LA Careers New User Training

Course Manual and Job Aid

STATECIVILSERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

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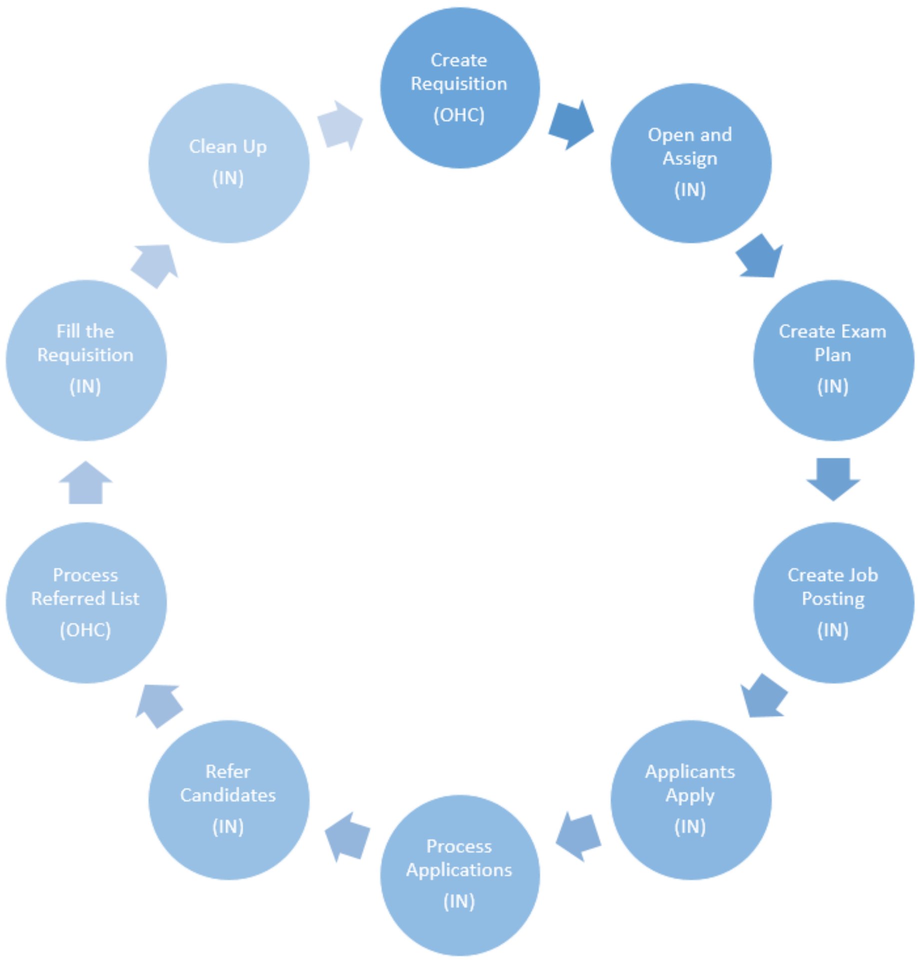

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Signing in to LA Careers

Training site address: www.training.neogov.com

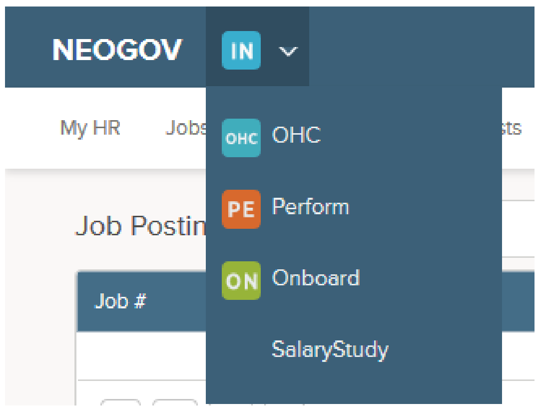
Username: ______________________________

Password: ______________________________

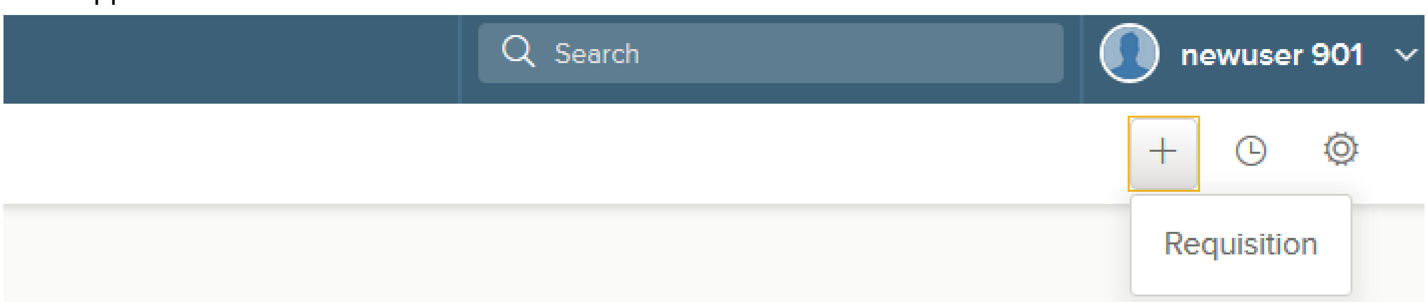
Keep in mind that you will have a different log in for the live environment.

Creating a Requisition

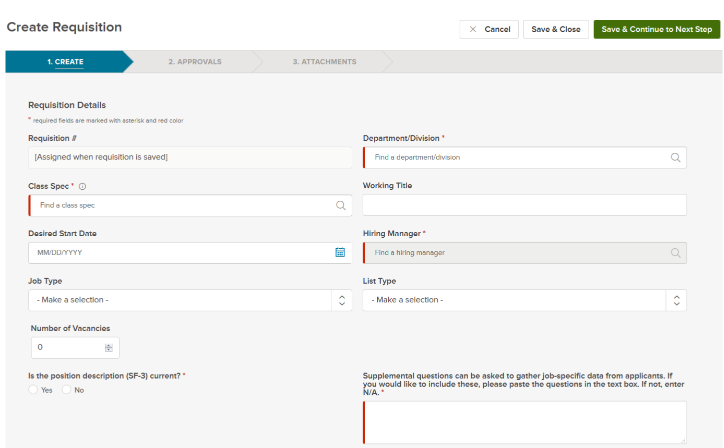
1. Once you sign in, hover over the Insight symbol at the top left of the screen and select OHC.



2. Open a new requisition by hovering over the plus sign in the top right corner and select requisition when it appears.



3. Fill in the information on the first of the three requisition pages.



4. Enter the desired information in each box by typing the information or selecting the magnifying glass and searching in the resulting popup screen.

5. Skip the "Requisition #" box and enter your Department/Division.

6. Enter the official job title you are posting in the "Class Spec Box".

7. Enter the working title in the next box. This will be the title that is displayed on the posting. You must enter the exact title that appears on the job specification. You may also include your agency's working title for that position.

8. You can select the desired start date by either typing it in or searching for it by clicking the calendar.

9. Select yourself or another HR user as the Hiring Manager.

   TIP: Unless access is rolled out to the hiring managers, you must select yourself (or another HR user) as the Hiring Manager or you will not be able to access the requisition and referral list.

10. Select the appropriate Job Type (Classified, Promotion, or Unclassified).

    TIP: Quick Sheet 8b outlines helpful information for determining job type.

11. Select "Regular" for the "List Type".

12. Enter the number of vacancies you are planning to fill from the posting.

13. Select whether the position description is current. This question is a reminder to check for a current position description on file.

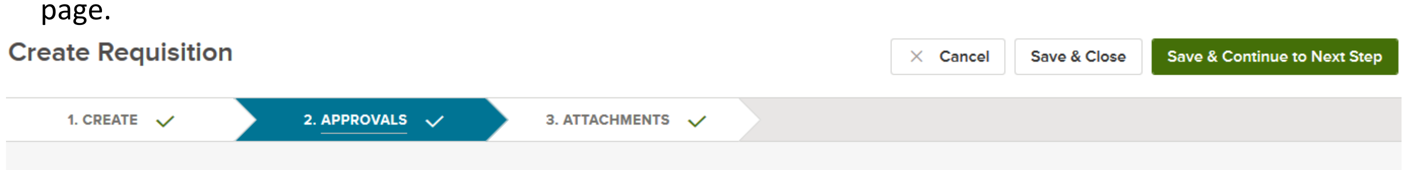
14. Hiring Managers using the OHC can tell HR what type of supplemental questions they would like applicants to answer when they are applying.

15. Enter the number of days the job will be posted.

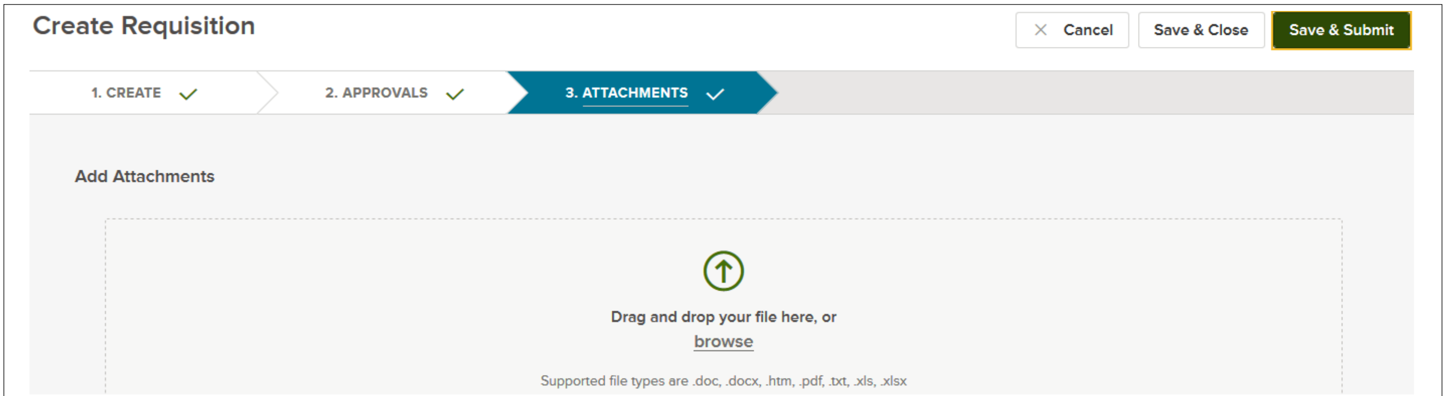
16. If the job requires a written test indicate here if you would like to raise the minimum score as a preferred qualification. If you select yes, enter the minimum score in the next section.

