

# NEOGOV Online Hiring Center (OHC) Manager's Training Guide

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## Create a Requisition

- When you log into NEOGOV into the Online Hiring Center (OHC), you should see a dashboard.

The screenshot shows the NEOGOV dashboard for user Marcos Nichols. The 'My Tasks' section indicates no open tasks. The 'My Candidates' section displays a table with 3 items:

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00018	Human Resources Analyst	4	Human Resources		Marcos Nichols	01/18/2017
00019	Human Resources Analyst - Jen...	3	Human Resources		Marcos Nichols	01/18/2017
00025	Maint. Wkr - Jen	5	Public Works		Marcos Nichols	02/20/2017

The 'My Requisitions' section shows a summary bar with 9 Total, 1 Open, 0 In Progress, 2 Suspended, and 6 Complete. Below is a table with 5 items:

Req #	Requisition Title	Department	Division	Hiring Manager	Approval	Created On
00008	Deputy File Cl.	Fire	Training Bureau	Marcos Nichols +1	Complete	12/06/2016
00009	Budget Analyst	Human Resources		Rebekah Creamears +2	Complete	01/04/2017
00012	Budget Analyst	Human Resources		Rebekah Creamears +3	Complete	01/05/2017
00018	Human Resour...	Human Resources		Marcos Nichols	Complete	01/18/2017
00019	Human Resour...	Human Resources		Marcos Nichols	Complete	01/18/2017

There are two (2) ways to create a requisition.

1. Click the plus sign in the top right corner and click "Requisition".

This screenshot is identical to the previous one, but with a red box highlighting the 'Requisition' button in the top right corner of the dashboard, indicated by a red arrow.

2. Hover the mouse over "Jobs" and select "Requisitions".
  - a. Once on the Requisition Page, select "+ Add".

Dashboard **Jobs** ←

**My Tasks** VIEW ALL >

You do not have any open tasks!

**My Candidates**

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00018	Human Resources Analyst	4	Human Resources		Marcos Nichols	01/18/2017
00019	Human Resources Analyst - Ja...	3	Human Resources		Marcos Nichols	01/18/2017
00025	Maint. Wkr - Jan	5	Public Works		Marcos Nichols	02/20/2017

Showing 1 - 3 of 3 items

**My Requisitions** VIEW ALL >

9 Total 1 Draft 0 In Progress 2 Approved 6 Open

Req #	Requisition Title	Department	Division	Hiring Manager	Approval	Created On
00008	Approved Deputy Fire Ch...	Fire	Training Bureau	Marcos Nichols +1	✓ Complete	12/09/2016
00009	Approved Budget Analyst	Human Resources		Rebekah Creameans +2	✓ Complete	01/04/2017
00012	Open Budget Analyst	Human Resources		Rebekah Creameans +3	✓ Complete	01/05/2017
00018	Open Human Resour...	Human Resources		Marcos Nichols	✓ Complete	01/18/2017
00019	Open Human Resour...	Human Resources		Marcos Nichols	✓ Complete	01/18/2017

Dashboard **Jobs**

**Requisitions**

← + Add All More Q

Req #	Title	Status	Department	Division	Hiring Manager	Approval	Created On	Created By
00001	DPC	Cancelled (0)	Fire	Operations Bureau	Marcos Nichols	✓ Complete	09/30/2015	Jennifer
00002	Human Resources Analyst	Cancelled (0)	Human Resources		Jennifer Cox +1	✓ Complete	10/06/2015	Jennifer
00003	Budget analyst	Cancelled (0)	Finance	Budget	Marcos Nichols	✓ Complete	04/02/2016	Marcos
00004	Deputy Fire Chief	Cancelled (0)	Finance	Administration	Marcos Nichols	0 of 4	04/07/2016	Marcos
00006	Public Health Sanitarian	Cancelled (0)	Community Development	Health Environment	Tim Wardmann +1	✓ Complete	03/18/2016	Tim War
00007	Sanitarian	Cancelled (0)	Community Development	Health Environment	Tim Wardmann +1	✓ Complete	03/18/2016	Letitia B
00008	Deputy Fire Chief	Approved	Fire	Training Bureau	Marcos Nichols +1	✓ Complete	12/09/2016	Marcos
00009	Budget Analyst	Approved	Human Resources		Rebekah Creameans +2	✓ Complete	01/04/2017	Marcos
00010	Budget Analyst - Marcos	Filled (2)	Human Resources		Rebekah Creameans +3	✓ Complete	01/04/2017	Marcos
00012	Budget Analyst	Open (3)	Human Resources		Rebekah Creameans +3	✓ Complete	01/05/2017	Marcos
00013	Public Health Sanitarian	Approved	Community Development	Health Environment	Rebekah Creameans	✓ Complete	01/11/2017	Jennifer
00014	Deputy Fire Chief	Open (1)	Fire		Vicki Alexander	✓ Complete	01/11/2017	Vicki Ale
00015	Police Chief - Jan	Open (3)	Police	Administrative Division	Vicki Alexander	✓ Complete	01/11/2017	Jennifer
00016	Deputy Fire Chief - Bekah	Open (0)	Fire	Training Bureau	Jennifer Cox	✓ Complete	01/11/2017	Rebekah
00017	Public Health Sanitarian ...	Open (3)	Community Development	Health Environment	Jennifer Cox	✓ Complete	01/18/2017	Vicki Ale
00018	Human Resources Analyst	Open (4)	Human Resources		Marcos Nichols	✓ Complete	01/18/2017	Vicki Ale
00019	Human Resources Analyst	Open (1)	Human Resources		Marcos Nichols	✓ Complete	01/18/2017	Jennifer

## I. How to fill out the Requisition

The screenshot shows the 'Create Requisition' form in the NEOGOV system. The form is divided into several sections: 'Requisition Details', 'Vacancy Data', 'Position Details', and 'Comment'. Numbered callouts (1-16) point to specific fields:

- 1. Class Spec \* (Search field)
- 2. Working Title (Text field)
- 3. Desired Start Date (Calendar field)
- 4. Department/Division \* (Search field)
- 5. Hiring Manager \* (Search field)
- 6. Job Type (Dropdown menu)
- 7. List Type (Dropdown menu)
- 8. Number of Vacancies (Text field)
- 9. Position(s) to Be Filled? (Radio buttons for Internal/External)
- 10. If New Position, meet with Finance to discuss then answer\* Has the position been budgeted for? (Radio buttons for Budgeted/Not Budgeted)
- 11. Date Vacancy Occurred \* (Calendar field)
- 12. Required Special Qualifications (Certifications, License, Etc.) \* (Text field)
- 13. Former Position Incumbent(s) \* (Text field)
- 14. Vacancy Data (List of checkboxes: Classified Service, Unclassified Service, Permanent, Temporary, Seasonal, Full-Time, Part-Time, Hourly Rated, Salary, Co-Op/ Student, Shift Assignment)
- 15. Comment (Text area)

