

SERVICE LEVEL AGREEMENT

Title:	Recruitment Process	HR SLA #1	
Division:	Finance, Administration, Advancement		
Department:	Human Resources	Effective Date:	10/1/13
Owner:		Revision Date:	

Service Description:

Consistent, predictable, efficient completion of hiring process for employees to ensure optimal staffing levels college-wide.

Delivery/Response Time Commitment:

Recruitment Service Level Agreement

Hiring Manager/Department	Human Resources

Position Creation/Discovery

Create (or review for existing) job description (JD)	
Send finalized JD to HR	Within 1 business day of receipt of JD, distribute to bargaining units for review in compliance with contract requirements.
	Within 1 business day of receipt of input from bargaining units, finalize classification (band, level, bargaining unit) decision and communicate to Hiring Manager/Department
Complete Request for Position Form (RPF) and submit with JD to Dean (or Admin equivalent) for written approval	
Submit approved RPF and JD to Vacancy Management Review Team (VMRT) for final approval.	Within 1 business day of receipt of VMRT approved RPF and JD, notify Budget Office to obtain Position Number, FOAPAL, other pertinent information.
	Within 1 business day of receipt of Budget information, forward information to Hiring Manager/Department and instruct that position can be created/finalized in People Admin
Create the Posting in People Admin with information from approved RPF, JD and Budget information.	Within 1 business day of notification that Hiring Manager/Department has created the Posting, review the posting for accuracy and appropriateness; add appropriate designation as 'regular', 'provisional', 'temporary', 'internal only'; create posting specific questions to screen for minimum required qualifications; notify Hiring Manager/Department that posting has been finalized and to initiate Departmental final review.
	Within 1 business day of notification that Hiring Manager/Department has created the Posting, for FT Faculty positions, notify union (MAHE) that position is being posted and request names of MAHE recommended search/interview committee members with due date indicated as 15 calendar days from notification.

Hiring Manager/Department	Human Resources
Position Posting/Recruitment	
Review final draft of Posting and notify HR that posting is ready for activation.	Within 1 business day of notification that Posting is ready for activation, notify Reduction in Force (RIF) employees and bargaining unit representatives as required by contracts.
	Within 1 business day of notification that Posting is ready for activation, activate Posting.
	Within 3 business days of activation, send posting to Star_Alert for campus wide publication and initiate external postings as appropriate for the position.
	Within 1 business day of activation (or within 1 business day of receipt of MAHE recommended interview/search committee members) (or within 1 business day of expiration of 15 day deadline for MAHE recommendations) notify Hiring Manager/Department of need for identification of search/interview committee members.
Interview/Search Committee Formation	
In compliance with any relevant bargaining unit requirements, identify 3 to 5 employees to serve as part of the search/ interview committee and forward names to HR.	Within 1 business day of receipt of proposed search/interview committee members, review committee for contract compliance, diversity concerns, and appropriate training completion.
	Within 2 business days of receipt of proposed search/interview committee members, enroll committee members in online Search Committee training modules as appropriate and communicate such enrollment to committee members with deadlines for completion.
Search/interview committee members complete online training.	Within 3 business days of completion of training by committee members, forward to Hiring Manager/Department a search/interview committee packet which includes: final job description and posting; sample interview questions; instructions for completing interview/search process.
Organizes initial meeting and identifies chair person for search/ interview committee and provides with HR committee packet.	
Identifies for search/interview committee any expectations for timing of process, communication of results, etc.	
Ensures that search/interview committee reviews job description and posting as they create and finalize interview questions, resume screening process, teaching demos/presentations, etc.	

Hiring Manager/Department	Human Resources
Forwards proposed interview tools and plan to HR for approval before receiving applications or other applicant materials	Within 3 business days of receipt of proposed search/interview tools and questions, reviews and provides approval or recommendations for revision to search/interview committee chair person and conducts final review of applicants to ensure candidates meet all minimum qualifications.
Search/interview committee finalizes interview tools and plans and forwards final copies to HR.	Within 1 business day of receipt of final approved search/ interview tools, provides online access to applications and other materials to all search/interview committee members.
Candidate Interviews	
Schedules search/interview committee meeting to review application materials and identify appropriate candidates for interview.	
Schedule and conduct interview of candidates.	
Identify candidates to forward for second level search/interview committee interview as appropriate.	
Second level search/interview committees follow same formation and review process as first level committees.	
Identify recommended candidate to pursue background screening and provide HR with name of candidate as well as a summary statement (paragraph) indicating rationale for selection of identified candidate and forwards summary to HR.	Within 1 week of receipt of name of final candidate, completes reference checks (including internal references for internal candidates) and develops proposed offer of employment (including proposed salary) to be reviewed with Hiring Manager/Department
Hiring Manager returns all screening materials (including committee(s) materials) to HR.	
Offer Process	
Reviews proposed offer and provides any recommendations or requests for modification to HR.	Within 1 business day of finalization of proposed offer, contacts selected candidate and makes contingent offer of employment and communicates final steps necessary for selection.
	Within 1 business day of notification from candidate of acceptance of proposed contingent offer, forwards candidate contingent job offer letter, along with background screening/criminal background request forms for signatures.

Hiring Manager/Department	Human Resources
	Within 1 business day of receipt of signed background screening documents from candidate, submits request for criminal background check to screening agency (Pinkerton).
	Within 1 business day of receipt of completed criminal background (Pinkerton) screening, prepare formal offer of employment and send to Hiring Manager/Department for final review
Reviews final offer and provides any recommendations, additional information, or requests for modification to HR.	Within 1 business day of finalization of final offer, contacts selected candidate and makes final offer of employment, following up with written offer by e-mail.
	Within 1 business day of notification of acceptance of final offer, notifies Hiring Manager/Department.