Arkansas Department of Military
Cabinet Secretary - Brigadier General Olen Chad Bridges,
The Adjutant General

Policy Title: State Hiring Process and Procedures

Policy Number: 19

Authority: Ark. Code Ann. §12-61-106, Department of Transformation and Shared Services, Office of Personnel Management, Policy Title: Advertising a Job and Filling a Position, Policy Number: 8

Effective Date: July 1, 2023

I. PURPOSE:

This policy establishes guidelines for the Arkansas Department of Military (DOTM) personnel and Arkansas National Guard personnel involved in the state hiring process on the correct procedures of requesting, advertising, benchmarking, scheduling interviews, and the selection process.

II. POLICY:

The Department of Military-Human Resources Department (DOTM-HR) is responsible for managing and assisting in all phases of the state hiring process. For all state positions, the following instructions are to be followed based on the Department's ARCareers Success Factors Portal. Before initiating a request for a position be advertised and filled, verify with the DOTM HR to ensure funding and budgetary guidelines and availability are met.

III. ADVERTISING VACANT POSITIONS:

To advertise a vacant position the "Hiring Official" must send the following documents to their Human Resource Analyst to forward to DOTM-HR. Only after DOTM-HR reviews and approves the request, will the position be approved for adverting. The mandatory documents include:

- DOTM Position Request Form.
- Benchmark Criteria. **Please note benchmarking is to be utilized if you have ten (10) or more applicants that meet the Minimum Qualifications for the position advertised.**
- Copy of the Current State Employee Organization Chart.
- Interview Panel Form.
- Copy of Interview Questions.
- Functional Job Description Form.

- KSA Knowledge, Skills and Abilities Score Sheet Completed with Weights.

IV. BENCHMARKING:

A Benchmarking Sheet should always be established prior to receiving the applicant log. It should contain the criteria for A, B, and C groups. The use of benchmarking is only necessary when you have ten (10) or more applicants.

V. RECEIVING YOUR APPLICANT LOG OF MINIMUMALLY QUALIFIED APPLICANTS:

DOTM HR Analyst will e-mail the applicant link from ARCareers Success Factor Portal (candidates that meet minimum qualifications) to the Hiring Official.

VI. INTERVIEW PANEL:

A (diverse) hiring panel is required for all state posted positions. Hiring panels will consist of two (2) qualified State or Federal employees (preferably both), and all need to be the same grade or higher of the position for which applicants are to be interviewed. Check with the selected panel for availability before scheduling any interviews to ensure that all panelists will be able to attend each interview date and time. There are no substitutions allowed for panel members once the interviews have begun. Interviews must be rescheduled if a panel member is unavailable. Please send DOTM HR a copy of any updated interview questions prior to the first interview.

VII. ADEQUATE INTERVIEW LIST:

An adequate interview list will consist of a minimum of five (5) applicants, however if during the scheduling process, one or more of the applicants declines the interview, leaving you with two (2) or less, contact the DOTM HR for further guidance.

VIII. ATTEMPT TO CONTACT:

Each applicant selected for interview should be contacted by phone or email, and the hiring manager should make no less than three (3) attempts to schedule an interview. An applicant call log must be used to log all attempts to contact the applicant. The call log will be filed as a part of the applicants hiring packet. If email is used to contact applicants, copies of emails will be filed as part of the applicants hiring packet.

IX. ATTEMPT TO CONTACT:

Each interview packet should consist of the following:

- A copy of the applicant’s active driver's license and social security card
- Reference Consent/Release Authorization Form
- Employee Disclosure forms F3-F8

- Statement of Understanding (APERS Contributory Provisions)
- AR State Vehicle Safety Program
- Background Check Form
- Veteran's Preference Policy
- Signed Functional Job Description Form