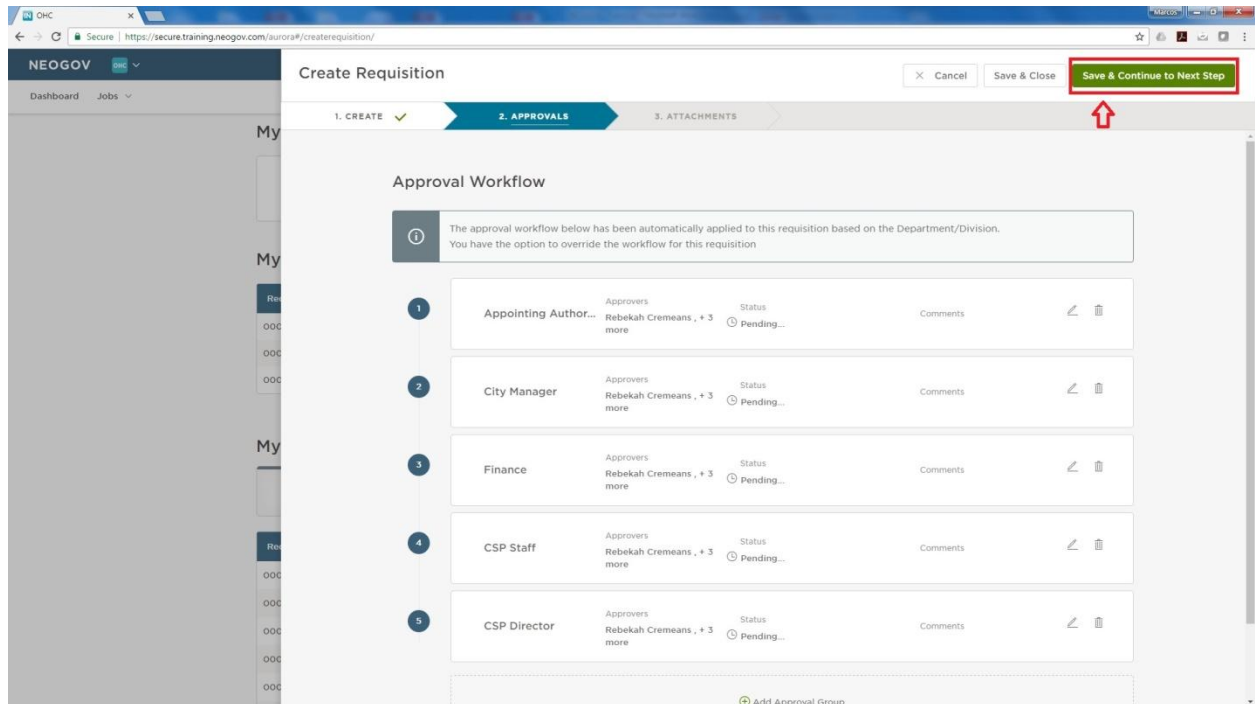
At the top right, there are buttons for 'Cancel', 'Save & Close', and 'Save & Continue to Next Step' (highlighted in red). The form progress is shown as '1. CREATE', '2. APPROVALS', and '3. ATTACHMENTS'.

1. Department/Division – Select your Department/Division.
2. Class Spec – Either begin typing or click the magnifying glass icon to search. If desired Class Spec doesn't appear, contact Civil Service and Personnel.
3. Working Title – Enter in the Class Spec Name so this field matches the Class Spec.
4. Desired Start Date – Choose your desired start date for the position (Monday of the beginning of pay period).
5. Hiring Manager – Select the hiring managers involved. (If the individual is not listed, contact CSP and they will be added).
6. Job Type – Choose from Full Time, Part Time, etc.
7. List Type –Regular (use Promotional if a Safety Promotional).
8. Number of Vacancies – Select the number of vacancies in this position to be filled.

9. Positions to be filled – Select Internal Job Bid Process (CBA) if position requires internal posting.
10. Has position been budgeted for? Choose budgeted or not budgeted.
11. Date Vacancy Occurred
  - Select the date in which this position became vacant.
  - If it is a new position requiring legislation, use effective date of legislation.
  - If it is not a new position, but just hasn't been filled, use today's date.
12. Minimum Qualifications
  - Review job description and request revision, if necessary.
  - Minimum Qualifications should be listed in the job description and applicants will be screened based on this.
13. Former Position Incumbent(s) – If this is a current position, who was the incumbent?  
If a new position, enter N/A.
14. Position Details – New Position? Select Yes or No
15. Add Position Detail – **DO NOT USE**
16. Comments
17. Once all fields have been completed. Click “Save and Continue to Next Step”.
18. If you need to complete the requisition at a later time, click “Save and Close”. To go back to requisition, go to My Requisitions (on the dashboard) and click on the Draft requisition you need to finish, click Edit to continue. Then “Save and Continue to Next Step”.

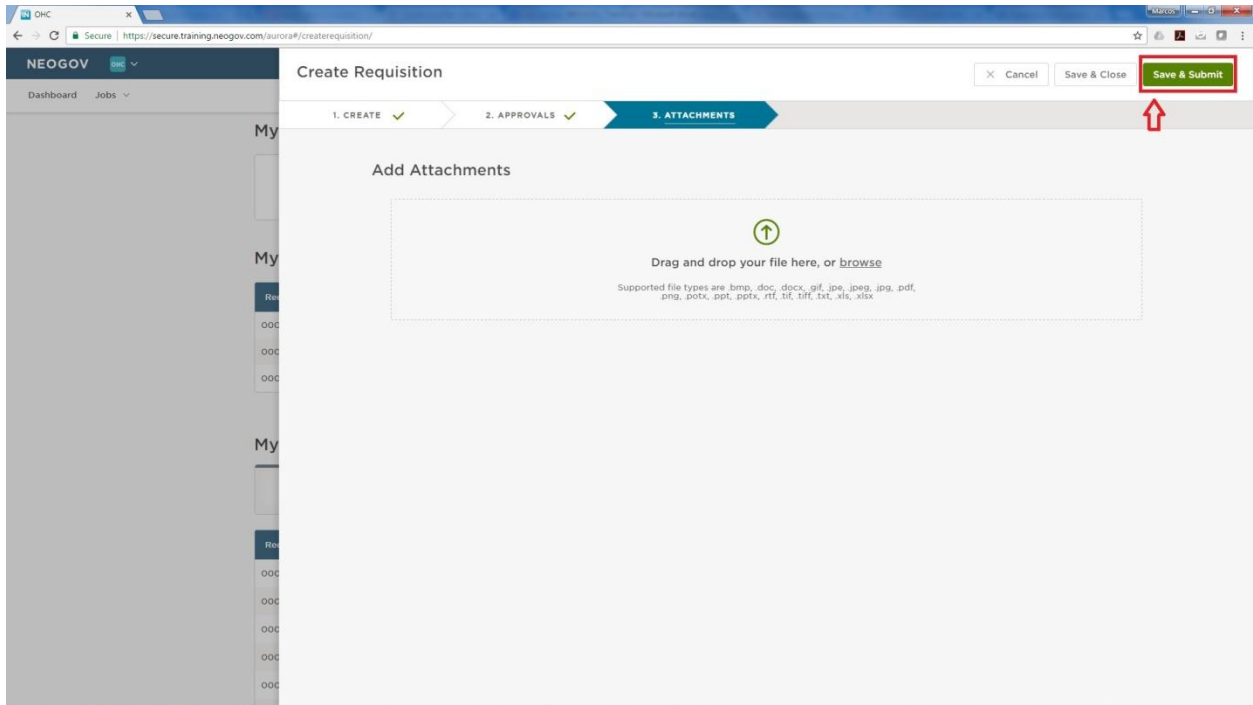
## II. Approval Workflow

After clicking “Save and Continue to Next Step” from the requisition detail page, you will see the approval workflow detail page. You don’t need to make any changes. Click, “Save and Continue to Next Step”.



