location On Job Posting Display	Click and select the location for this job opening.
* Application Template	Click and select the correct application template.
* Reapply Period (Days)	Enter the number of days a candidate must wait to reapply for this job posting. If you do not want candidates to reapply for this job posting, then set the number equal to the total number of days the job posting is open, or higher. E.g., if the job posting is open for 14 days, then enter 14.  Note: Setting the number to 0 is not recommended as this allows a candidate to reapply as many times as they'd prefer within the same day.

Field	What to Enter
* Assigned To	Leave the default value of your name or assign to others if they are managing the recruitment.
Description Example of Duties Minimum Qualifications Supplemental Information	Click "Populate from Class Spec" to copy the verbiage over from the associated class spec. This is the one and only time to take advantage of the populate function; if you return back after saving, the populate buttons will not be available.  Note: Minimum Qualifications MUST be imported from the class spec file.
If bilingual, which language is desired?	This field is for internal tracking purposes only. If bilingual is desired for this job, then select the applicable language. If a language is selected it will not display on the job posting.

#### Salary Information

Field	What to Enter
Auto-Update	Select Auto-Update to have salary values updated automatically when
	the associated class spec's salary values are changed.
* Minimum Salary	Enter the minimum salary for the job.
Maximum Salary	Enter the maximum salary for the job.
* Per	Select the rate that coincides with the minimum and maximum salary values.
Based on "X" hours per year	If applicable, select the correct hours per year.  Note: If all your salaries are based on 2080 hours per year, then this pulldown will not exist.
* Show Salary Breakdown	Select one or multiple ways display the salary values: Hourly, Daily, Weekly, Biweekly, Semi-Monthly, Monthly and/or Annually.
Salary Display	If you do not want to display the salary in a dollar amount, then select this checkbox and then select from one of the following values:  Depends on Qualifications, Negotiable, Not Displayed, See Position  Description or Under Review.

#### Remaining Job Posting Fields

Field	What to Enter
Internal Notes (optional)	Enter any additional information about the job posting in this field. The
_	notes will not display to OHC users or candidates.
* Supplemental Questions	MarkYes if you have questions. Answering No here does not prevent the addition of questions at a later time.

5. Once you're done, click Save.

#### **Create Job-Specific Supplemental Questions**

Currently the job posting is in draft status which allows for continued modifications, including the addition of questions. You will now create job-specific supplemental questions. These types of questions are often times used to gather more specific information from candidates regarding their minimum and desired qualifications that pertain specifically to the job opening.

#### Steps to Create Job-Specific Supplemental Questions

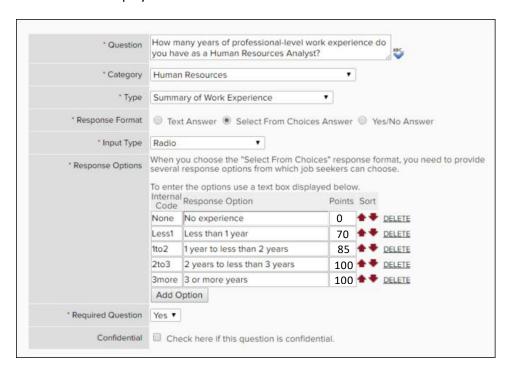
1. From here you're prompted to add the first job-specific supplemental question. If the question will only be used for this job posting and not for others like it in the future, you can proceed to add the question. Otherwise, you can go to the item bank where the question will be stored for upcoming job postings. For this training module, you'll gain experience adding questions in the item bank. Click Item Bank.