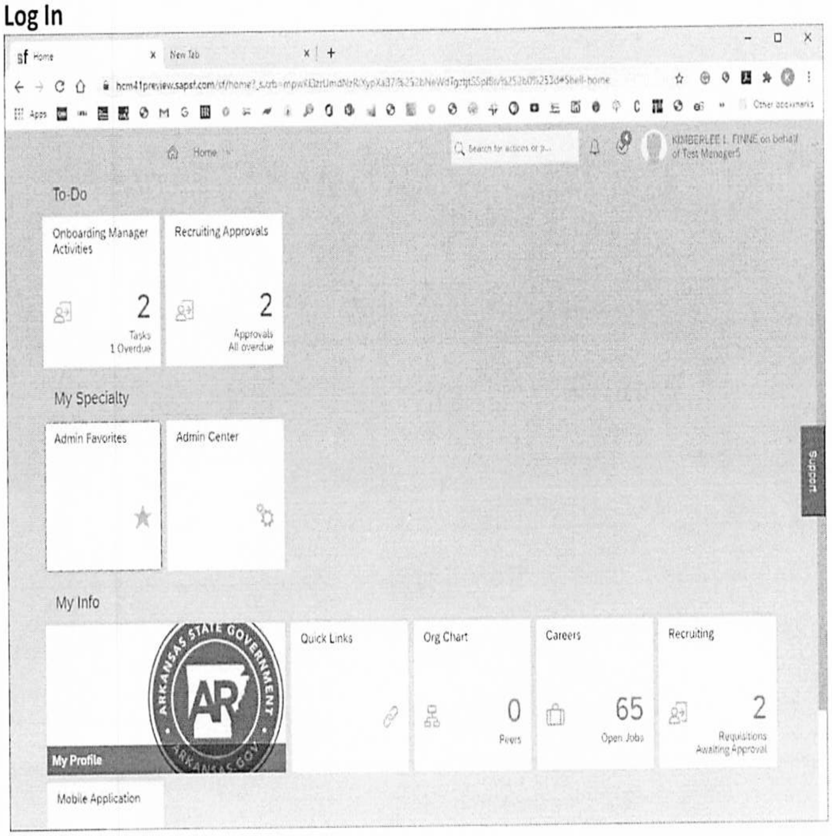
X. KNOWLEDGE SKILLS AND ABILITIES (KSA) SCORE SHEET:

The KSA is an electronic document in which you enter the weighted areas of your questions onto the spreadsheet that tabulates your final score. To develop your (KSA) Knowledge, Skills and Ability score sheets, refer to your interview questions and to the Department of Transformation and Shared Services job specification. Your questions must reflect the KSA of the position you are advertising. Refer to your instruction sheet for assistance. You will create one (1) score sheet for each interviewer and one (1) combined with "total average" of all interviewers scores who participated in the interview. Each interview panel member must sign their own separate score sheet and all signatures should be on the combined total score sheet. All sheets must be sent to HR Analyst for review and processing to be entered into the ARCareers Portal.