## III. Add Attachments

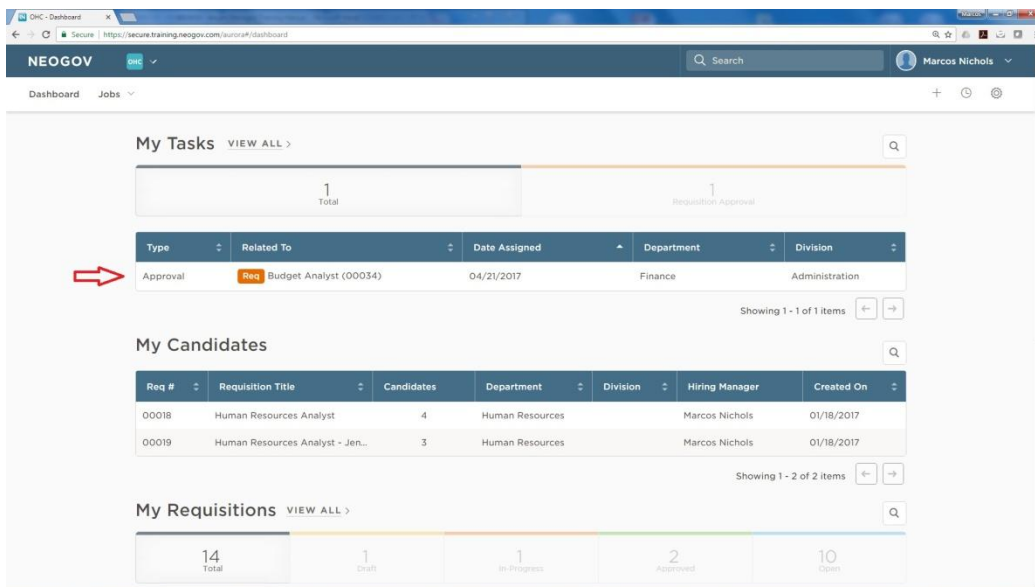
Documents can be attached to the requisition if needed. You can add specific job related questions that you want to be used during the application process. Civil Service and Personnel will already be asking the minimum qualification questions from the job description.



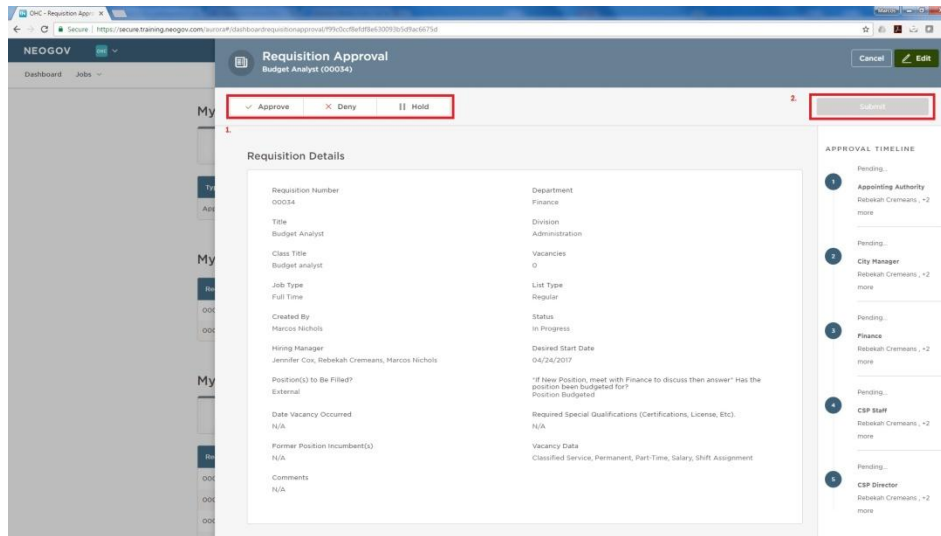
Click “Save & Submit”.

### **Approval Process**

- Once a requisition has been submitted, when it is time for your approval, the system will notify you via email. When you log into NEOGOV into the Online Hiring Center (OHC), you should see a dashboard and under the “My Tasks” section of the dashboard you should see the requisition that you are being requested to approve.

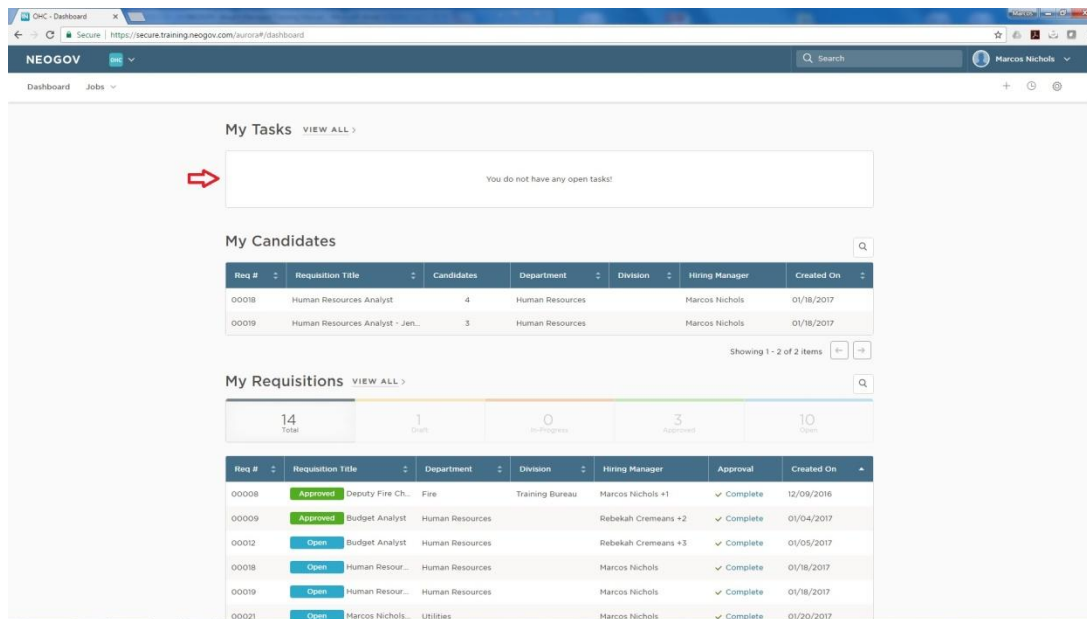


Once you click on the row, a ¾ flyout will appear.



1. After reviewing the details (Note: the right side of the screen shows the approval process/timeline), select either: Approve, Deny, or Hold.
  - a. If you select: Approve or Hold – you can enter a comment.
  - b. If you select: Deny – you are required to send it back to a certain step and you can enter a comment.
2. Click Submit.

After you have approved the requisition, you will be taken back to the Dashboard screen and the “My Tasks” section should note – You don’t have any open tasks!



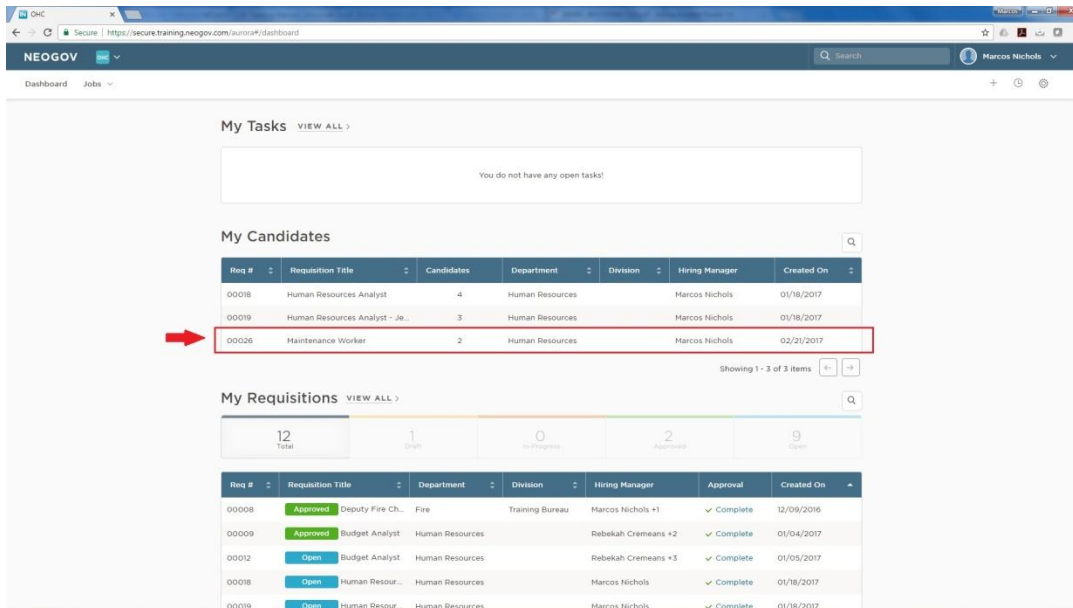
## Referred Candidates

Once the applicants have gone through the screening process and meet the requirements they will be placed on an eligibility list. After the eligible list has then been approved by the Civil Service Commission, you will receive the Certified List of Eligibles or “Referred Candidates”.