2. Click Add New Item to add your first item to the item bank.



3. The item form will display.

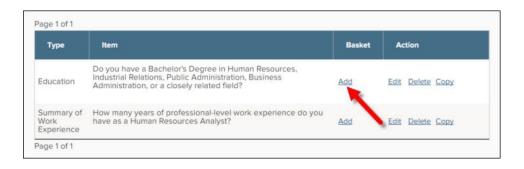


4. Complete the form using the table below.

\* Required

Field	What to Enter
* Question	Enter the question.
* Category	Select the proper job category.
* Type	Select the proper question type.
* Response Format	Depending on the question, select Text Answer, Select From Choices
	Answer. <b>Do not use Yes/No Answer option</b> .
* Input Type	If Response Format is set to Text Answer, then either Scrolling Text Box (a larger text field) or Text (a single line text field).
	If Response Format is set to Select From Choices Answer, then select either Radio, Drop Down Box Single, Drop Down Box Multiple, or CheckBox.
	Note: If the question is multiple choice, then use either Radio or Drown Down Box Single. If the question is multiple select, then use Drop Down Box Multiple or CheckBox.
* Response Options	If Response Format is set to Select From Choices Answer, then click Add Option to add a response option and then enter an abbreviation, number or letter in the Internal Code field, the description in the Response Option field, and optionally, a number in the Points field for auto-scoring setup. If your question is a Yes/No MQ, no points are necessary. If your question is a non MQ Yes/No, enter points for the option that is the correct answer. If your question has ranking answer, enter the appropriate points by response (ie. 0, 70, 85, or 100). Repeat these steps to add additional response options.
* Required Question	Select Yes to prevent candidates leaving the question unanswered. Select No if answering the question is optional.
Confidential	Select Confidential if there should be restricted viewing of candidates' responses; otherwise, leave the checkbox deselected. Only Insight users with access to view confidential information will see confidential questions. OHC users will not see confidential questions, regardless of permissions.

5. Once you have saved your newly created question, search for it and add it to your question list. This will add the question to your basket.



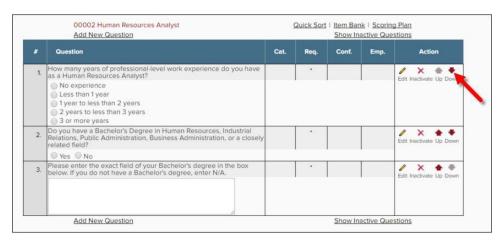
6. Repeat steps 2-5 to add more questions.

\*If you want to use existing questions in the item back, add them to your list and check out. You can then edit the question from your job posting. Editing questions from the item bank view will change the question for all users.

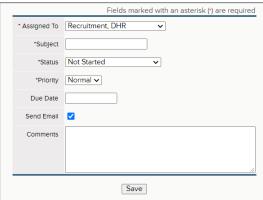
7. Once you're done, click Checkout.



8. Click the up and down arrows to arrange questions in the proper order.



- 9. When you finished adding and editing the supplemental questions, click on the job posting number and title to return to your draft.
- 10. Scroll down to the bottom and click save.
- 11. Your job posting with supplemental questions is complete and ready for DHR to review.
- 12. Use the job posting checklist provided by DHR to ensure you have all required components for a successful review and approval.
- 13. Create a task in the Recruitment File task section asking DHR to review your job posting and supplemental questions. Assign it to DHR Recruitment.



#### Review the Referred List

It's now time to have a look at the referred list. The referred list is your hiring list with eligible candidates.

#### Steps to Review the Referred List

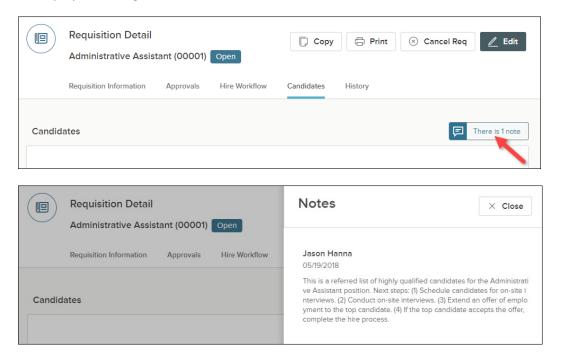
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. From the My Candidates section, click the referred list to review.



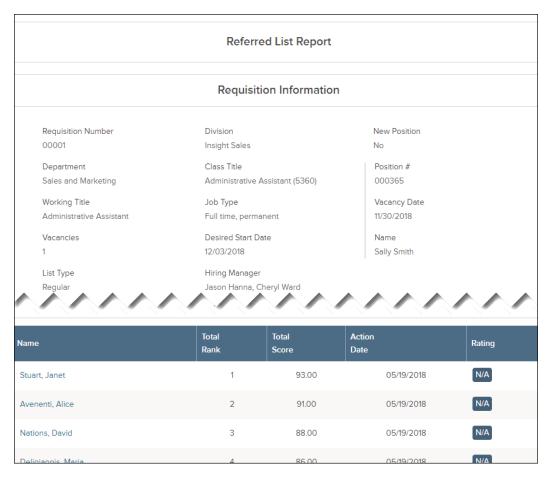
Note: If the HR staff member left one or more notes on the referred list for you, a button will display indicating the number of notes available to read.



3. Your Insight Administrator has configured the referred list's columns of data. If you prefer to display fewer columns, click and deselect.



4. Once you're done, you have the option of either printing or exporting the referred list. To print the referred list, simply click Print. This will render a new web browser page to display the Referred List Report. Press Ctrl+P on your keyboard to print.