17. You can add position details for tracking purposes in the next step, but this is optional.

18. Click "Save and Continue to Next Step" at the top right of the screen. This will bring you to the second page.



19. When OHC has not been rolled out to Hiring Managers, you can select "Save and Continue to Next Step".
    A. If your agency has given access to Hiring Managers and other approvers, they will select the approval levels that the requisition will go through.
       - Enter the approvers' names, first approver first.
       - Click "Save and Continue to Next Step" when all approvers have been submitted.
    B. If you want to track approvals without giving access to Hiring Managers, you can set up user accounts for the approvers and just have HR staff manually enter the approval.



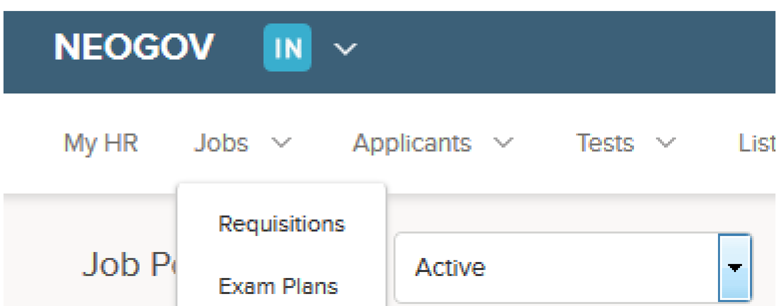
20. Attachments can be added here before you click “Save and Submit”. Once you hit “Save and Submit” the requisition is sent to HR Insight for approval.

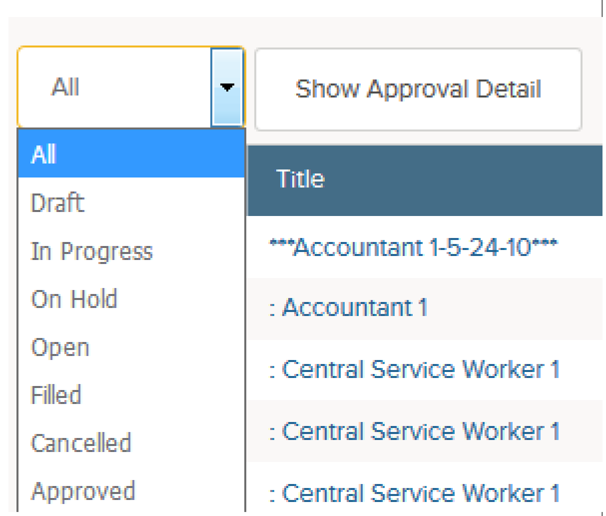
Opening the Requisition

- Each approved requisition must be opened and assigned to an analyst.
- If the requisition was created before the exam plan, an exam plan number will be automatically generated. You may edit the exam plan number when creating the exam plan in order to be in line with your agency’s numbering policy. SCS recommends keeping the original requisition number, at least as part of the exam number.
- The status of the requisition must be changed from “Approved” to “Open”.
- Users must choose their own user ID from the Analyst drop down menu.

Authorizing the Requisition

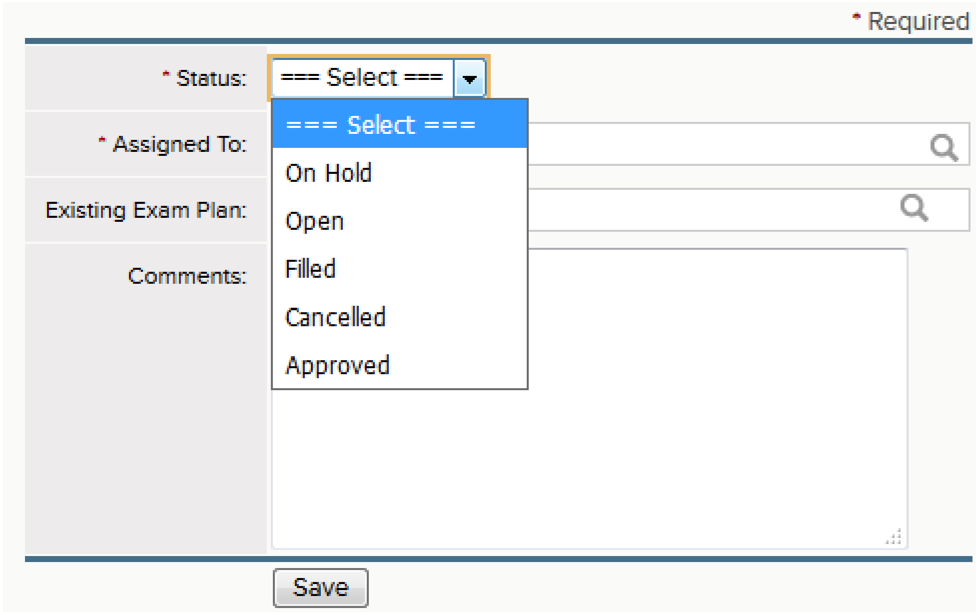
1. Log in to HR Insight.
2. Hover over the “Jobs” tab and select “Requisitions”.





3. In the drop down box select “Approved” to search for the requisition.
4. Once the requisition is located, select the object shaped like a stamp to authorize it.

5. This will open a new window. Change the status to “Open”.



6. Assign the requisition to yourself (or whomever will be responsible for working on it).
7. Do not select an Exam Plan at this time because you will not have created one for this requisition yet.

   TIP: For continuous recruitments you can assign requisitions to an existing Exam Plan. See the “Continuous Recruitment” Quick Sheet (#10) for details.

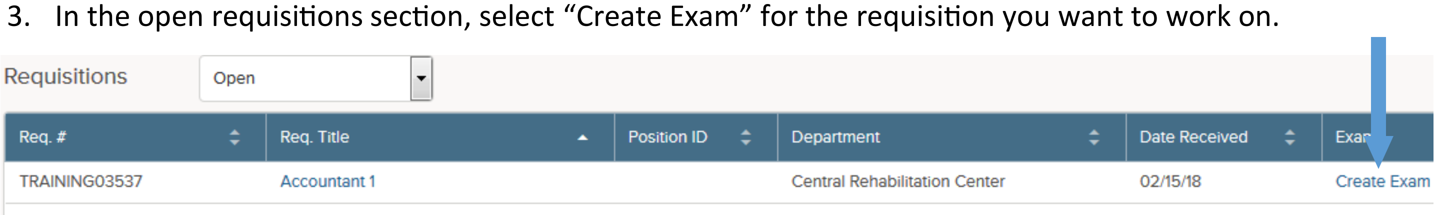
8. Select “Save”.

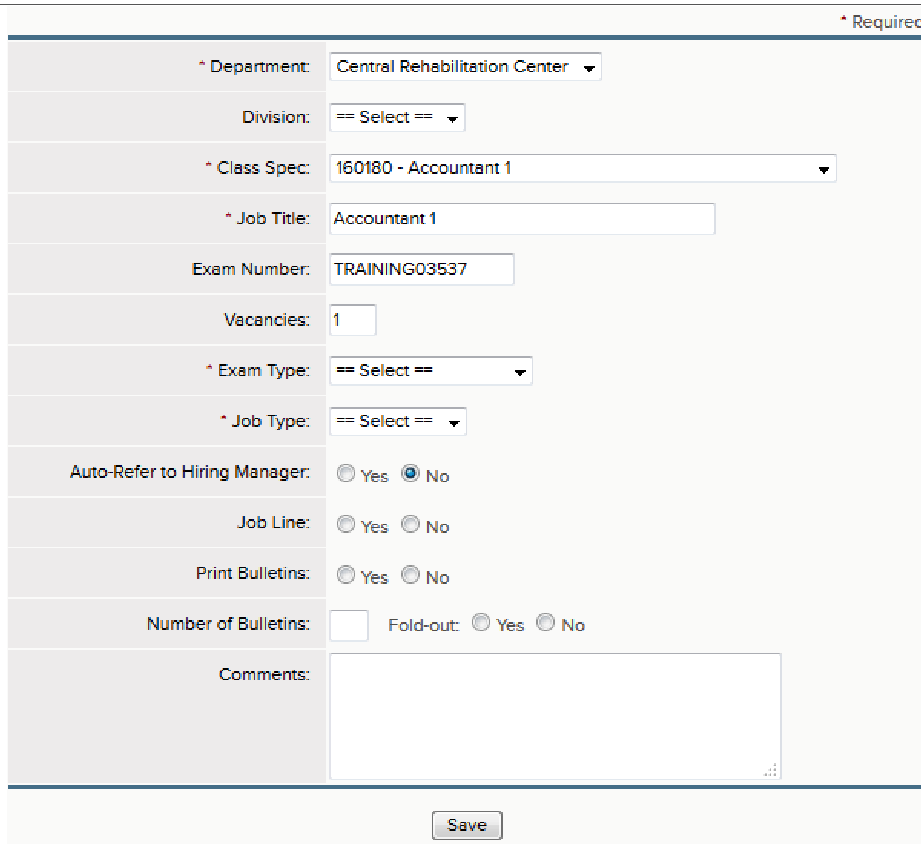
Creating the Exam Plan

- The Exam Plan is like a folder that holds and organizes all information relating to a specific recruitment.
- Creating the Exam Plan Number is like putting a label on the folder.
  - The job title must match the title on the class specification.
  - Civil Service recommends that each agency establish a consistent numbering policy for Exam Plans. (ie: Requisition #, date, analyst initials)

*****Each Exam Plan can have only one posting, but can have multiple requisitions.*****

1. Log in to HR Insight.
2. Select “My HR”.
3. In the open requisitions section, select “Create Exam” for the requisition you want to work on.