Hiring managers will receive an email from NeoGov notifying them that they have candidates to recruit from.

## Hiring Manager Tasks

From the Online Hiring Center, as the *Hiring Manager*, you should see the candidates that were referred to you from Civil Service and Personnel under the “My Candidates” section of the dashboard.



The screenshot shows the NeoGov Online Hiring Center dashboard. The user is logged in as Marcos Nichols. The dashboard is divided into three main sections: My Tasks, My Candidates, and My Requisitions.

**My Tasks:** A message states "You do not have any open tasks!".

**My Candidates:** A table with 6 columns: Req #, Requisition Title, Candidates, Department, Division, Hiring Manager, and Created On. The table contains 3 rows. The row for requisition 00026, "Maintenance Worker", is highlighted with a red box and a red arrow pointing to it from the left.

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00018	Human Resources Analyst	4	Human Resources		Marcos Nichols	01/18/2017
00019	Human Resources Analyst - Je...	3	Human Resources		Marcos Nichols	01/18/2017
00026	Maintenance Worker	2	Human Resources		Marcos Nichols	02/21/2017

Showing 1 - 3 of 3 items

**My Requisitions:** A summary bar shows 12 Total, 1 Draft, 0 In Progress, 2 Approved, and 9 Open. Below is a table with 7 columns: Req #, Requisition Title, Department, Division, Hiring Manager, Approval, and Created On. The table contains 5 rows.

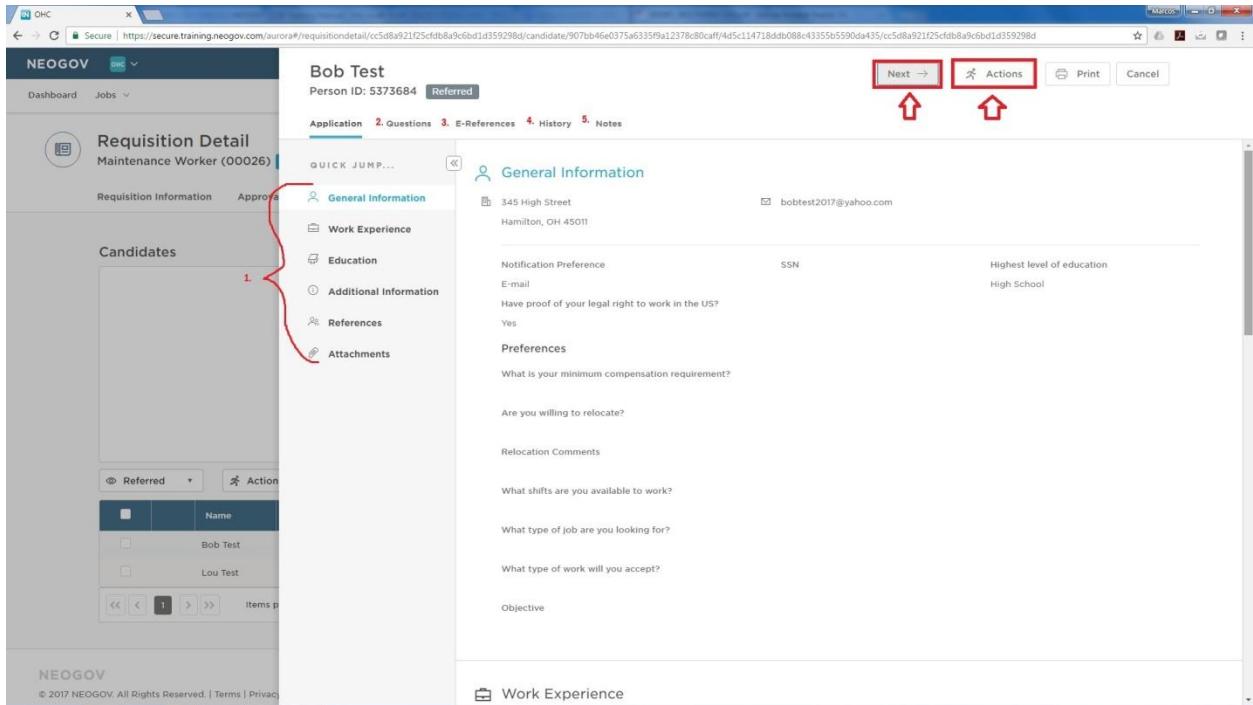
Req #	Requisition Title	Department	Division	Hiring Manager	Approval	Created On
00008	Deputy Fire Ch...	Fire	Training Bureau	Marcos Nichols +1	Complete	12/09/2016
00009	Budget Analyst	Human Resources		Rebekah Cremeans +2	Complete	01/04/2017
00012	Budget Analyst	Human Resources		Rebekah Cremeans +3	Complete	01/05/2017
00018	Human Resour...	Human Resources		Marcos Nichols	Complete	01/18/2017
00019	Human Resour...	Human Resources		Marcos Nichols	Complete	01/18/2017

To view the candidates, click on the row of the position you want to view. Once you click into the recruitment that you choose, you will see the requisition detail page – already on the **Candidates** tab.

The screenshot shows the NEGOV Requisition Detail page for Maintenance Worker (00026). The page has a navigation bar with four tabs: 1. Requisition Information, 2. Approvals, 3. Hire Workflow, and 4. Candidates. The Candidates tab is active, showing a circular gauge with '2 TOTAL' and 'Referred : 2'. Below the gauge is a table of candidates with columns: Name, Master Profile, Phone, Email Notify, Exam #, Action Date, Elig Exp Date, Print PA, and Status. The table contains two rows: 'Bob Test' and 'Lou Test'. A red box highlights 'Bob Test' and a red arrow points to it. The table also shows 'Referred' and 'Active' status for both candidates. The page footer includes 'NEGOV © 2017 NEGOV. All Rights Reserved. | Terms | Privacy'.

1. The **Requisition Information** tab if clicked will show you the information that was input on the requisition form.
2. The **Approvals** tab if clicked will show you the approval workflow from the original requisition form (who approved it, date of approval, and any comments – for each approval level).
3. The **Hire Workflow** tab if clicked shows the various steps that a hiring manager may take. Hiring managers may add a second interview step or remove steps.

If you wish to view the application of the candidate, you simply click on their name from the **Candidates** tab of the Requisition Detail page. When you click on their name, their application will display in a  $\frac{3}{4}$  screen flyout.



1. The **Application** tab shows the candidate's application information.
2. The **Questions** tab shows the candidate's responses to the City-wide questions and the supplemental (position specific questions).
3. The **E-References** tab shows any references that the candidate may have provided.
4. The **Notices** tab shows the notices that have been sent to the candidate.
5. The **History** tab shows the movement history of the candidate (i.e., if they were moved to the interview step, or job offer step, the history would display the date and who had moved the candidate to that step).

The **NEXT** button will change to the next candidate so the hiring manager can view all of the candidates' application/information without having to move to another screen.

The **ACTIONS** button will allow the hiring manager to move a candidate to a particular step in the **Hire Workflow** (i.e., Reject, Move to Interview, Move to Offered, Move to Hire).

- I. How to move a candidate to the Interview Step.
  - A. From the  $\frac{3}{4}$  screen flyout, you would click the **ACTIONS** button and select (Move to Interview).
  - B. After selecting to move to interview, you can click to the left of the  $\frac{3}{4}$  flyout and you will see that the Requisition Detail page has been updated.