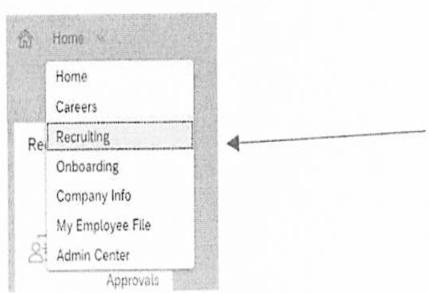
SUCCESS FACTORS PORTAL

UPLOADING HIRE PACKET THROUGH AR SUCCESS FACTORS PORTAL

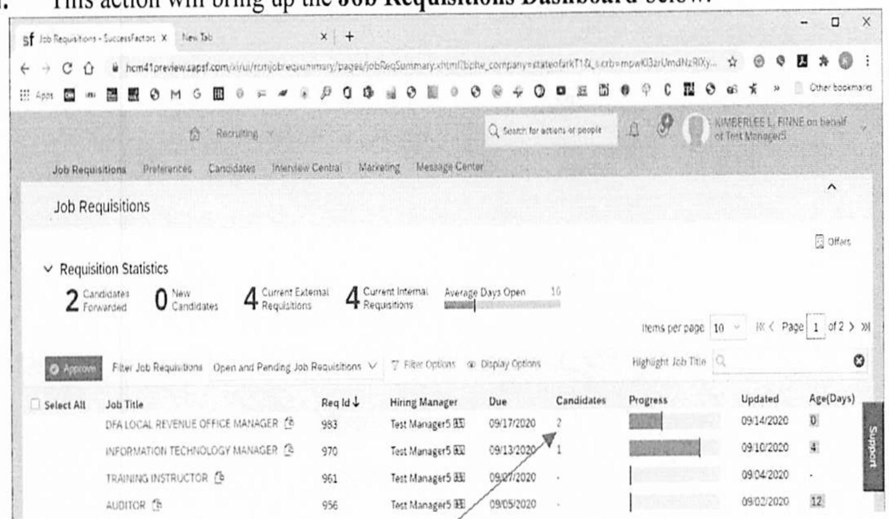
Log In

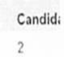


I. At your dashboard, locate and click on the arrow on the dropdown next to Home . Scroll down and select Recruiting.

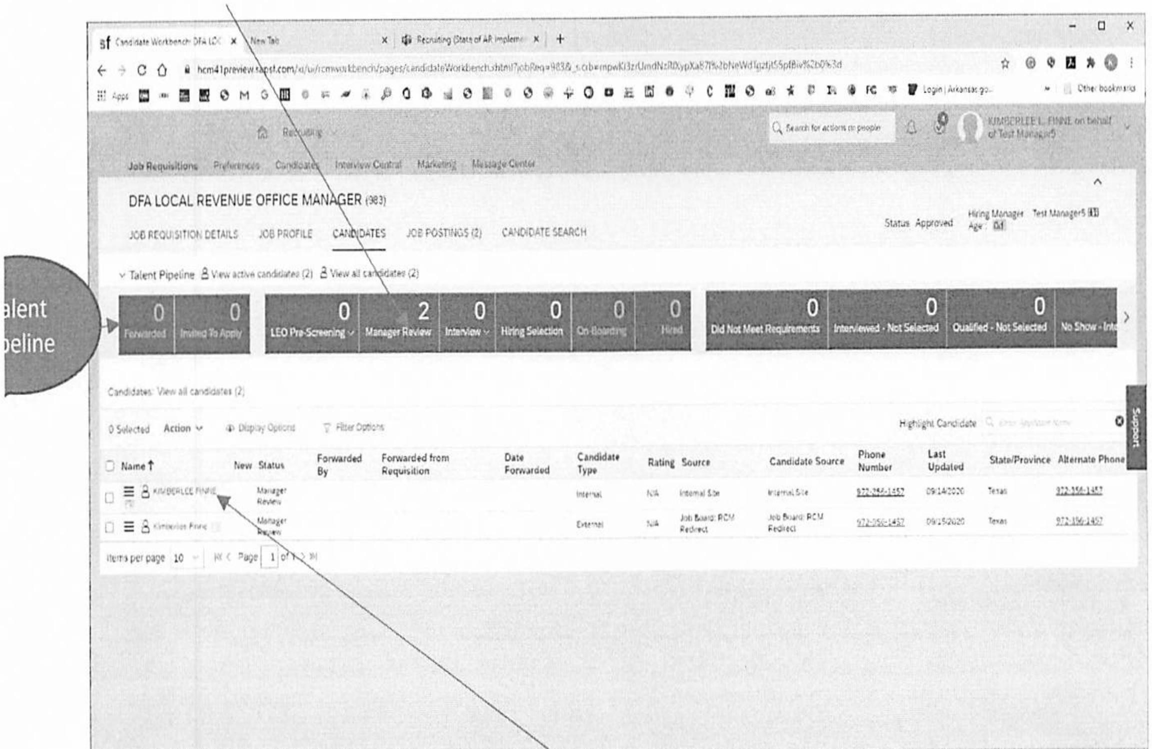


II. This action will bring up the **Job Requisitions Dashboard** below.



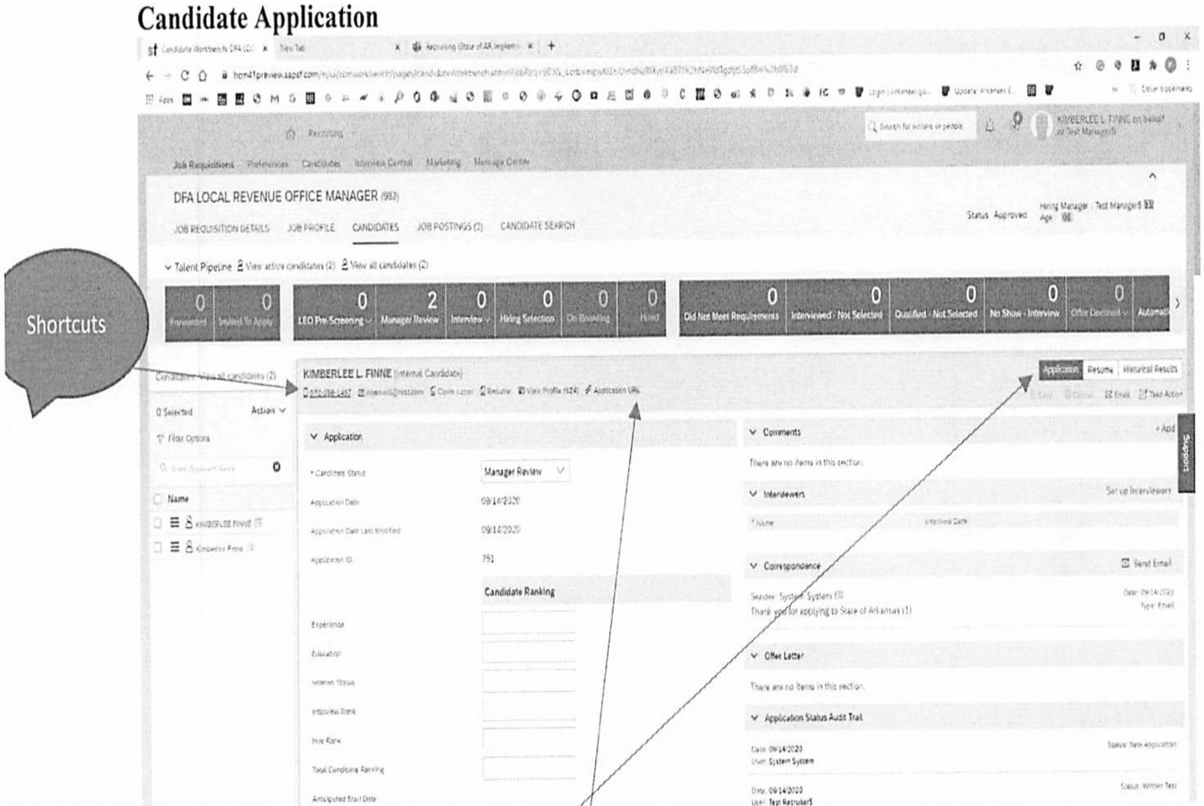
III. Locate the job that you are wanting to review the applications and click on the number under the Candidate heading 

. This will bring up the list of applicants for your position and the **Talent Pipeline.**



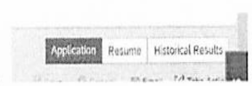