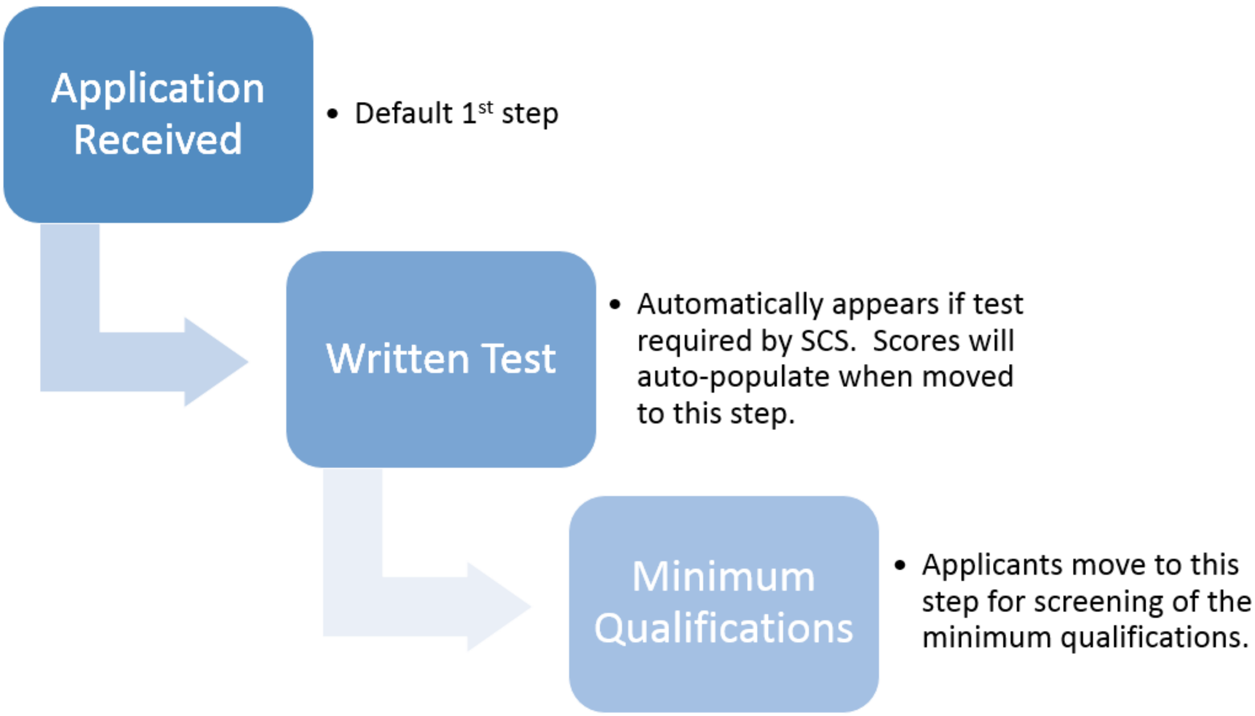
4. Enter the Exam Plan number into the “Exam Number” space (up to 20 alphanumeric characters are allowed).
5. Enter the department, division, number of vacancies, exam type, and job type indicated by the hiring manager on the requisition.
6. Leave “Auto-Refer to Hiring Manager” in its default selection of “No”.
7. The “Job Line” and “Bulletins” sections are optional and allow you to track advertising.
   - Select “Yes” or “No” for whether this vacancy will be included on a Job Line.
   - Select “Yes” or “No” for whether you will print bulletins for this vacancy. If yes, you can record the number and type of bulletins.
8. Select “Save”.

Evaluation Steps

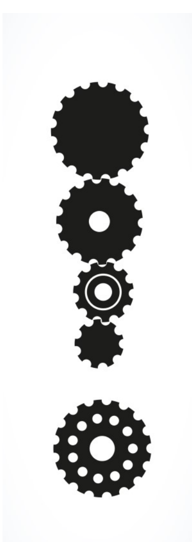
- Evaluation steps contain qualifications applicants must meet in order to be placed on the eligible list.
- Individual exam plans may have different numbers and types of evaluation steps, based on the needs of the position.
- For jobs requiring written tests, Civil Service has created evaluation step templates that will automatically add evaluation steps to the exam plan.

- There are 6 evaluation step types to choose from when creating a step. Each of these step types allow for different functionality, such as scoring versus pass/fail. See the Evaluation Step Quick Sheet (#6) for more detailed information about the step types.

Civil Service utilizes the following process for configuring evaluation steps:



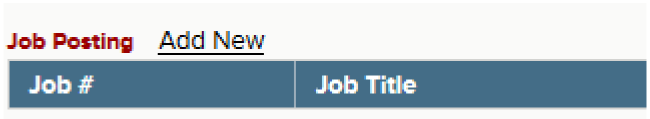
IMPORTANT:

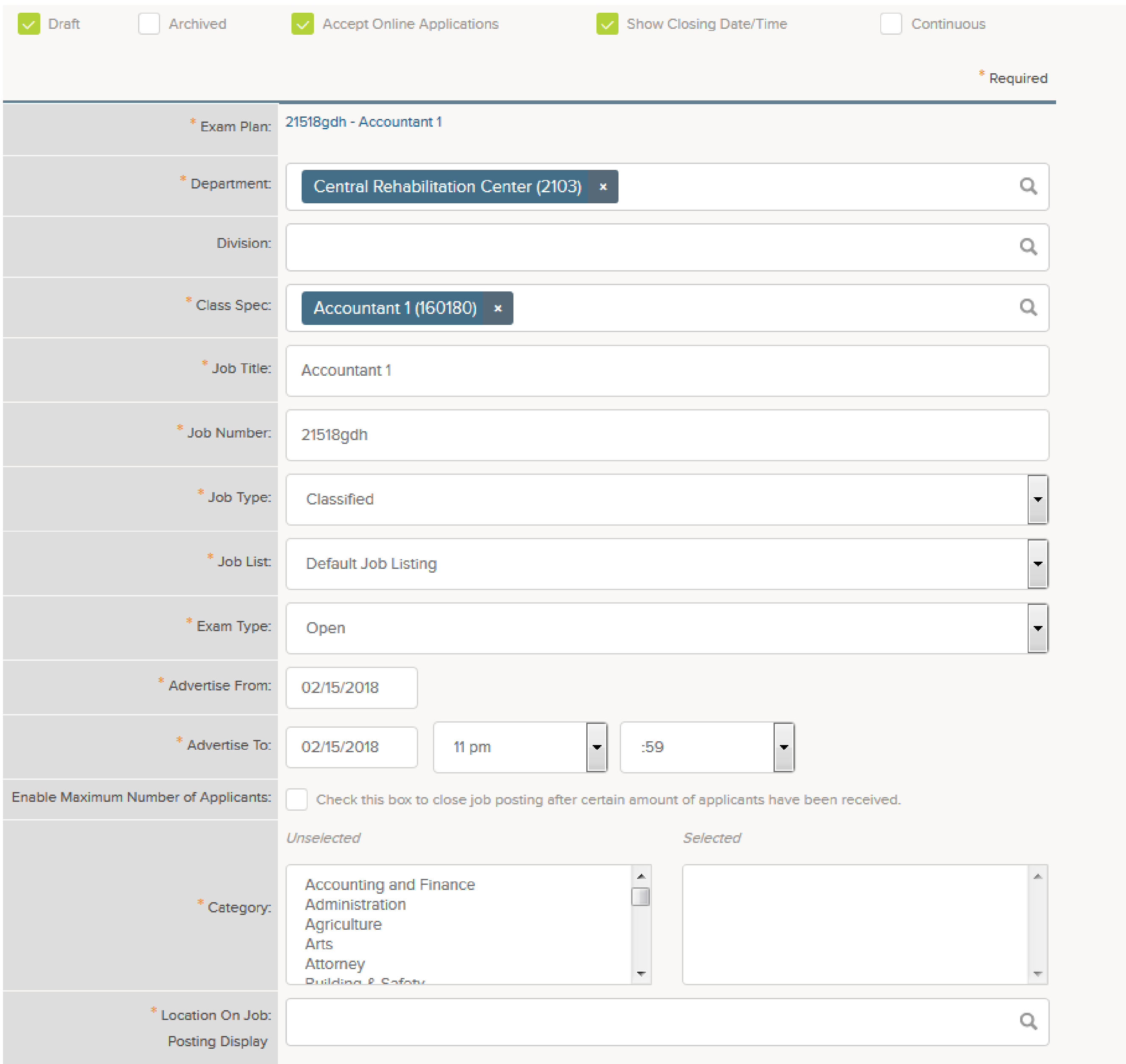


- **Applicants must submit a complete and timely application to be able to move on in the process.**
- **Paper applications and their postmark must be scanned for auditing purposes.**
- **Should your agency wish to administer and score a test in LA Careers, the following is the recommended method for set-up.**
    - **Step Type: Written Test**
    - **Scoring: Scored**
    - **Weight: Variable**
    - **% or Rescaled: Percentage**
- **The use of any written test must be approved by Civil Service. Please contact the Staffing Department for assistance.**
- **Based on applicants' scores for Civil Service exams, LA Careers automatically assigns a disposition of pass or fail for the Written Test step.**

Posting a Job

1. In the Exam Plan, next to “Job Posting” , select “Add New”.





2. The “Draft” checkbox at the top will be automatically selected and should remain checked.

3. If you are creating a posting for a continuous recruitment, select the “Continuous” box at the top.

4. The appropriate “Class Spec” should auto-fill in the drop down menu based on the requisition/exam plan. This selection will determine the job information that will populate into your posting. Job Title, Job Number, Exam Type, Job Type, Department, and Division will also auto-fill based on the information selected in the requisition/exam plan.

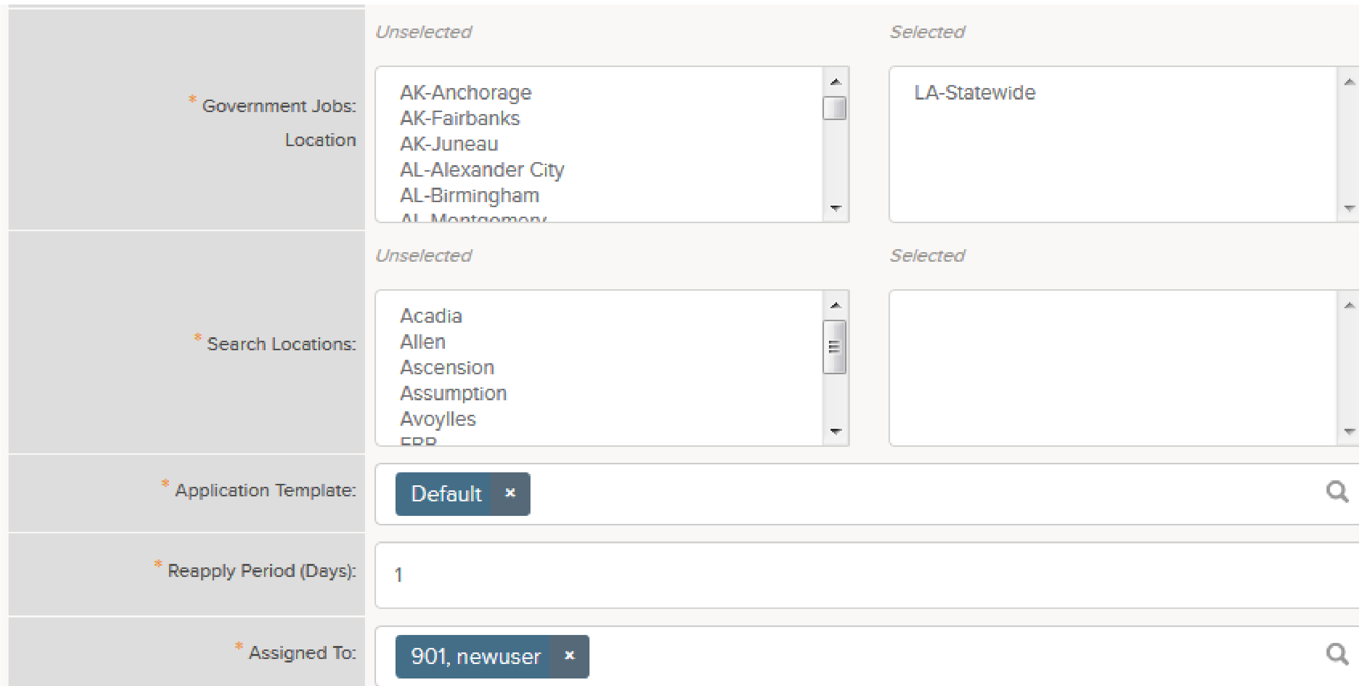
5. For the “Job List” you must leave the setting on “Default Job Listing” or your posting will not be viewable by applicants.