5. Close the report page to return back to the referred list.

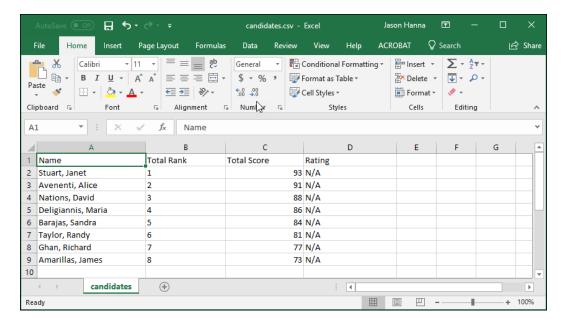
6. Exporting the referred list also takes place from the same page. Select the candidates to be exported.



7. On the More menu, click Export to CSV.



- 8. Save the export file to your preferred file location.
- 9. Once you're done, open the export file!



#### **Schedule Interviews**

It's now time to move your candidates to the interview step.

#### Steps to Schedule Interviews

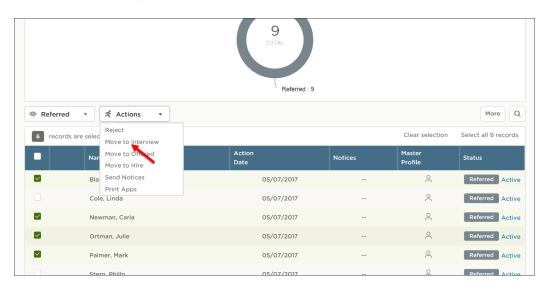
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. From the My Candidates section, click the referred list that will have interviews.



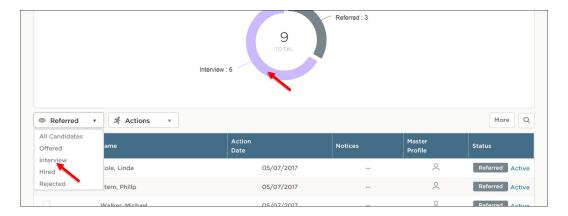
- 3. Select the candidates that will be moved to the interview step.
- 4. On the Actions menu, click Move to Interview.



Note: Your hire workflow may have a customized name for the interview step, e.g., On-Site Interview. If so, click the customize name to move the candidates to that step.

5. Click OK to confirm moving the candidates.

6. The selected candidates have been moved from the referred step to the interview step. To see them again, the view must be switched to the interview step candidates. On the doughnut chart, click Interview, or on the Candidates menu, click Interview.



#### Reject a Candidate

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can reject a candidate.

#### Steps to Reject a Candidate

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.



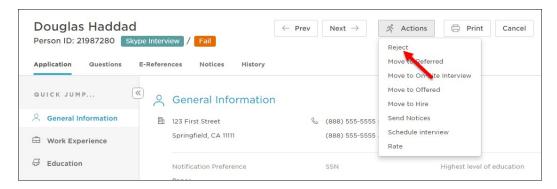
2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined one or more will be rejected.



3. Click the name of the first candidate to be rejected.



4. On the Actions menu, click Reject.



- 5. Click and select a reject reason.
- 6. If preferred, enter comments providing more details.



- 7. Once you're done, click Save.
- 8. Repeat these steps for any remaining rejected candidates.

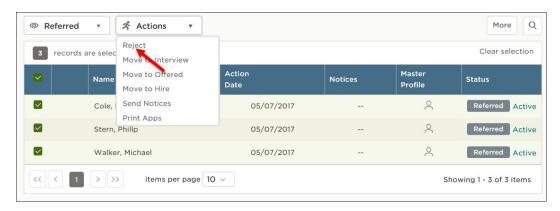
#### Steps to Reject Candidates in Bulk

Alternatively, you can reject multiple candidates at the same time. This process will designate the same reject reason and comments for all selected candidates. As a result, you may have a few rounds of bulk rejecting if candidates have different reject reasons and/or comments.

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.



- 2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined multiple will be rejected.
- 3. Select all candidates that will have the same reject reason and comments.
- 4. On the Actions menu, click Reject.



- 5. Click and select a reject reason.
- 6. If preferred, enter comments providing more details.
- 7. Once you're done, click Save.
- 8. Repeat these steps for any remaining rounds of rejected candidates.