IV. To view the applicant's details, click on their **name** and the screen below will open to view application.

Candidate Application



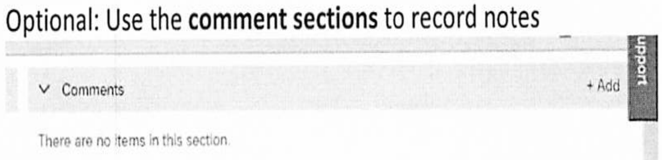
V. Viewing Candidates Application

Use the shortcut button to see the application, resume, or past information.

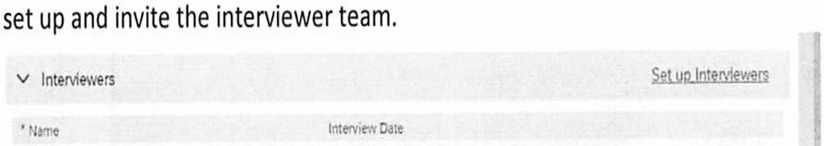


Use the second row of short cuts to see the cover letter, resume, applicant's profile, and to email or take action on them. (see below) and

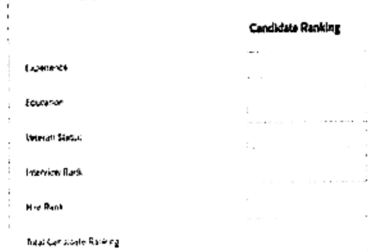
Optional: Use the **comment sections** to record notes



Optional: If you want to set up an interviewer team for this person, locate the Interviewers section and click on set up and invite the interviewer team.