6. Enter the dates you want the posting to be open for applications.

   TIP: All jobs must be posted for a minimum of 5 calendar days. Count 5 days from the opening date, <u>not including</u> the day it opens. Leave the closing time of the posting as 11:59 PM.

7. Select all the search categories that apply to the vacancy and add them. These categories will be used by applicants to locate this posting.

8. Put the physical location of the job in the “Location On Job Posting Display” section.



9. The “Government Jobs Location” will determine how the job is advertised. Select “LA-Statewide”.

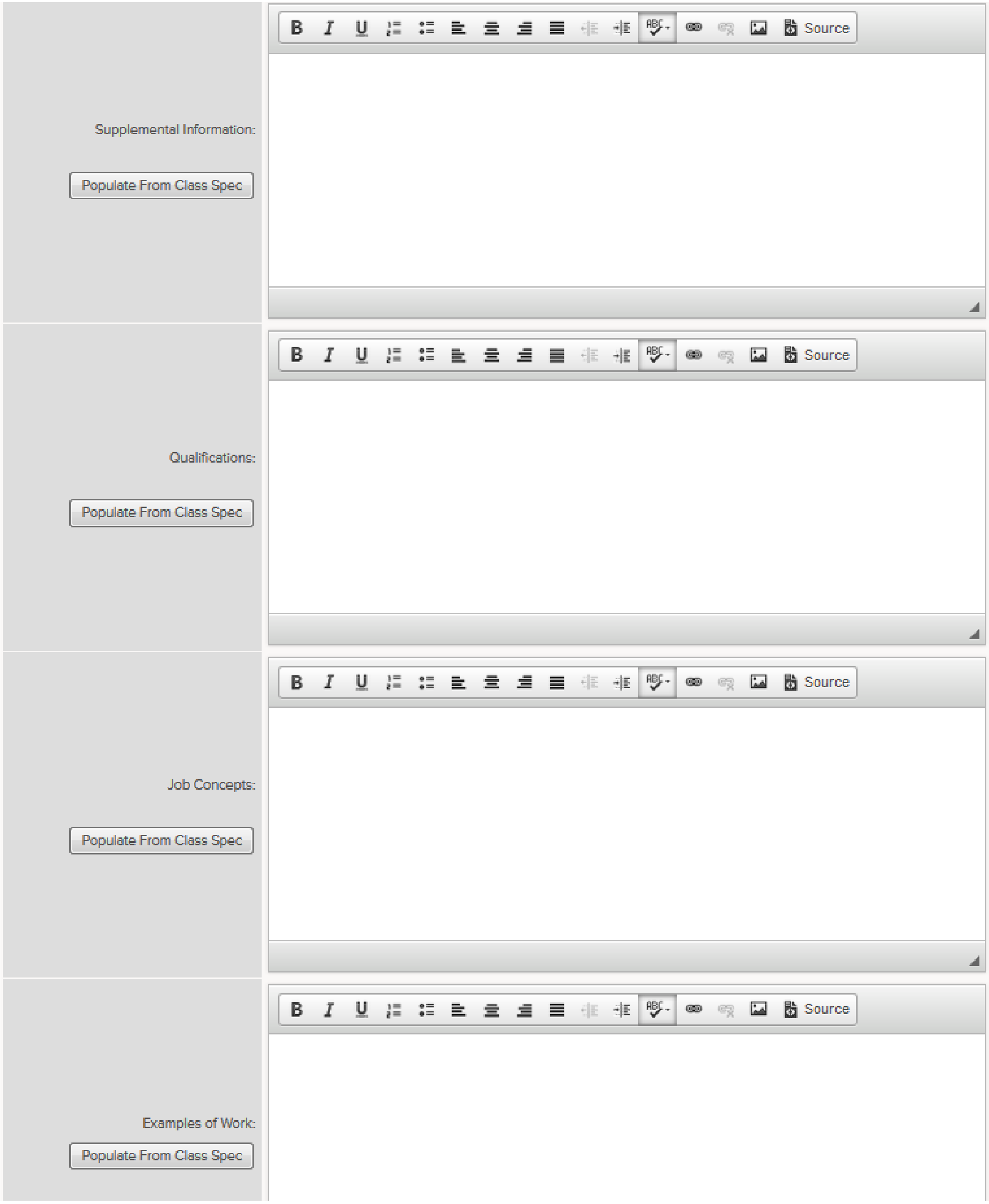
10. For the “Search Locations” select the parish where the job is located.

11. Leave the “Application Template” on “Default” unless you have a business reason for using the Abbreviated Application (ie: Corrections Cadet).

12. The “Re-apply Period” dictates how many days applicants must wait before submitting another application for the same posting. Civil Service does not allow applicants to submit multiple applications for vacancy announcements. To prevent reapplying, set the re-apply period number high enough to exceed the number of days the posting is open (ie: 6 days for a 5-day posting).

    TIP: For continuous announcements, Civil Service recommends that you set a consistent timeframe. You could enter 90 days into the re-apply period to allow applicants to reapply to the same posting every 90 days. This would prevent applicants from submitting applications with arbitrary changes while still allowing them to update their experience, if needed.

13. In the “Assigned To” field, select yourself as the analyst. Civil Service will reassign the posting to a consultant. **Do not reassign it again upon release.**

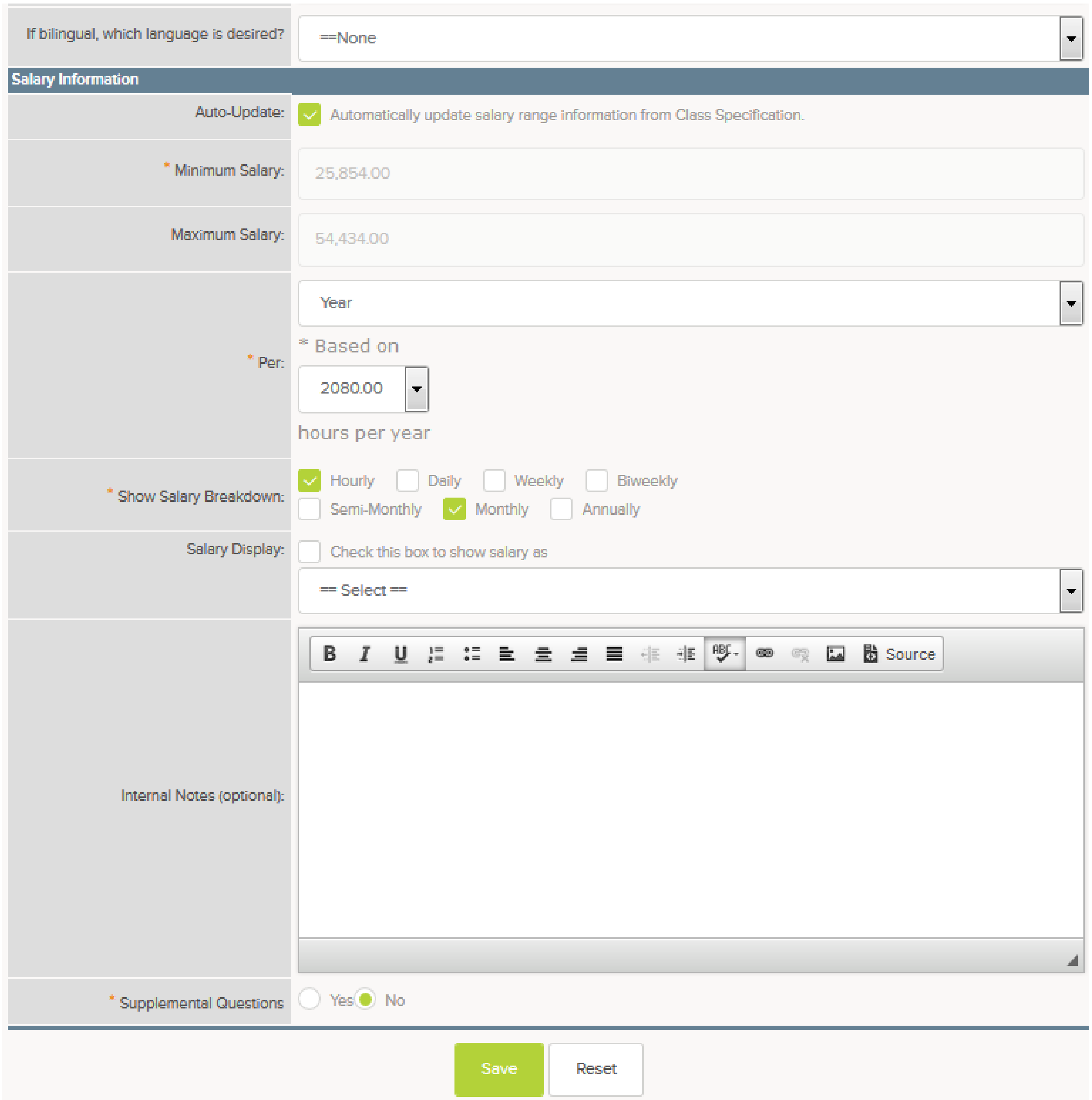


14. Enter any job specific information in the "Supplemental Information" section.

    TIP: This section should include any information applicants need to know about this specific vacancy, including desired qualifications or preferences. Use the sample posting instruction templates (Quick Sheet #8a) provided by Civil Service to add the **required** testing, candidate display, and contact information. Agencies may also want to include items to better brand the posting and attract high quality applicants to positions in their particular agencies. Agencies are encouraged to include logos, images, videos, mission statements, and benefits.

15. Use the "Populate From Class Spec" buttons for the "Qualifications" and "Job Concepts" sections. Each section MUST be populated. **DO NOT edit or change these sections.**

16. In “Examples of Work” you may use the “Populate” button, copy and paste duties from a position description, or include some other narrative description of the work that will be performed in the position. This information should be supported by a position description.



17. If the position requires a bilingual candidate, chose the appropriate language in the drop down menu.

18. Leave the “Automatically Update Salary Information” box checked, unless you need to update the minimum salary to reflect SERs or special pay mechanisms.