#### Make an Offer

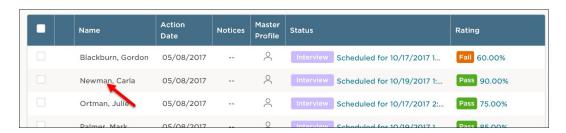
Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can make an offer of employment for the preferred candidate.

#### Steps to Make an Offer

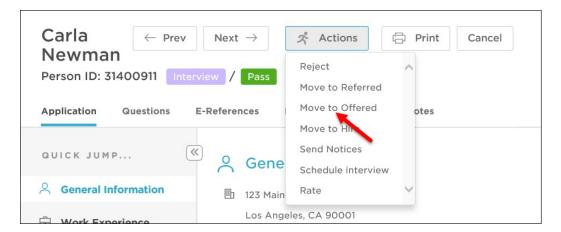
1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.



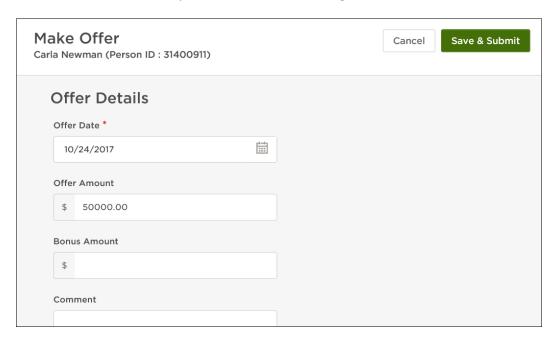
- 2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and will make an offer for one of them.
- 3. Click the name of the candidate to receive the offer.



4. On the Actions menu, click Move to Offered.



5. Enter the offer date and any additional details including dollar values and comments.



6. Once you're done, click Save & Submit.

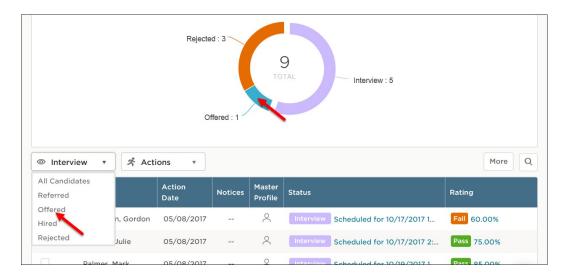
#### Steps to Update Offer Status

If the candidate has accepted or rejected your offer of employment, the status can be updated to track the event.

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.



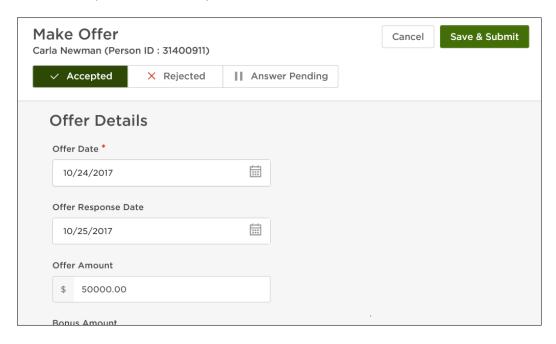
2. On the doughnut chart or on the Candidates menu, click the offered step.



3. From the Status column, click Pending.



- 4. Click Edit and either Accepted or Rejected.
- 5. Enter the response date and any additional details.



6. Once you're done, click Save & Submit.



#### Hire a Candidate

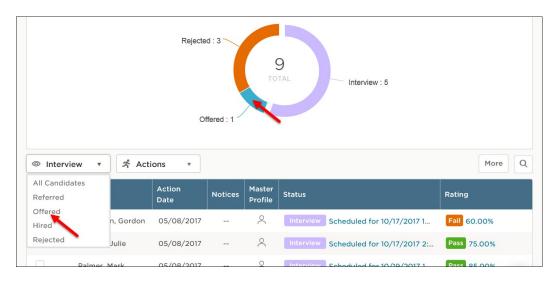
Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can hire a candidate.

#### Steps to Hire a Candidate

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.



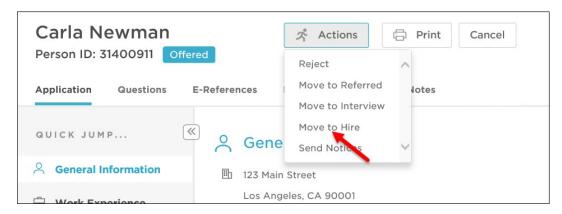
2. On the doughnut chart or on the Candidates menu, click the offered step.