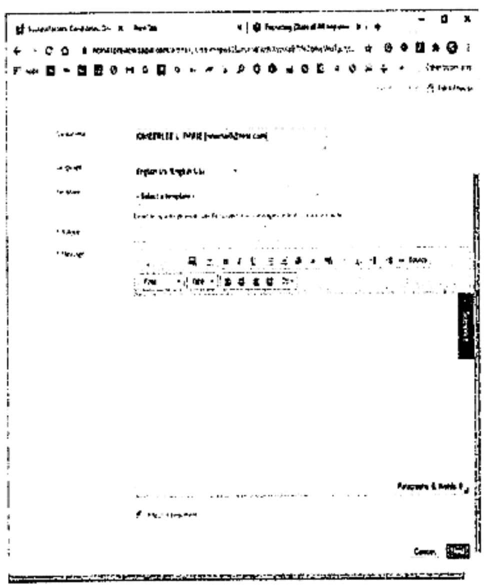
VI. Use the Candidate Ranking to score the applicant. This can help you compare your applicant list.



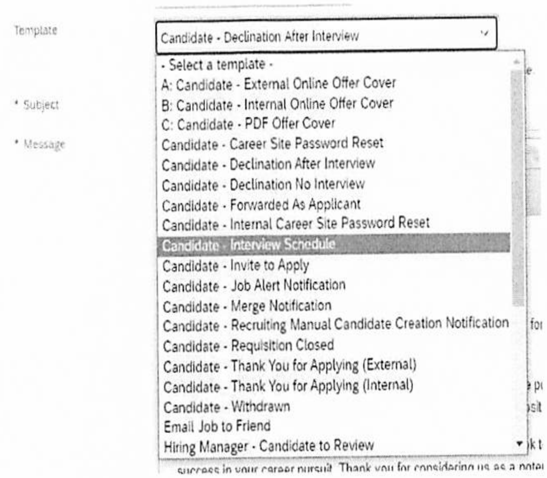
VII. If the hiring manager is interested in interviewing them, there are several ways to contact them and or make notes

- You can contact them **directly** by calling them
- You can **email** them using
  - Outlook
  - by using the system email process
    - Locate the Correspondence section and click on Send Email (see diagram below)

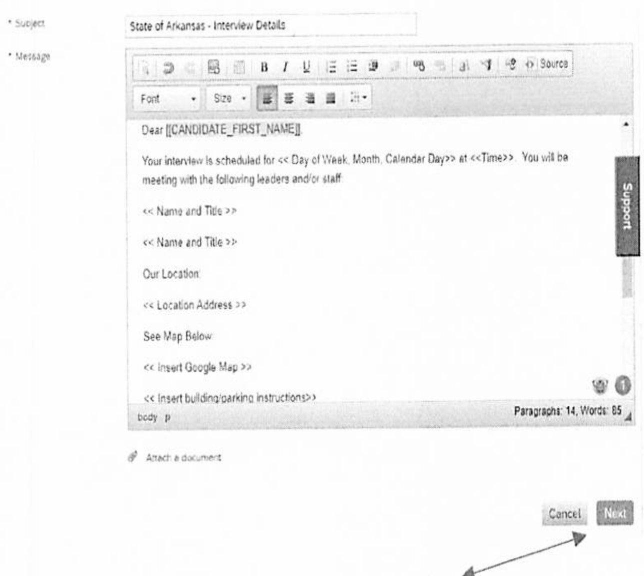
Portal will open in an email template (diagram below).



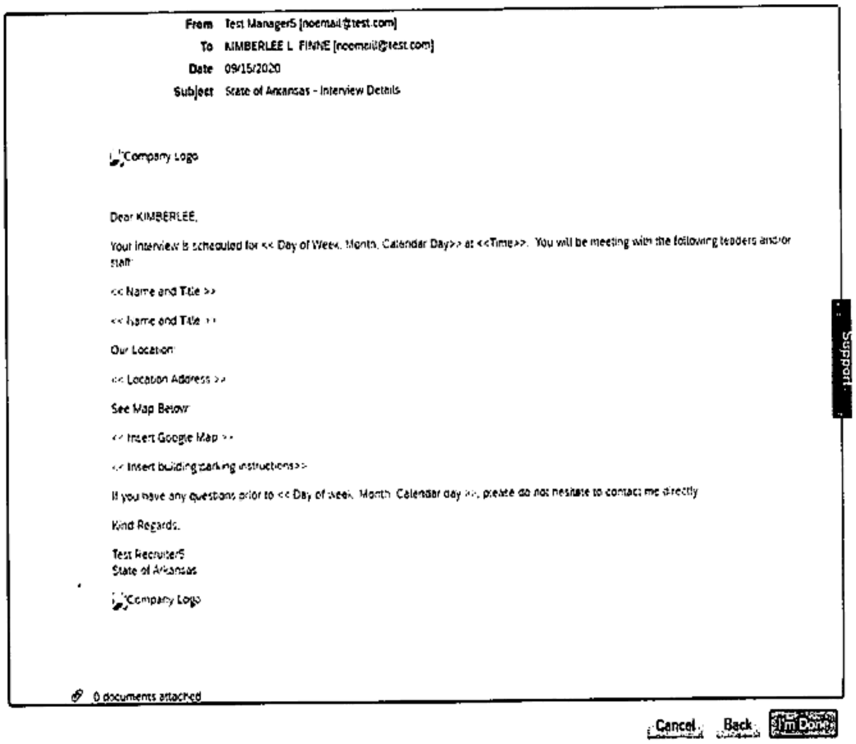
VIII. Use the Template dropdown to select the most appropriate template