**Requisition Detail**  
Maintenance Worker (00026) [Open](#)

Requisition Information Approvals Hire Workflow **Candidates**

**Candidates**

Interview : 1 **2** TOTAL Referred : 1

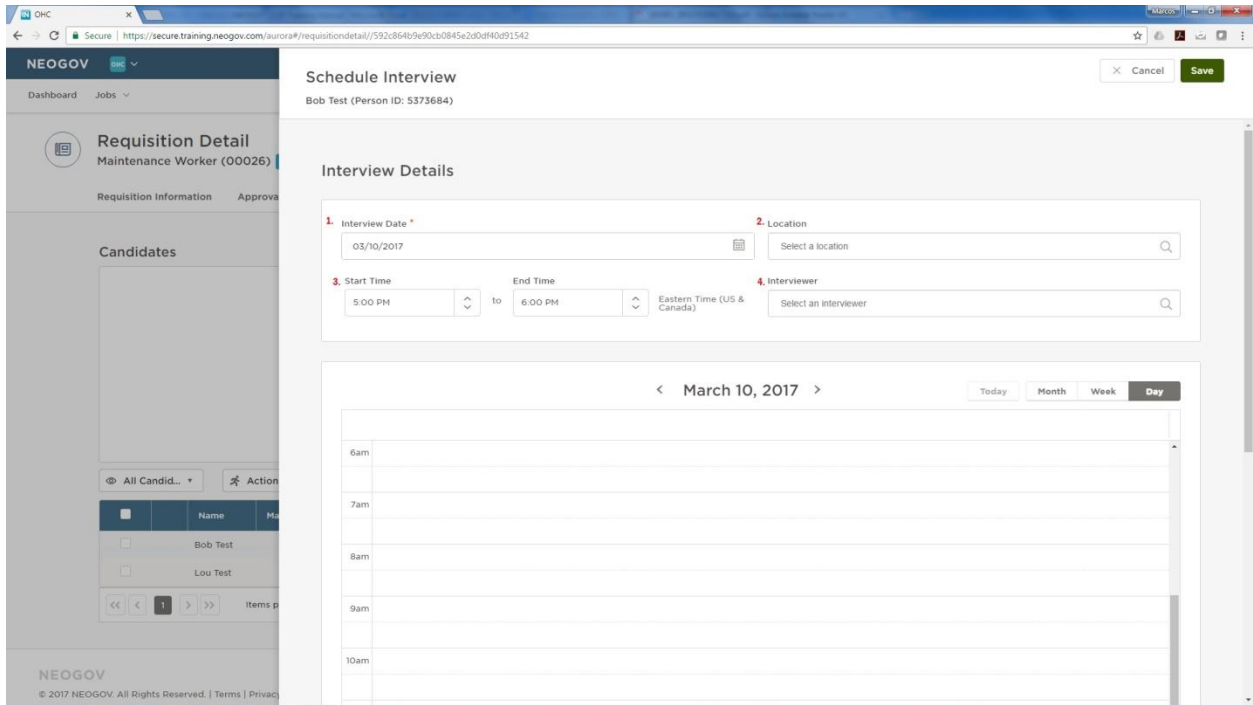
	Name	Master Profile	Phone	Email Notify	Exam #	Action Date	Elig Exp Date	Print PA	Status	Rating
<input type="checkbox"/>	Bob Test			Yes	00026	03/10/2017	02/23/2018		Interview <a href="#">Unscheduled</a>	No Rating
<input type="checkbox"/>	Lou Test			Yes	00026	02/22/2017	02/23/2018		Referred Active	N/A

Showing 1 - 2 of 2 items

C. Under the “Status” column, you can see that the status for the candidate you moved to the Interview step has been updated and it shows that the interview is “*unscheduled*”.

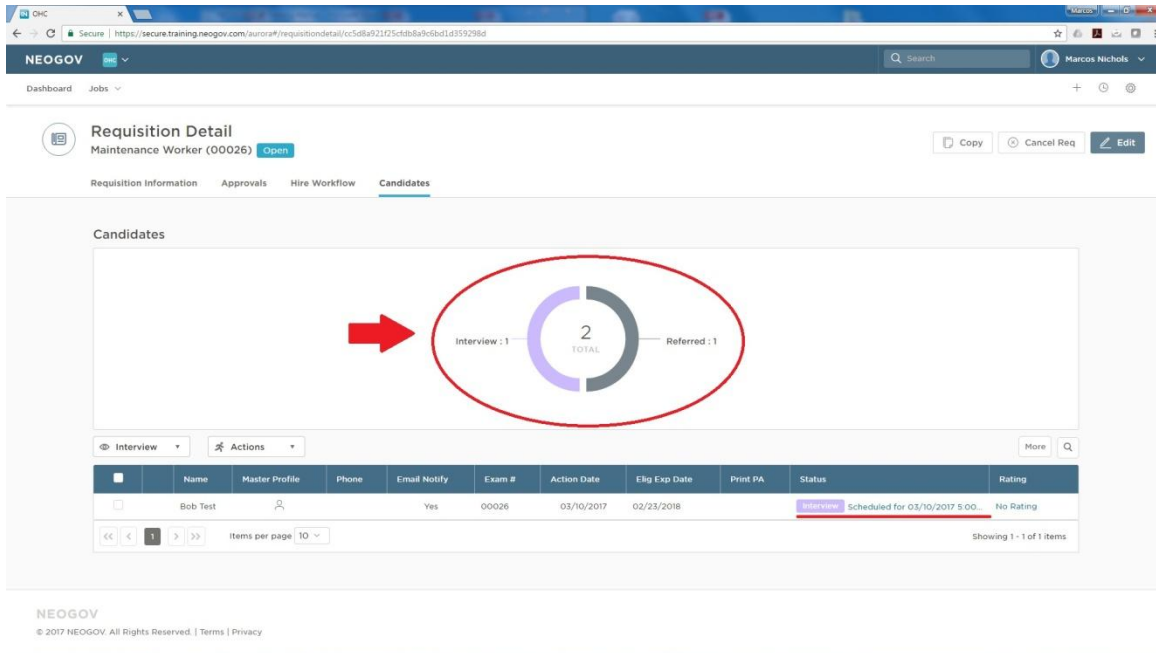
II. How to schedule the interview.

A. To schedule the interview (in the system), click the “*unscheduled*” link, and a ¾ screen flyout will display.



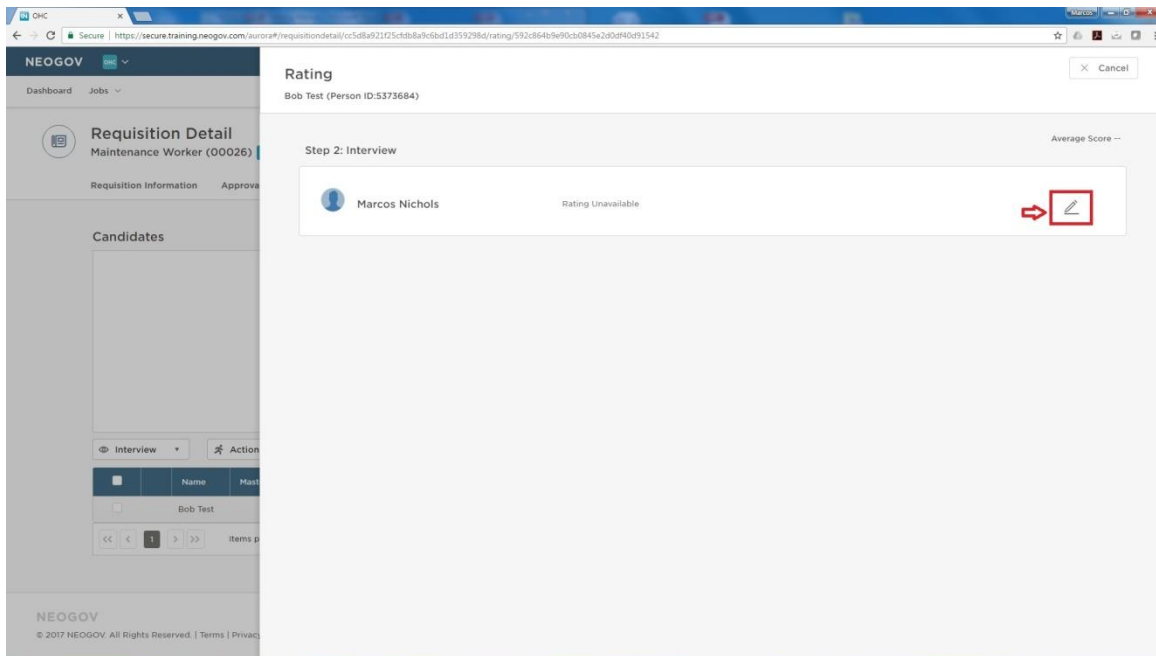
1. Interview Date – After confirming with the candidate when your scheduled interview is, select the date.
2. Location – Enter in the location where you will be conducting the interview. (If your location is not available, contact Civil Service and Personnel and they can set up the location in the system).
3. Start/End Time – Enter in the time that you plan on starting and ending.
4. Interviewer – Select the interviewers. If there is more than one, keep adding them. (If you need an interviewer added, contact Civil Service and Personnel. Select the same individuals you did as Raters in Hire Workflow.)