19. **DO NOT** change the maximum salary.

20. Leave only “Hourly” and “Monthly” salary options selected.

21. If you check the box to show salary as negotiable or any of the other options from the drop box, no specific salary information will show in the posting.

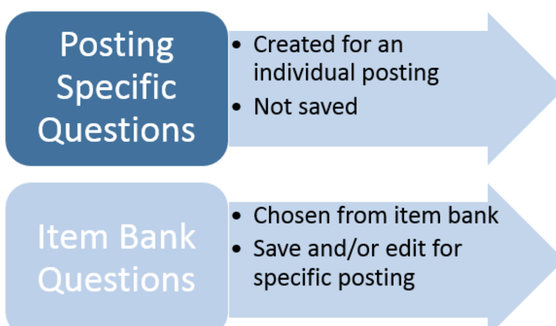
22. Select "Yes" if you will add supplemental questions to this posting.

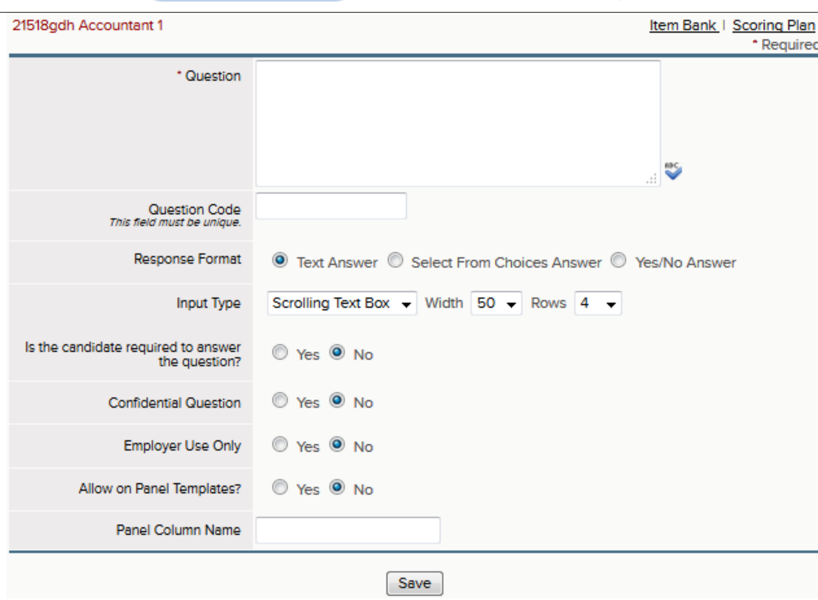
23. Select "Save" to create the posting. **The "Draft" checkbox should remain selected; otherwise, the posting will go live upon saving.** *If you selected "Yes" for supplemental questions, you will automatically be taken to the supplemental questions page.*

Creating Supplemental Questions

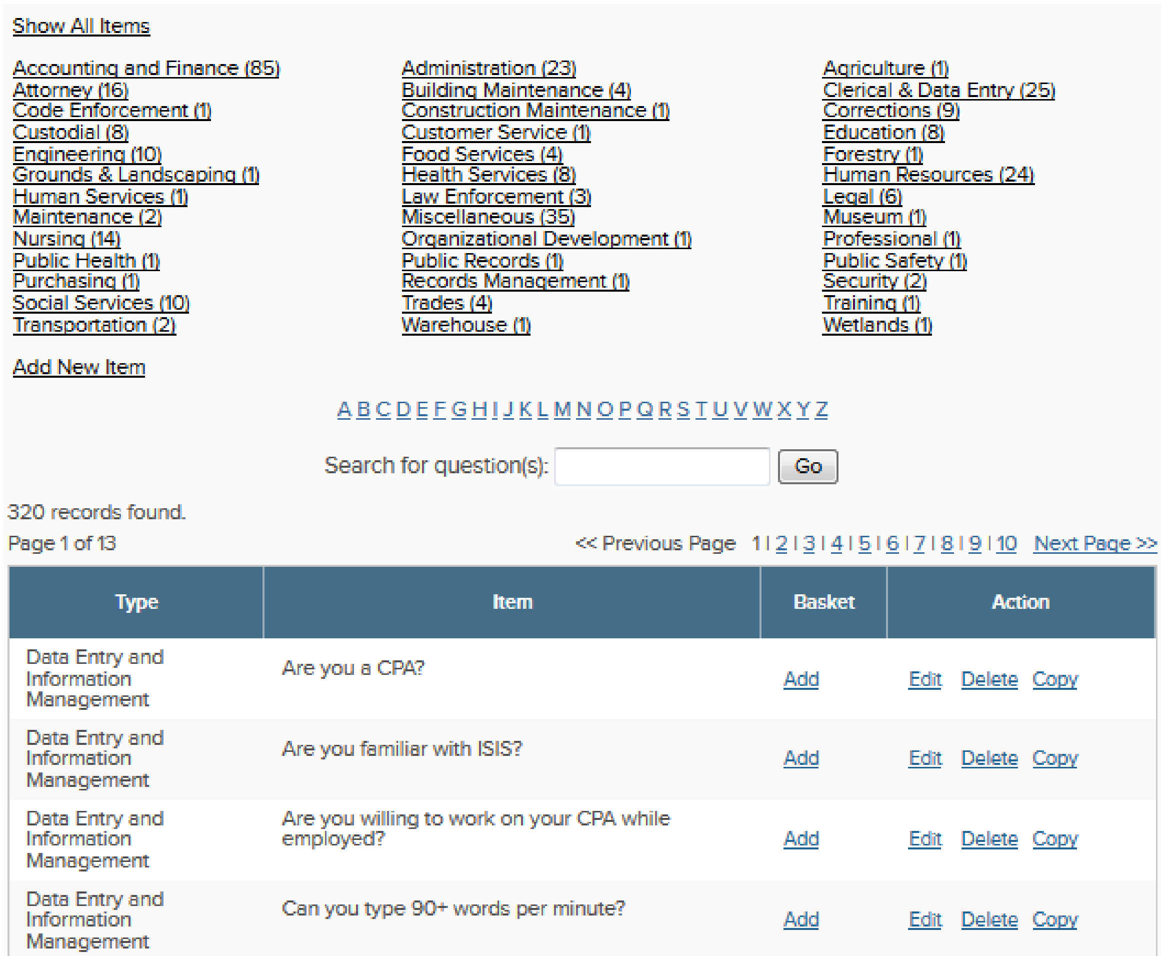
- Supplemental questions are a helpful tool for managing large numbers of applications.
- Supplemental questions must be job-related, legal, and contain appropriate response choices.
- When creating a job posting, you must consider what supplemental questions you must ask up-front in order to screen applicants. If you do not include a question as part of the job posting, applicants will not answer it and you will not be able to filter based on responses.
- It is very important when creating supplemental questions that they are clear and accurate. Please contact the Staffing Division for assistance in developing these questions.

There are 2 ways to add a supplemental question to a posting:





1. To create a Supplemental Question, fill in all fields with red asterisks next to them. (Note: the initial job posting Supplemental Question Screen is for a 1 time question only). **Please contact the Staffing Division for assistance with developing supplemental questions.**
2. To add a previously created Supplemental Question, click on the "Item Bank".



Show All Items

Accounting and Finance (85)	Administration (23)	Agriculture (1)
Attorney (16)	Building Maintenance (4)	Clerical & Data Entry (25)
Code Enforcement (1)	Construction Maintenance (1)	Corrections (9)
Custodial (8)	Customer Service (1)	Education (8)
Engineering (10)	Food Services (4)	Forestry (1)
Grounds & Landscaping (1)	Health Services (8)	Human Resources (24)
Human Services (1)	Law Enforcement (3)	Legal (6)
Maintenance (2)	Miscellaneous (35)	Museum (1)
Nursing (14)	Organizational Development (1)	Professional (1)
Public Health (1)	Public Records (1)	Public Safety (1)
Purchasing (1)	Records Management (1)	Security (2)
Social Services (10)	Trades (4)	Training (1)
Transportation (2)	Warehouse (1)	Wetlands (1)

Add New Item

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Search for question(s): Go

320 records found.

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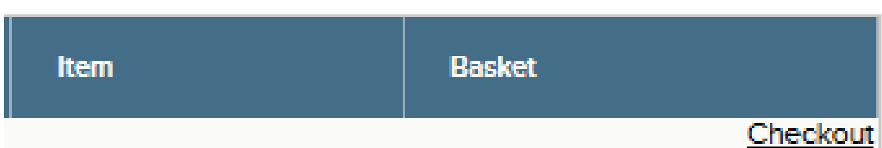
Type	Item	Basket	Action
Data Entry and Information Management	Are you a CPA?	Add	Edit Delete Copy
Data Entry and Information Management	Are you familiar with ISIS?	Add	Edit Delete Copy
Data Entry and Information Management	Are you willing to work on your CPA while employed?	Add	Edit Delete Copy
Data Entry and Information Management	Can you type 90+ words per minute?	Add	Edit Delete Copy

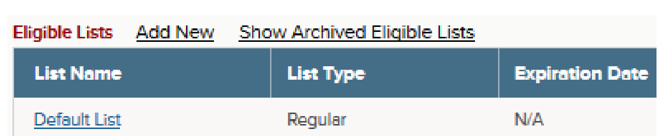
3. Find the desired question(s) in the list.
4. Click "Add".
5. Click "Check Out".



