Title:            **Recruitment**
Department:    **Administrative Services**
Effective Date:  **March 4, 2020**

## PURPOSE

This Standard Operating Procedure clarifies PPM's recruitment process and applies to all open recruitments (excluding emergency hires and temporary appointments) in an effort to attract, develop and maintain a diverse and inclusive workforce in Physical Plant Management while complying with state and federal laws and applicable collective bargaining unit agreements.

## RESPONSIBILITY

Administrative Services:
- Reviews proposed position description(s) for accuracy with the appropriate area Administrator
- Provides V.P. of Administration and Finance (or designee) with justifications and requests to recruit for pre-approval
- Posts recruitment requisition into CSUN recruitment platform
- Reviews all applicants for minimum qualifications
- Consults with Area Administrator on proposed committee members & Application Screening Record criteria
- Ensures recruitment complies with applicable Collective Bargaining Unit Agreements and State/Federal laws
- Provides Interview Process (confidentiality) memos, applications, and Application Screening Record to all recruitment committee members
- Sits on all open recruitments to ensure consistency and impartiality
- Approves all proposed screening criteria and interview questions
- Schedules and coordinates all interviews
- Enters job offer/background check request into system
- Requests chargeback for background check
- Contacts successful candidate regarding first-day and onboarding instructions

Area Administrator:
- Provides recruitment justifications to Administrative Services
- Designates search committee members
- Collaborates with Administrative Services to finalize position description
- Develops screening criteria in coordination with Administrative Services

Search Committee:
- Reads and formally accepts Interview Process (confidentiality) memo via signature
- Maintains ccnfidentiality and ensures no discussion occurs regarding applicants or the interview process outside of the committee meetings or interviews
- Reviews all provided applications and scores each on the Application Screening Record
- Meets to discuss screening scores and select candidates for interviews
- Conducts initial interviews asking *only* pre-determined interview questions with follow-up questions to clarify a previous response if needed
- Compiles complete and objective notes of candidate responses
- Recommends finalist(s) to Senior Director for second interview

Senior Director (or designee):
- Schedules/coordinates any necessary Open Forums or second interviews
- Conducts second interviews
- Consults with selection committees as needed

## PROCEDURES

### Position Description
Area Administrator works with Admin Services to provide updated or most recent position description so it can be attached to the job posting at such a time it is entered in Recruiting platform.
- If position is new, Area Administrator will provide written justification outlining why new position is required for operation
- Depending upon the position; position description (PD) should be reviewed and/or approved by the Director of Admin. Services

### Request for Approval to Recruit
Admin. Services sends email request to Ken Rosenthal, Edith Winterhalter & Jennifer De Iuliis to recruit position. (This email is forwarded for Presidential approval via Edith Winterhalter, Colin Donahue, and Jill Smith.) Email includes:
- Job Title
- Position Number
    o If the position requested is new; HR will assign a new position number
    o If the position requested is vacant; PPM Admin. Services will assign the position number
- Name of Previous/Incumbent Employee if Applicable
- Why position is vacant, (i.e., retirement, resignation, new position, etc…)
    o If position is new, written justification outlining why position is needed and where funding will be sourced
- Explanation of how "The position is budgeted and critical to campus operations"
- Brief description of responsibilities/duties

### Job Posting
After PD is updated and request to recruit has been approved, Admin Services enters the requisition into in the recruitment platform.

- Depending upon the position, 3 to 4 approval levels required in recruiting platform:
  - o 1st approval is either the Manager/Director of the area or the Senior Director
  - o 2nd approval is the Senior Director
  - o 3rd approval is VP's office
  - o 4th approval is Human Resources
- After the last approval (by HR) in recruiting platform, a draft posting is created by Recruiting Services
- Draft posting is emailed to the Director of Admin. Services and Recruiting Coordinator for review. Necessary changes (if any) are noted and sent back to Recruiting Services for posting
- The position is posted for 14 days. Note the "review begins" date in the email

## Recruitment Committee Selection
Recruitment committees are selected based on the position and/or bargaining unit.
- Teamster Positions – All Teamster recruitments require at least one member from the occupational group being recruited who is selected in consultation with the area manager and Union Steward.
- CSUEU Positions – It is recommended, but not mandatory, that at least one CSUEU bargaining unit employee be given the opportunity to serve as a committee member.
- Recruitment committees should have at least one area manager and/or supervisor and one member of Administrative Services. Any additional members recommended should be reviewed and approved by the Director of Admin. Services.

## Application Screening
- Area Administrator and Administrative Services modify the Application Screening Record to suit desired skills, ability and experience for each position
- After the application review date has passed, Admin. Services pre-screens all applications for minimum qualifications
  - o If an adequate number of qualified applications have been received, Admin. Services may request the position be temporarily removed from the recruitment webpage
- Candidates who meet minimum qualifications are sent electronically to each committee member along with the Interview Process memo and Application Screening Record
- Each committee member reviews and screens each application/resume and scores appropriately against the Application Screening record
- Committee has initial meeting to discuss applicants with highest scores and selects candidates for initial interview
  - o For CSUEU recruitments only: All current CSUN CSUEU members who meet minimum qualifications, will be offered an interview

## Candidate Interviews
- Area Administrator coordinates with Administrative Services and committee on proposed interview questions. Director, Administrative Services approves all proposed questions
- Administrative Services contacts and schedules all selected candidates for first interview
  - o Candidates provided with date/time/location of interview and confirmation email
  - o Work control provided schedule of all interviews to be conducted

- Committee conducts interviews of candidates
  - Asks only the pre-approved questions or clarifying questions if a candidate gives an answer that requires additional information
  - Makes notes of candidate responses and scores each applicant
- Committee selects finalist(s) to move forward to second interview with Senior Director
- Senior Director (or designee) contact finalist(s) and conducts second interview (and/or Open Forum if applicable)
  - If Senior Director approves recommended finalist, Administrative Services is notified to proceed with job offer
  - If Senior Director has reservations, will meet with committee to discuss next steps

**Job Offer**

Once a candidate has been selected:
- Administrative Services:
  - Reviews recommended finalist and enters job offer and background check request into recruitment platform
  - Enters chargeback request for any background check
- HR Recruitment Services:
  - Reviews job offer components
  - Makes contingent offer
  - Initiates background check
  - Approves background results, and sends out official Job Offer Notification to candidate and Admin. Services
    - Admin. Services contacts candidate with first-day and onboarding instructions

## REFERENCES

https://www.csun.edu/sites/default/files/job-opening-guide-oct2011.pdf
https://www.csun.edu/hr/hr-toolkit

**APPROVED** _____     03-04-20
                    Jason R. Wang, Senior Director                    Date