Once you have entered everything, then click “Save”. The  $\frac{3}{4}$  flyout will disappear and the Requisition detail page will display and the page will be updated. The graphic will be updated to show the number of candidates available and the various steps they are in, and under the “status” column, it will display that the interview has been scheduled.

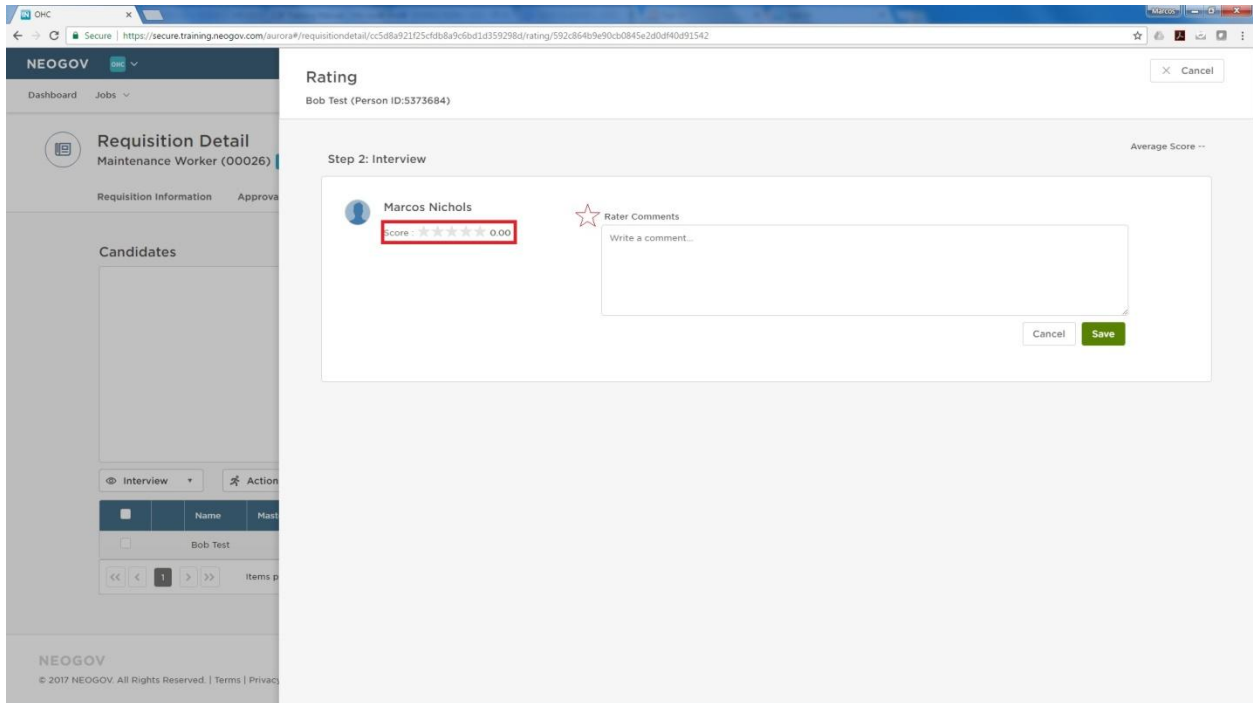


### III. How to rate the candidate.

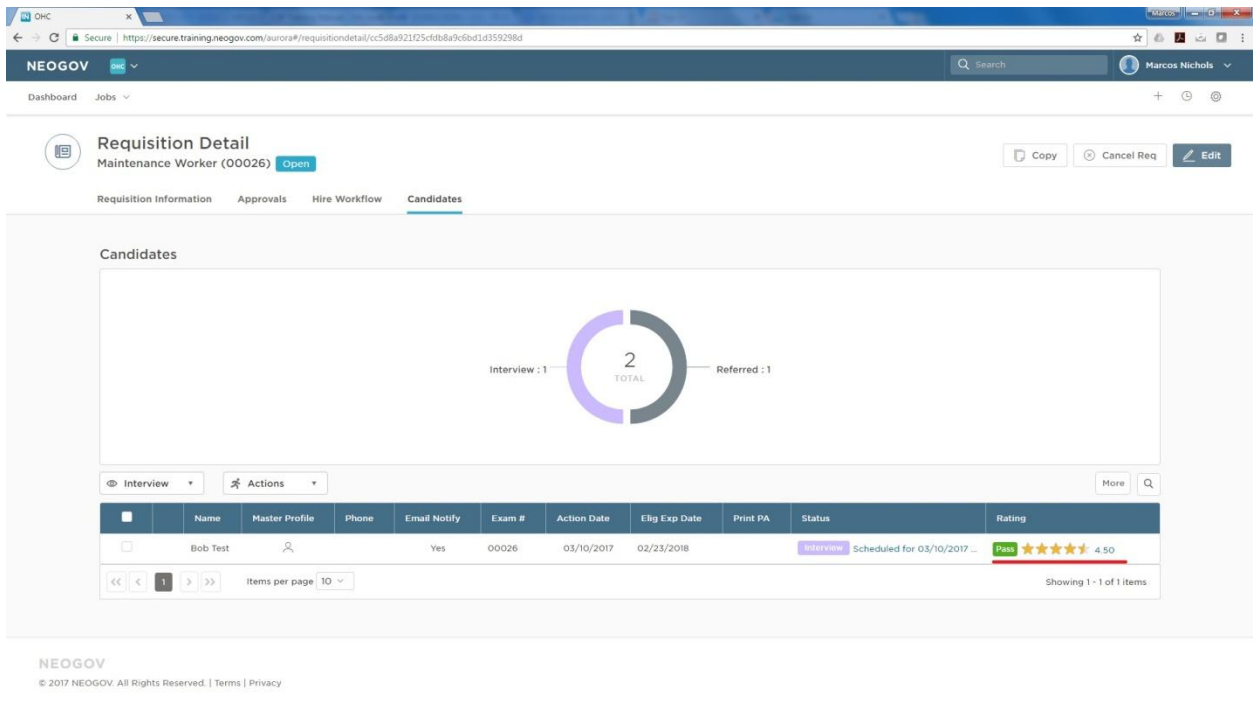
From the Requisition detail page screen, next to the status column, you will see a rating column. In the previous screenshot, it shows “No Rating” in the rating column. Click on the “No Rating” link. Once you click on the “No Rating” link, a ¾ rating form flyout will display.



Click the image of the pencil to “edit” and the ¾ rating flyout will change to provide an opportunity for the hiring manager to rate the interview and provide any comments.