Item	Basket
	Checkout

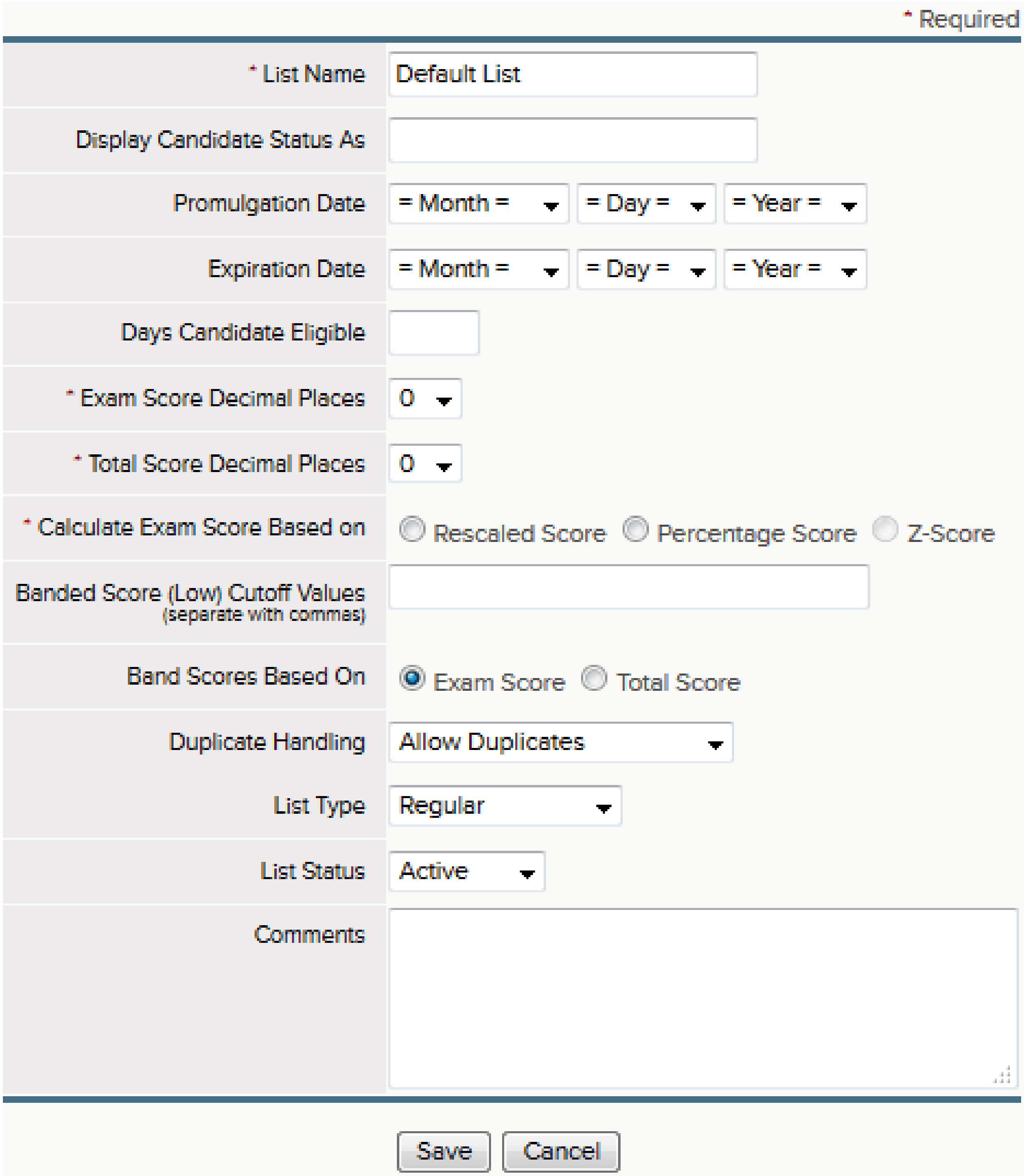
Completing the Posting Process

1. Click on the "My HR" link in the upper-left corner.
2. Return to the Exam Plan and select "Default List" to edit your eligible list.



Eligible Lists Add New Show Archived Eligible Lists

List Name	List Type	Expiration Date
Default List	Regular	N/A



3. The "Promulgation Date" will be the date your posting closes.
4. The "Expiration Date" will be 3 months later.
5. Change the "Duplicate Handling" section to "Most Recent Application".
6. Click "Save".
7. Email SCS Workflow to request the posting be made live for processing.

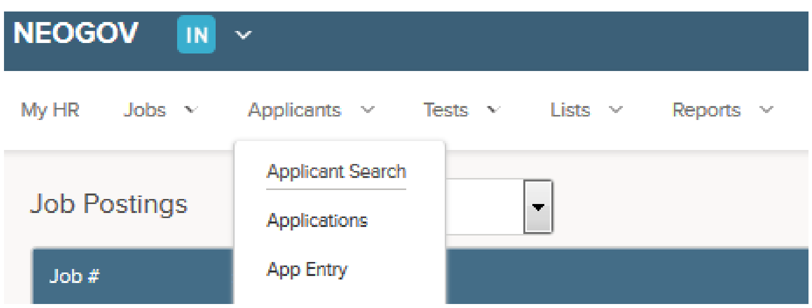
   TIP: Email request to SCS-LACareersWorkflow@la.gov. The subject should read "Draft Job Posting: (Exam/Job #)(Job Title)". In the body of the email, request that the posting be made live.

The Application Process

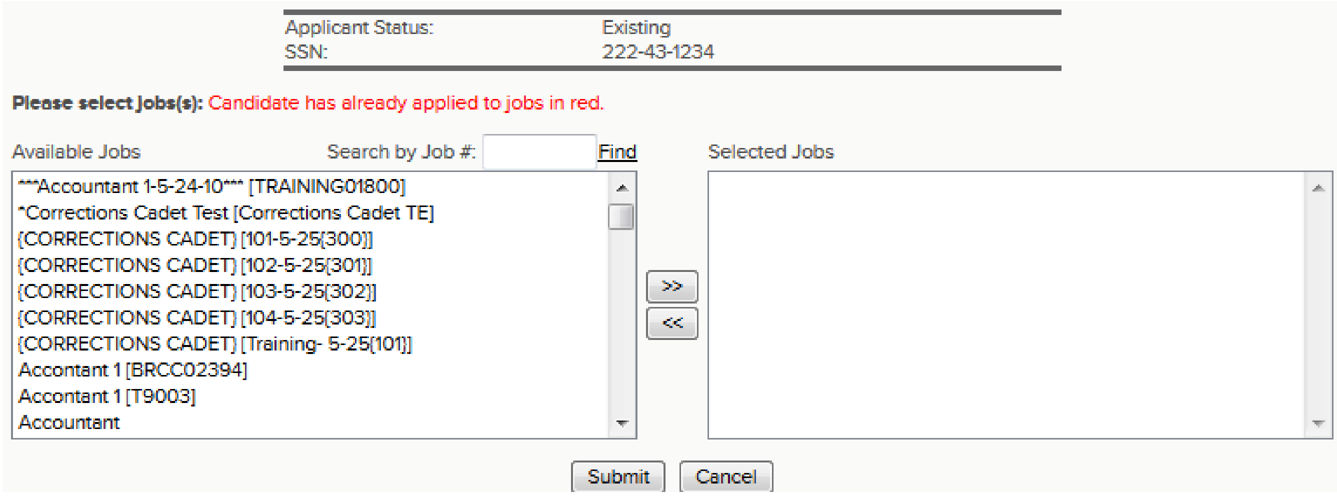
- Once your posting is live, applicants will be able to apply for it online through the Civil Service website. This is the primary way for applications to enter the system. However, HR can also manually enter the information from paper applications.
- An application submitted via LA Careers will be stored and has an electronic signature which is acceptable for Accountability audit purposes.
- For paper applications:
  - Only the header information and the answers to agency-wide and supplemental questions will need to be entered to create an applicant record.
  - Once the header is created, you can scan and attach the rest of the application and the postmark information to the header.
  - Paper applications must be postmarked by the closing date of the announcement.
  - For a continuous recruitment, the cut off date is the approval date of the requisition. All vacancies must be announced for a minimum of 5 calendar days.

Manual Application Entry

1. Log in to HR Insight.
2. Under "Applicants" select "App Entry".



3. Enter the applicant's last 4 Social Security Number digits and select "Search".
   - If there is an existing record tied to the Social Security Number you searched for, you will see a screen with possible matching records. Look at the name and address information and compare it to the application. If you can confirm a matching record, select the radio button next to the existing record and select "Submit".
   - If no record is found, select "New Applicant" and "Submit".
   - If records <u>are</u> found, but you cannot confirm a match, select the radio button next to "New Applicant" and then select "Submit".

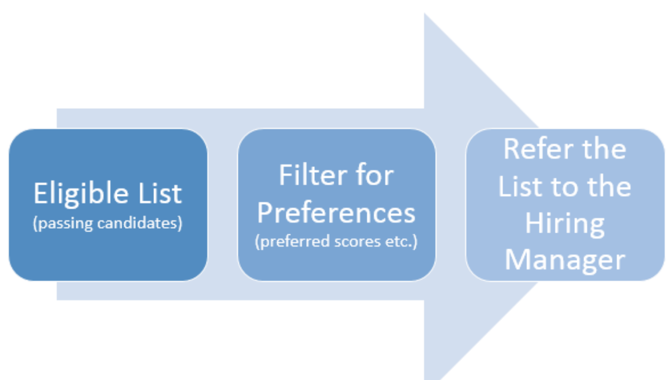


4. Select the appropriate vacancy from "Available Jobs" and add it to "Selected Jobs".
5. Complete/update the header information as needed and answer the agency-wide/supplemental questions.
6. Change the "Date Received" to either the date the application was received (if before the closing date of the announcement) or to the postmark date (if received after the closing date of the announcement). If the postmark date is after the closing date, you cannot accept the application.
7. If your agency is scanning paper applications and attaching them to the applicant record, first scan the application and save it to your computer. All documents must be scanned together in one file. To attach a scanned paper application, select "Browse" and find the file. Select "Attach".
8. If you have more applications to enter, select "Save and Enter Another Application".
9. If you are finished entering applications, select "Save and Exit App Entry".

IMPORTANT: The process of moving applicants through the evaluation steps and determining eligible candidates is the responsibility of State Civil Service.

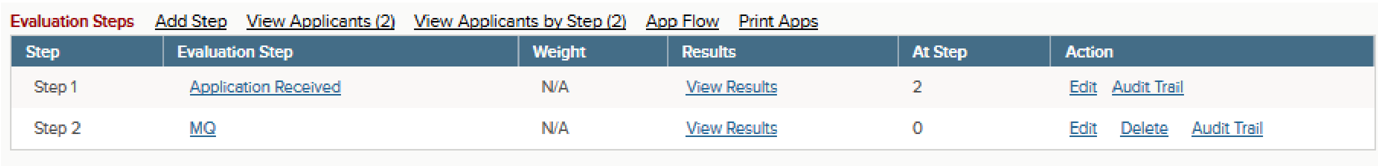
Working with the Eligible List/Creating the Referral List

- The Eligible List contains all applicants who successfully passed all evaluation steps.
- The Referral List contains only those candidates that HR sends to the Hiring Manager.
- Your agency should determine policies about what section of the Eligible List to refer. (Top 3, entire list, etc.)
- You may not refer applicants prior to SCS releasing the posting.
- Civil Service recommends the pictured process for working with the Eligible and Referral Lists:

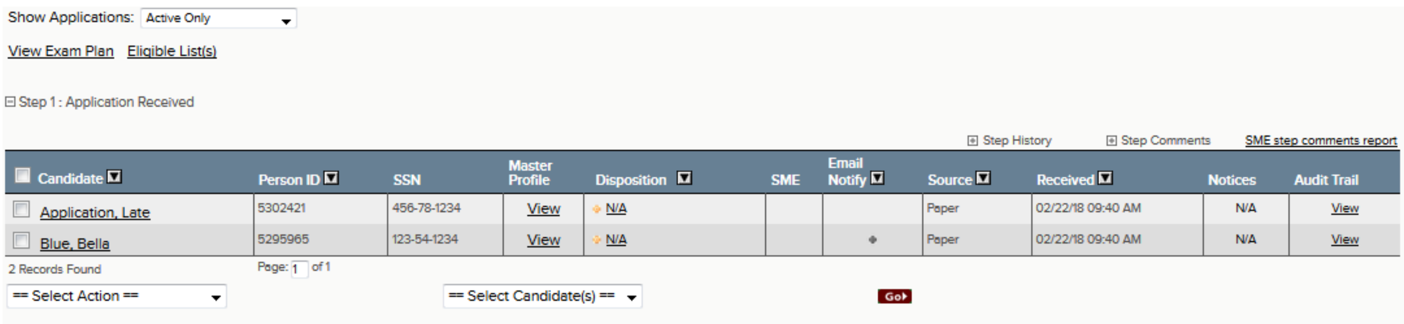


Moving Candidates Through Created Steps to the Eligible List

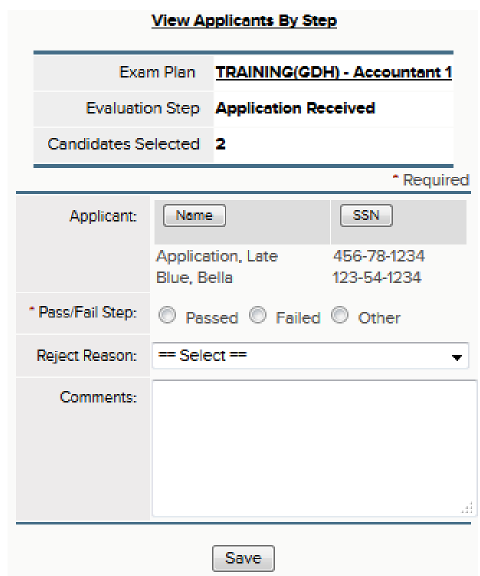
1. From the exam plan, click the “Application Received” step under the “Evaluation Steps” section.



2. This will bring up the list of candidates who have submitted applications. In the first drop down box at the bottom of the list, select “Change Disposition.”



3. Select “All Candidates” in the second drop down box.
4. Click “Go.”
5. Click the radio button next to “Passed.”
6. Select “Save.”
7. Once the candidates have been passed, select “Advance to Next Step” in the first drop down box at the bottom of the passed list.
8. Select “Passing” in the second drop down box.
9. Click “Go.”
10. Repeat the process until all candidates have been passed though all created Evaluation Steps. You are then ready to refer candidates to the eligible list.



11. Select “Place on Eligible List” in the first drop down box at the bottom of the passed list.
12. Select “Passing” in the second drop down box.
13. Click “Go.”
14. Review the list.
15. Click “Assign to List” if the list is correct.

16. You have just created your eligible list.

- In order to get referred applications to Hiring Managers who do not have access to the OHC, you can create a PDF file of all the applications which need to be sent and then either email it or print it and send the applications via mail. (See Quick Sheet #6 for instructions)
- A report should accompany referrals sent to Hiring Managers via PDF. It shows test scores and Veterans Preference Points that do not appear on the referral PDFs. In Insight, use “Report” then “Ad Hoc Reports” to find the desired report.
- Contact the Staffing Division for additional information regarding reports.

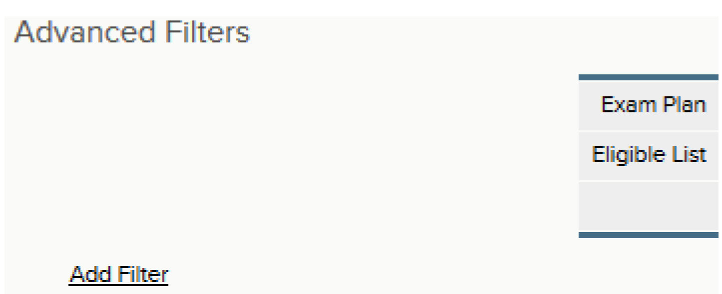
NOTIFICATIONS:

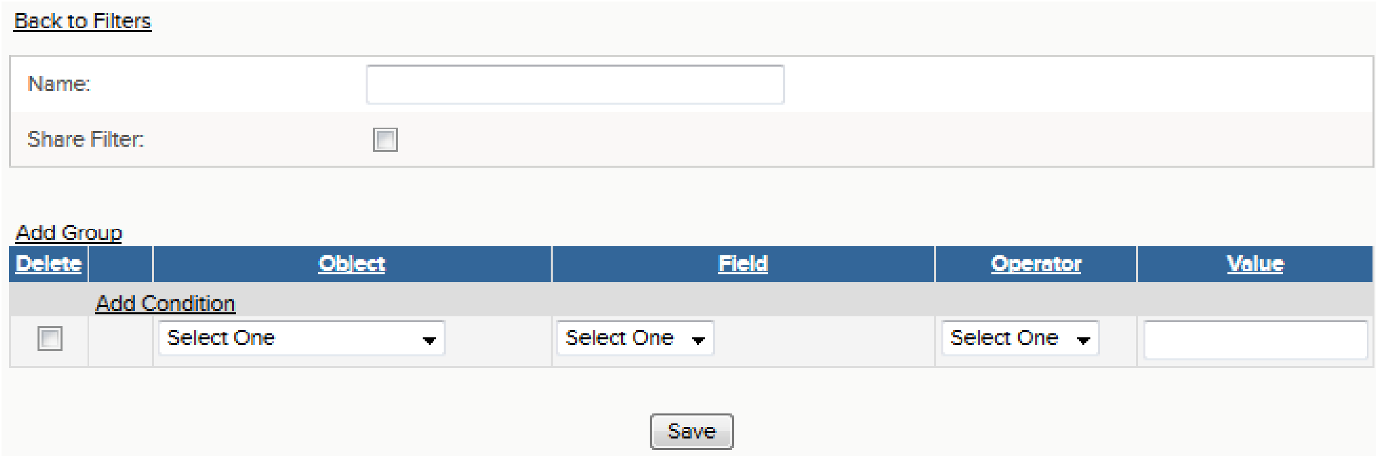
- LA Careers provides many opportunities to send notifications throughout the recruitment process.
- You can create templates for notifications you send on a regular basis.
- Notifications can be sent via email for those who applied online or provided an email address.
- The mail merge feature can be used to print letters and address labels to send hardcopies by mail.
- Civil Service has created templates for standard notifications that can be used by all agencies. Agencies can also create their own individual templates. **DO NOT select a reject reason when creating templates.**

Filtering for Preferences

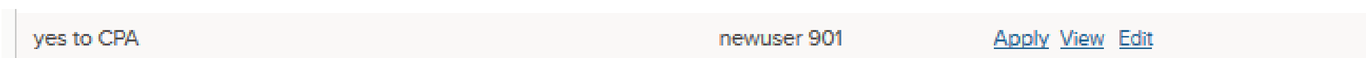
1. Prior to filtering the list for preferences, you need to create the filter. From the Eligible List, choose “Advanced Filter” in the first drop down box at the bottom of the list.
2. Select “All” in the 2nd box at the bottom of the list.
3. Select “Go”.

4. Select “Add Filter”.



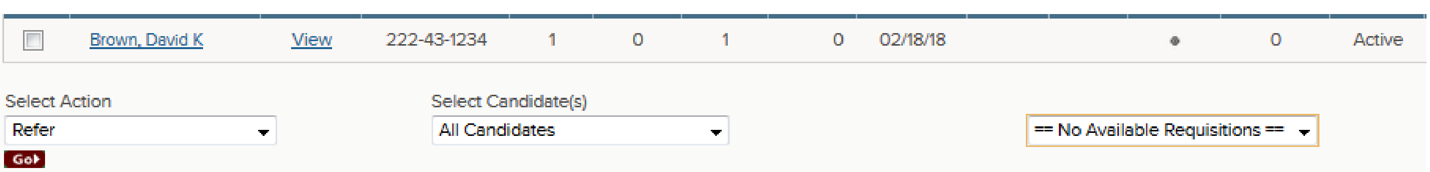


5. Name the filter. Use a name that indicates what the purpose of the filter is. For example, if you're filtering for a supplemental question that asks whether a candidate is a CPA, you might name the filter "yes to CPA". **NEVER select "Share Filter".**
6. Choose the object you are filtering for (ie: supplemental question).
7. Choose the specific field you are filtering for. (ie: the specific supplemental question).
8. Select the appropriate operator (ie: equal to).
9. Select the value of the answer (ie: yes)
10. Select "Save".



11. Select "Apply".

Referring a List of Candidates



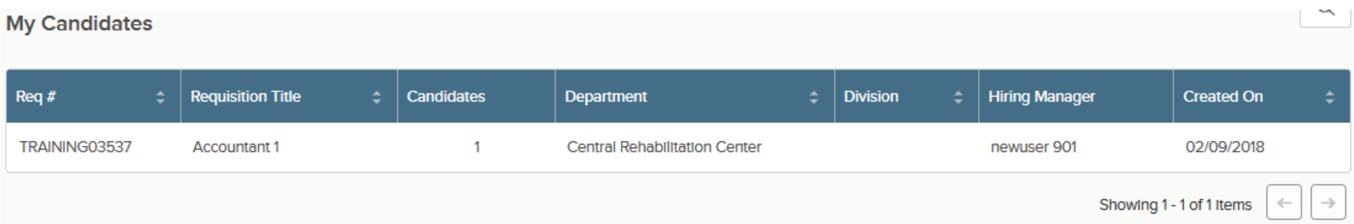
1. Access the eligible list through the Exam Plan.
2. Select the candidates you plan to refer.
3. Select the appropriate requisition from the 3rd drop down menu.
4. Select "Go".
5. Check the list for accuracy.
6. Select "Refer".
7. You have successfully sent the Referral List to the Hiring Manager.

OHC Workflow

- Once Hiring Managers receive the referred applications, they have their own workflow to process them (schedule interviews, reject, and hire).
- In order to use EEO reporting, applicants must be moved through these steps in the system. HR Analysts may move them through if Hiring Managers do not have access.
- A “Hire” in the OHC simply means that the Hiring Manager has identified the top candidate and is referring him or her to HR for processing and final approval.