IX. From here you can **edit all fields**, attach the background check form.

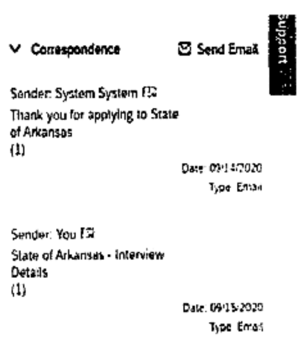


X. Click on Next in the lower right  to the Preview mode.



From here you can cancel the email, click on the Back button to continuing editing or click on **<u>I'm Done</u>** to send the email.

If you click on **<u>I'm Done</u>** it will send you back to the Candidate's list for the selectee Talent Pipeline view. However, if you go back into the applicant and look in the Correspondence section you will see the email listed. (see diagram below)

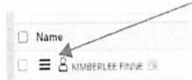


From here you can **schedule a Teams video meeting** to correspond to the email once they accepted. Or use the **email as a face-to-face meeting** depending on the situation.

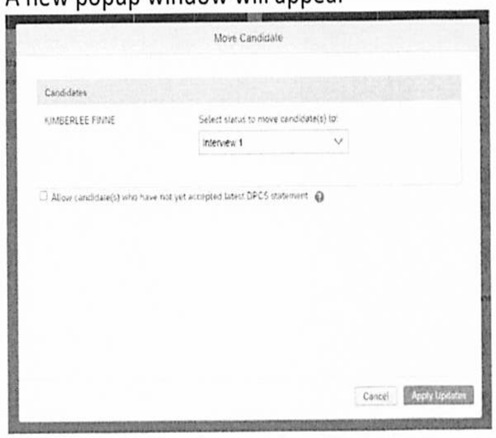
- Or get with HR for contact and schedule interviews.

XI. Once you confirm or want to move forward with the interview - move the applicant to the **Interview stage** by either

1. **Drag and Drop** – hover over the three-line next to the applicant's name on the right. Click to hold (it makes a + sign) and drag to Manager Review.



A new popup window will appear

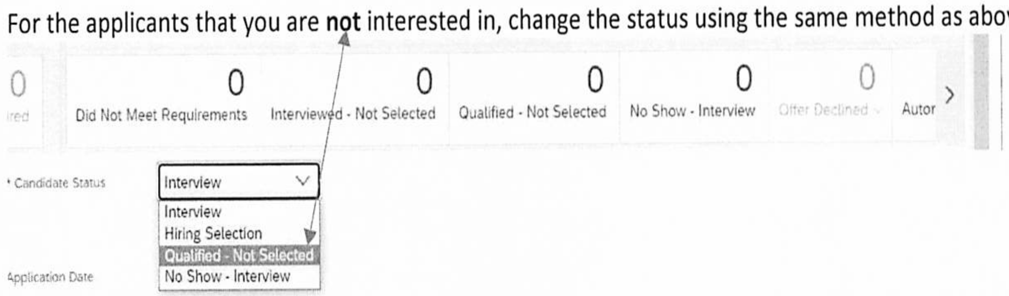


Select **first or second interview** and click on **Apply Update.**

2. In the Application section, use the Candidate Status dropdown and select Manager Review.

Click on Save to save the status change.

For the applicants that you are **not** interested in, change the status using the same method as above.



Use:

- "Qualified – Not Selected" for applicants that you do not want to interview

- Drag and Drop to "Interviewed – Not Selected" for applicants that you have interviewed however, will not be hired for the position

XII. Move the applicant to the Hiring Selection for the person you want to hire for the position.