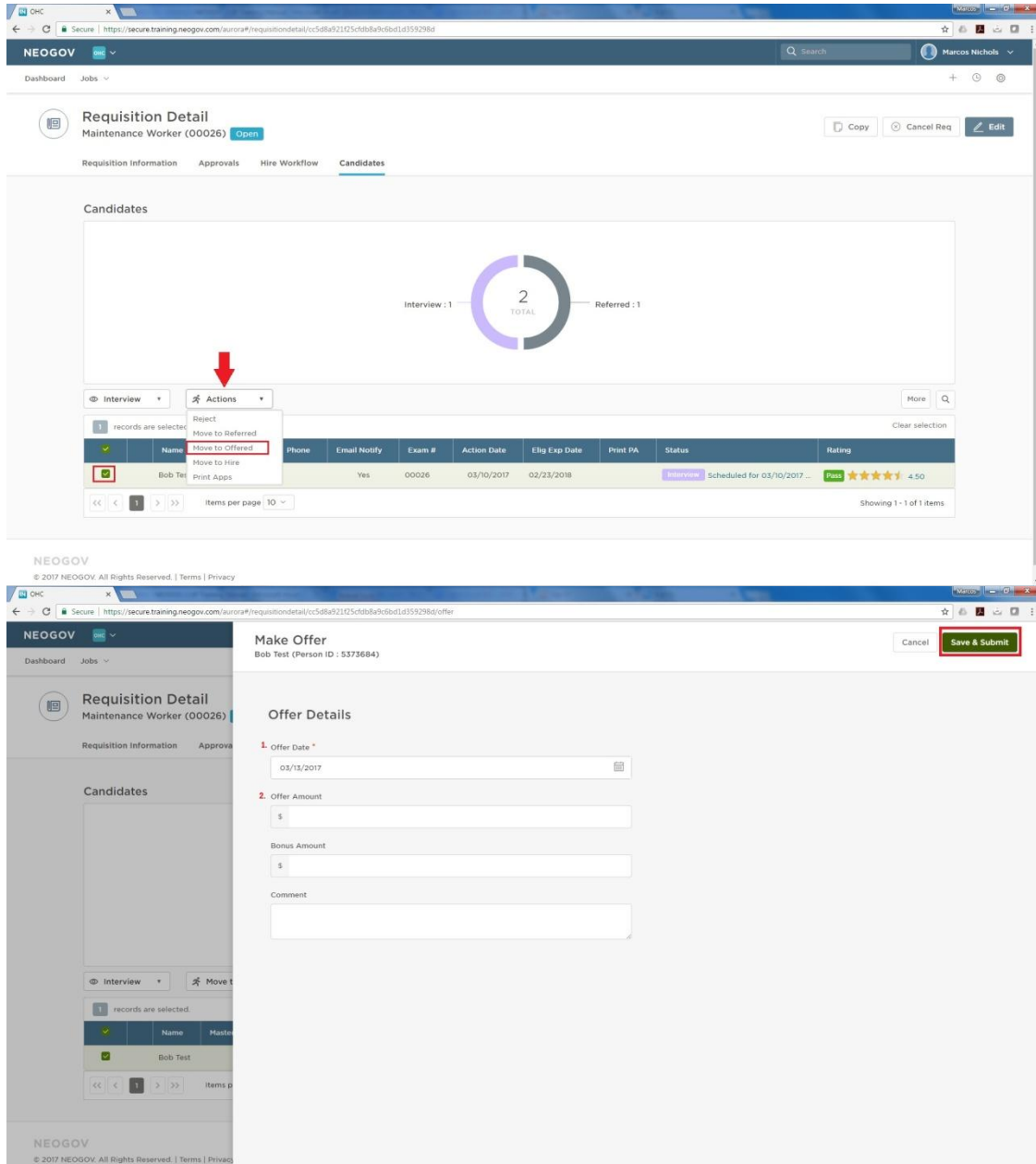
Once you select the rating and add any comments you feel necessary, click the green “Save” button and close out of the flyout. Once you are back to the Requisition Detail screen, you will see the Rating Column has been updated to display the rating that you have provided (if there are more than one interviewers, this would be averaged based upon everyone’s rating entries).



#### IV. How to move a candidate to the Offered Step.

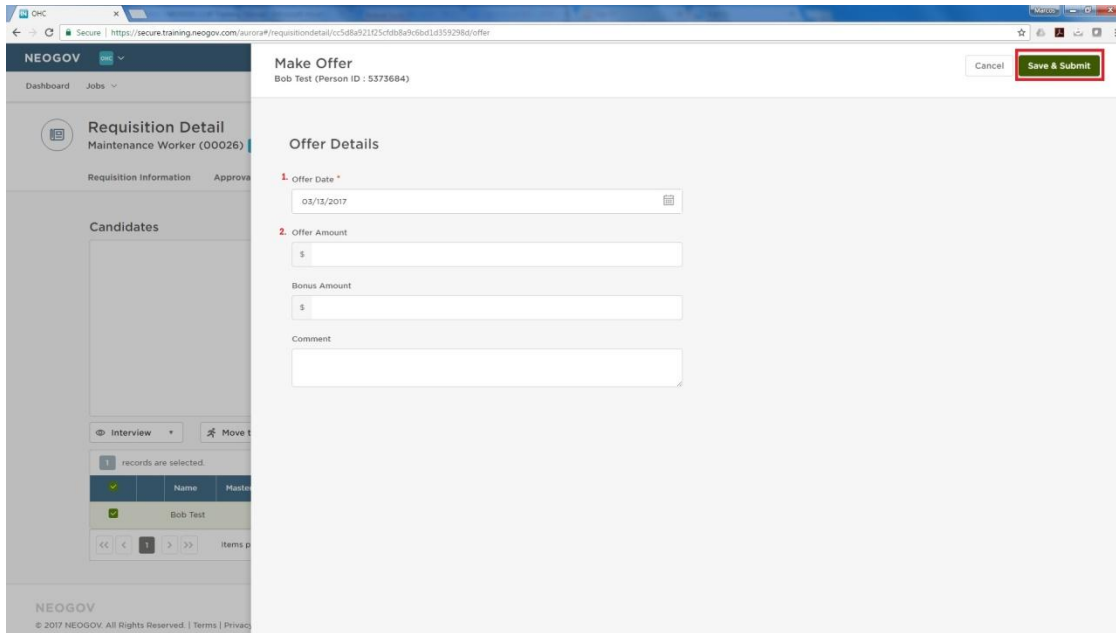
From the Requisition Detail page, there are 2 ways to extend the offer of employment to the candidate.

1. From the Requisition Detail page, you can click on the box to the left (changes from white box to a box with a green checkmark) of the candidate's name and select from the "Actions" drop down – move to Offered. Once you do that the "Make Offer" ¾ flyout will display



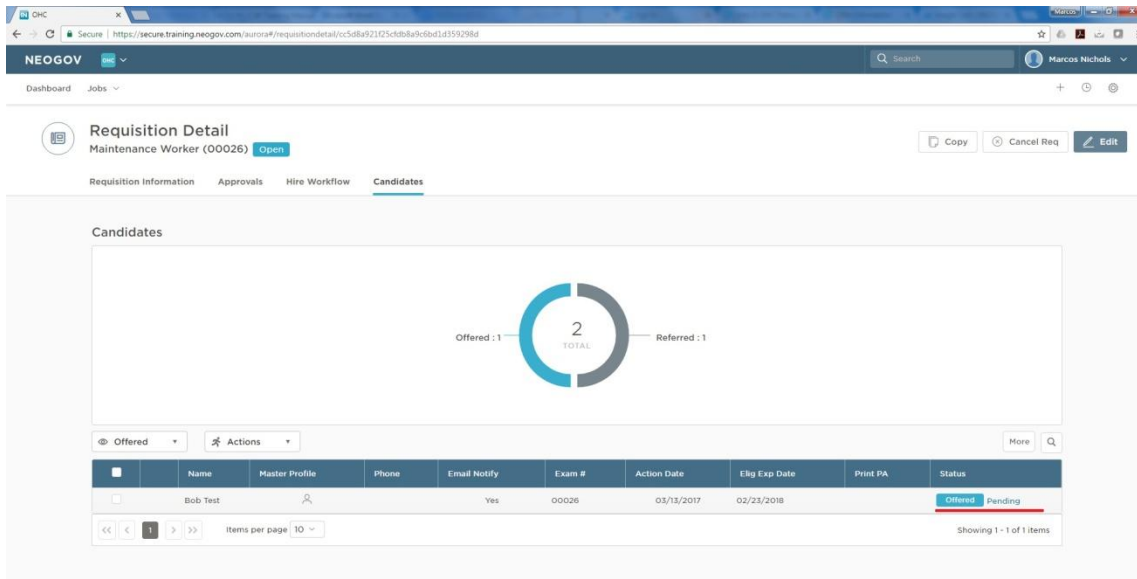
- A. Offer Date – Select the Date you plan on submitting the offer.
- B. Offer Amount – Enter in the Salary amount that you plan on offering the candidate. (THIS MUST BE WITHIN THE RANGE OF THE POSITION).
- C. Enter comments if necessary, then Click “Save & Submit”.