Scheduling Interviews

1. Log in to the OHC.
2. Under “My Candidates” click on the correct requisition number.

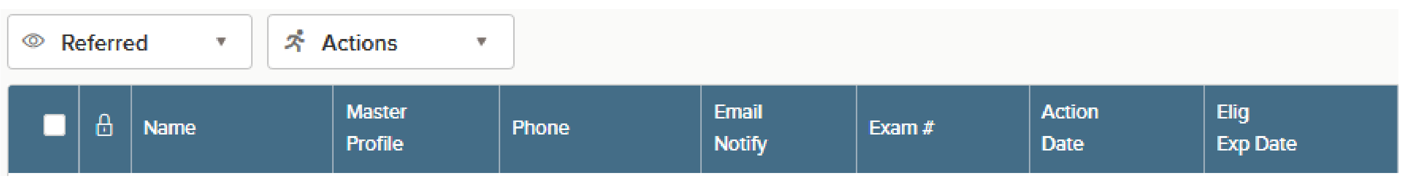


My Candidates

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
TRAINING03537	Accountant 1	1	Central Rehabilitation Center		newuser 901	02/09/2018

Showing 1 - 1 of 1 items

3. You must be viewing all the referred candidates. Make sure “Referred” is selected in the first drop down box above the list.



4. Select the candidates to be interviewed.
5. Select “Move to Interview” in the “Actions” drop down menu.
6. Review the candidate list and confirm.
7. You can input interview information by selecting “Unscheduled” and completing the form.

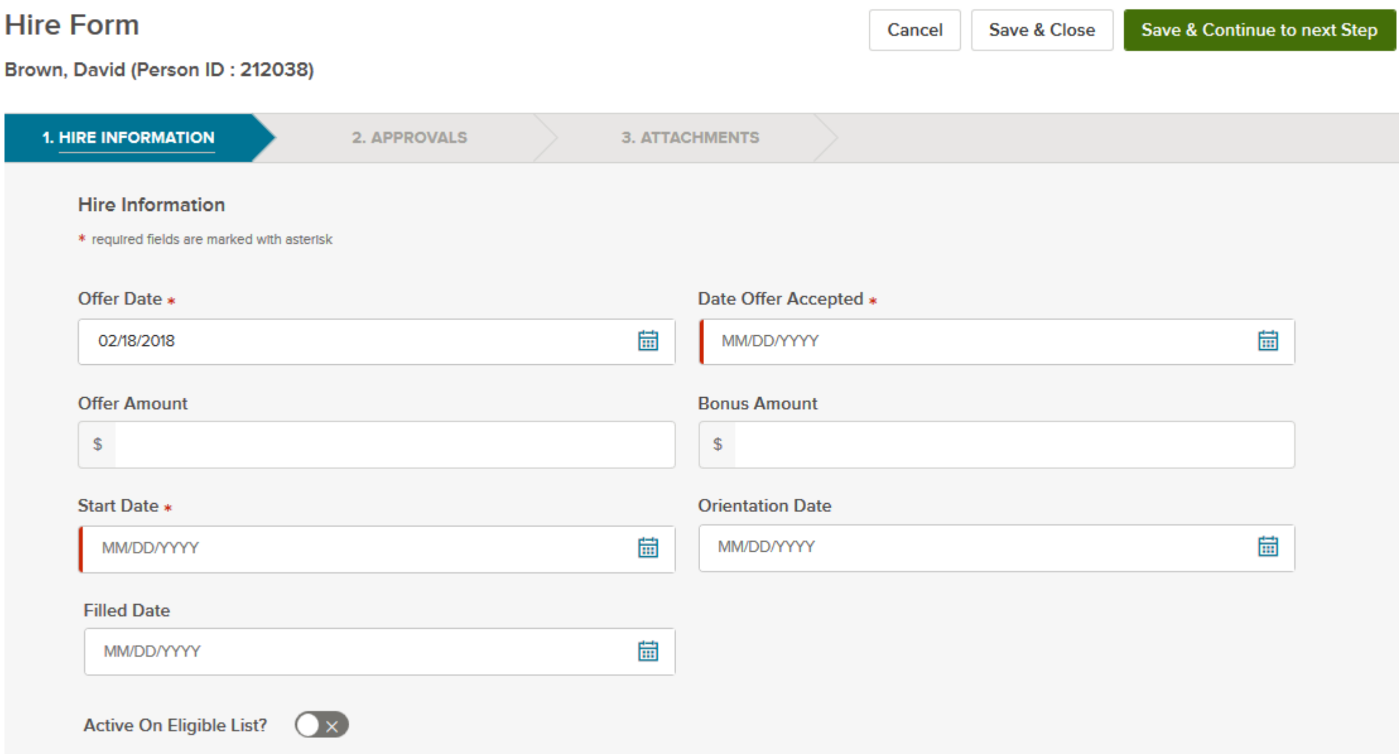
Rejecting Candidates

1. Select the candidates you wish to reject.
2. Choose “Reject” in the “Actions” drop down menu.
3. Review rejection list and confirm.

Hiring a Candidate

1. Make sure you have selected “Interview” in the first drop down menu.
2. Select the correct candidate.

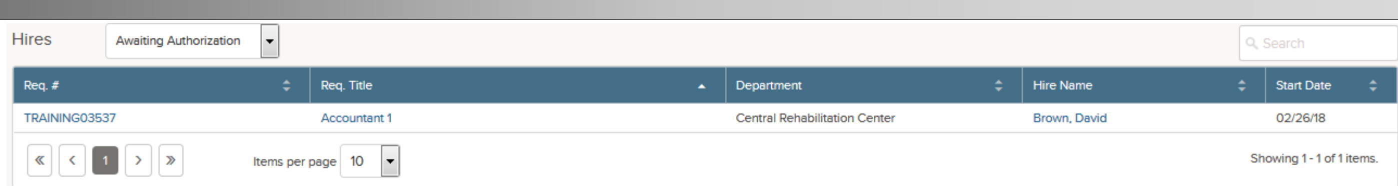
3. Choose “Move to Hire” in the “Actions” drop down menu.



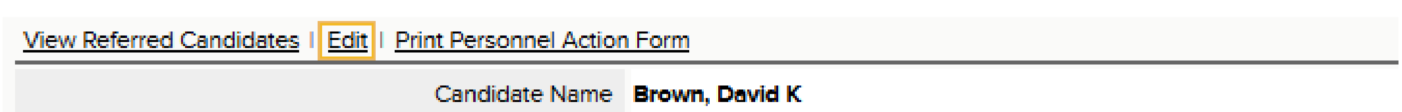
4. Fill in the hire information, including the offer date, offer acceptance date, and start date.
5. Once you have filled in the hire form, select “Save and Continue to Next Step” to move to step 2.
6. Enter any approvals and/or select “Save and Continue to Next Step” to move to step 3.
7. Add any attachments needed and select “Save and Submit”.
8. The hire must now be authorized in HR Insight.

IMPORTANT: Hires must be Authorized in HR Insight within 30 days of the hire date.

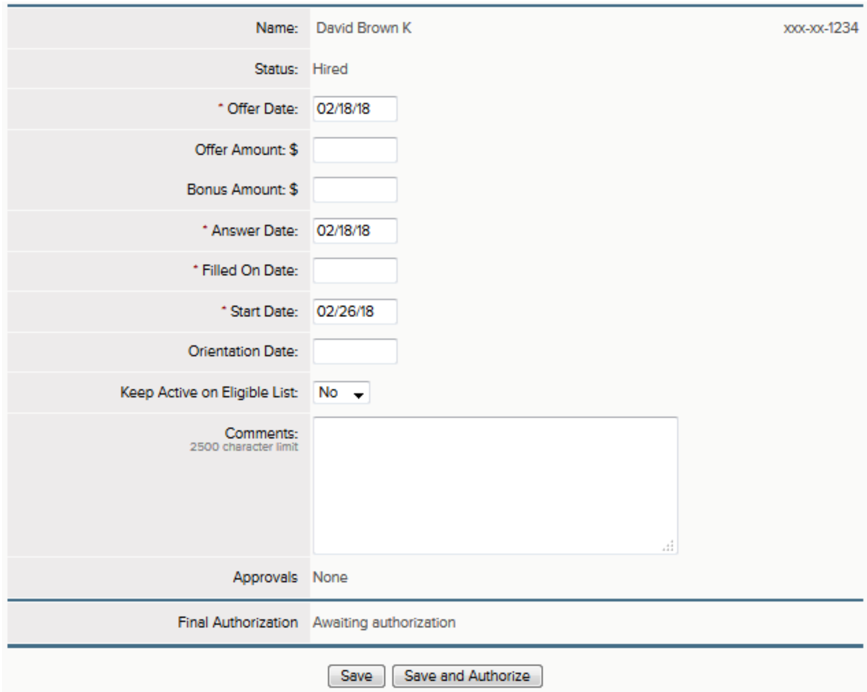
Authorizing the Hire and Dashboard Clean-up



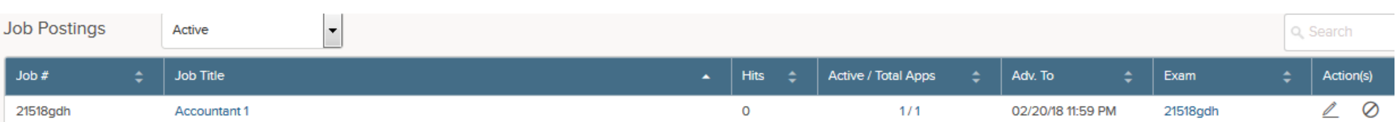
1. On the “My HR” page in Insight, the “Hires” section will contain all hires awaiting authorization.
2. Select the candidate’s name from the “Hire Name” column.



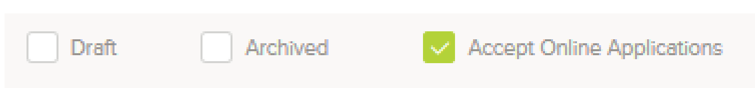
3. Click “Edit”.



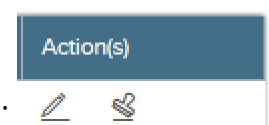
4. You will now be viewing the hire form. You have the ability to edit the form and enter comments. Comments may include results of drug screening, etc.
5. Selecting "Save" will save the work in progress as you process the candidate for hire.
6. Select "Save and Authorize" once the candidate has reported for work.
7. The hire has now been authorized and is no longer in the "Hires Awaiting Authorization" section.
8. The Dashboard needs to be cleaned up now.
9. Under "Job Postings", select the pencil to edit and archive the posting you just hired for.



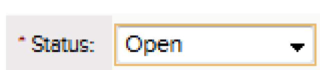
10. Check the box next to "Archived" at the top of the page.



11. Select "Save". The post is now archived.
12. In my HR, select the stamp under the "Action" column of the "Requisitions" section.



13. Change the status from "Open" to "Filled".



14. Select "Save". The requisition is now filled and removed from your Dashboard.

Once your vacancy has been filled (or cancelled), edit eligible list so the "Display Candidate Status As" field shows "Position Filled" or "Vacancy Cancelled". This message will appear on the applicant status bar and be viewable by your applicants so they will know if they are no longer being considered for the position.