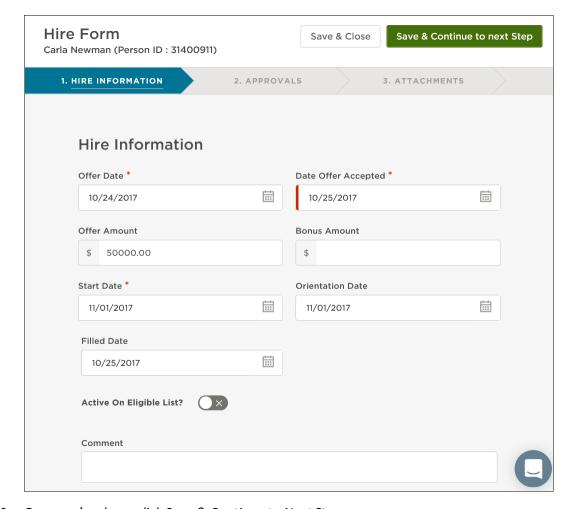
Click the name of the candidate to hire.



4. On the Actions menu, click Move to Hire.

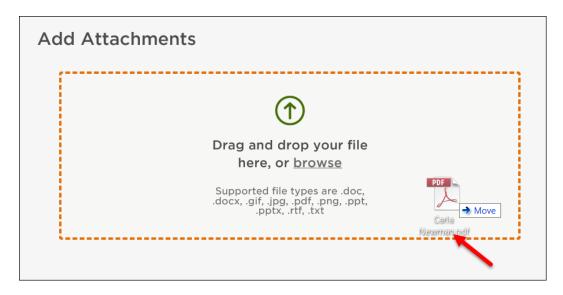


5. Enter the start date and any additional details.



6. Once you're done, click Save & Continue to Next Step.

- 7. The State does not use approval workflows. Click Save & Continue to Next Step.
- 8. Drag any file attachments to the third hire form page and click Save & Submit.



Note: If you're not quite ready to submit the hire, click Save & Close. The hire will display in your referred list with a pending release status. Once you're ready to submit, edit the hire, make any updates and click Save & Submit.



#### **Print Applications**

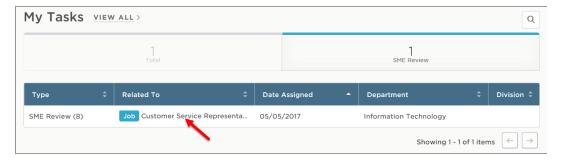
Required OHC role: With the OHC role of SME, Rater, Hiring Manager, or HR Liaison, you can print applications.

#### **Steps to Print Applications**

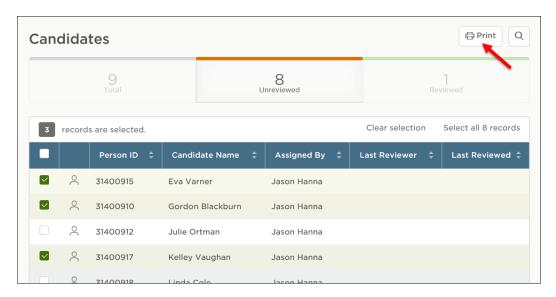
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. If you're assigned the OHC role of SME or Rater, go to the listing of candidates.



3. Select the candidates for which you need printed applications and click Print.



4. Alternatively, if you're assigned the OHC role of Hiring Manager or HR Liaison, go to the referred list of candidates.

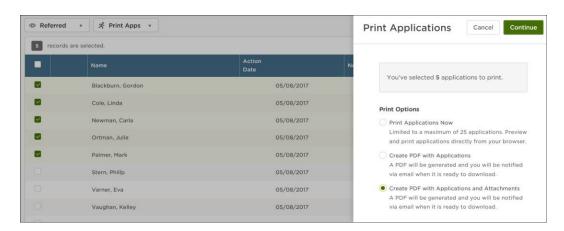


- 5. Select the candidates for which you need printed applications.
- 6. On the Actions menu, click Print Apps.



- 7. The Print Applications window will display. You have three options from which to choose:
  - Print Applications Now: Limited to 25 applications and requires a direct print from your web browser.
  - Create PDF with Applications: Creates a PDF of applications without candidates' uploaded attachments.
  - Create PDF with Applications and Attachments: Creates a PDF of applications with candidate's uploaded attachments (e.g., résumés, cover letters, college transcripts).

Select your preferred printing option and click Continue.



8. If you selected either PDF download option, a confirmation window will display. You'll receive an email from support@neogov.comonce your PDF is ready for download.



9. Go to your saved PDF. On the Profile menu, click Print Applications.



10. From the PDF column, click View for the saved PDF you want to download and/or print.