- Click the Candidate's name and the  $\frac{3}{4}$  application flyout will display. From that flyout, you can select on the "Actions" button, Move to Offered. Once you do that, the  $\frac{3}{4}$  flyout will change from the application screen, to the "Make Offer" screen.



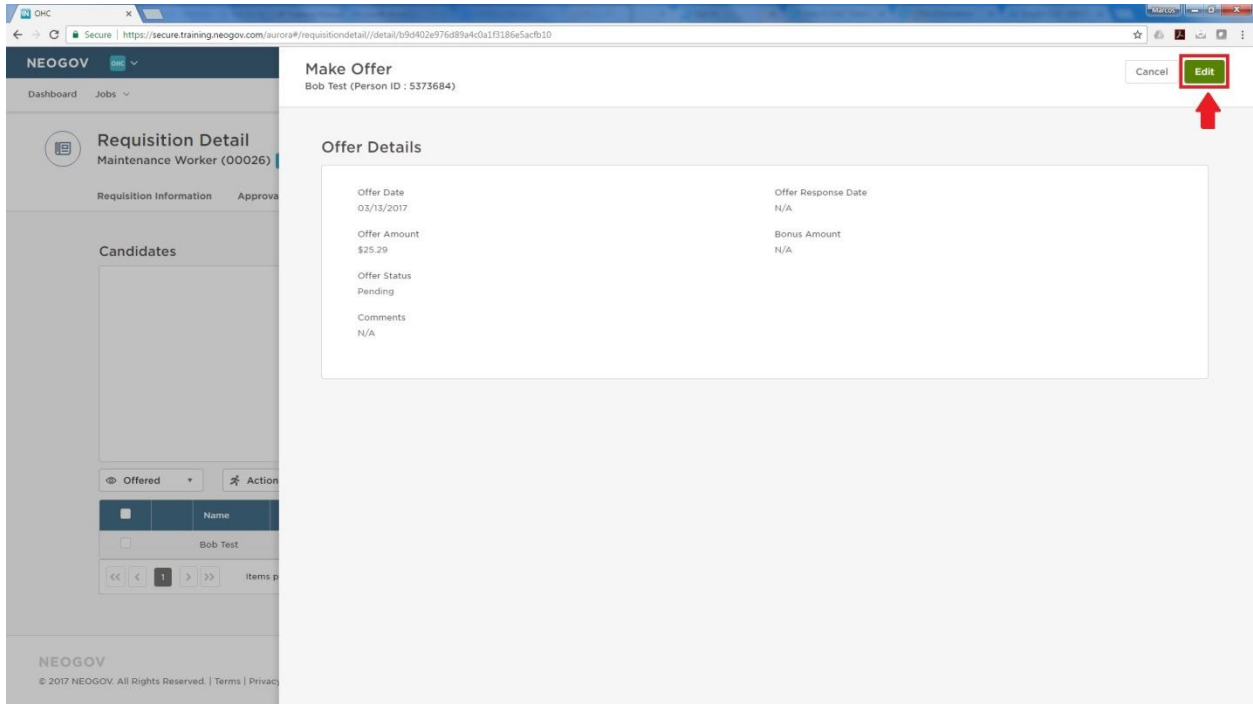
- Offer Date – Select the Date you plan on submitting the offer.
- Offer Amount – Enter in the Salary amount that you plan on offering the candidate. (THIS MUST BE WITHIN THE RANGE OF THE POSITION).
- Enter comments if necessary, then Click "Save & Submit".

After clicking "Save and Submit", you will be taken back to the Requisition Detail page and you will see the Status of the candidate has changed to "Offered".

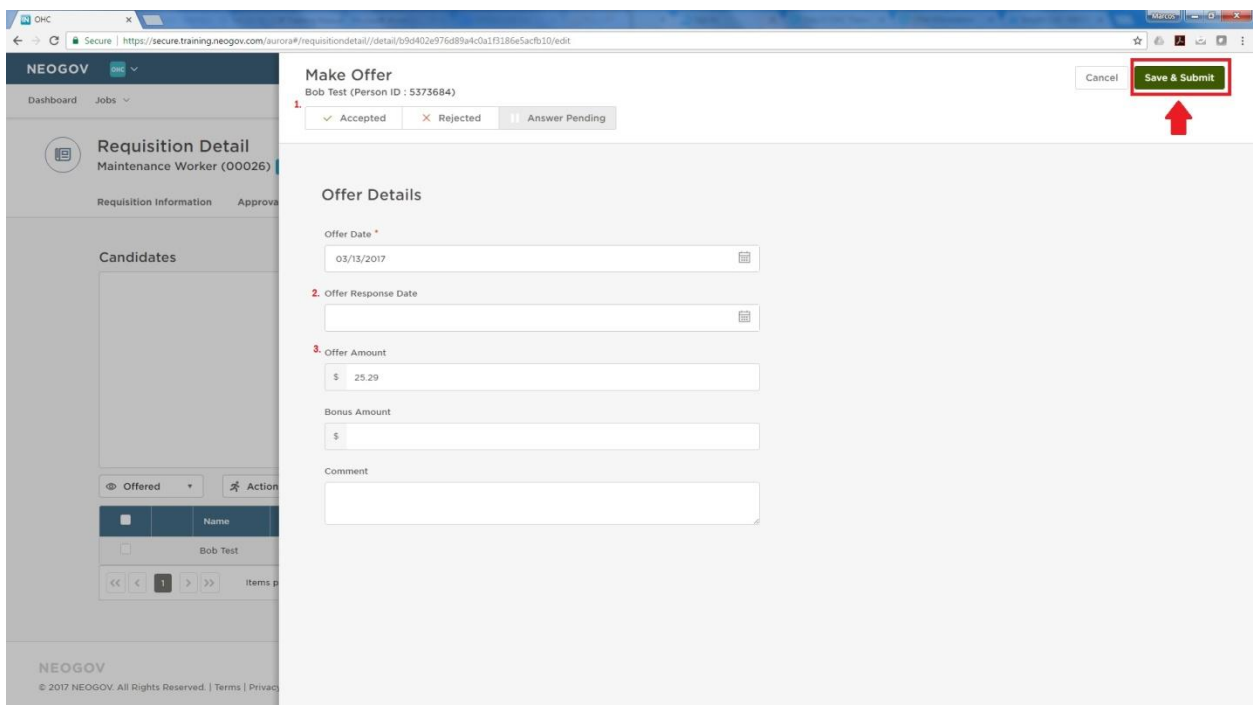


You must send a NeoGov offer letter notice template email which will include an attached offer letter.

Once you have received the signed offer letter, the hiring manager would then change the status from “Offered” – Pending to “Offered” – Accepted by clicking inside the Status Column. Once you have clicked “Offered” – Pending, you should see a ¾ flyout labeled “Make Offer”.



- Click the “Edit” button.



On the “Make Offer” edit details screen:

1. If the candidate has accepted the offer, select “Accepted”, if they have rejected the offer, select “Rejected”.
2. Enter in the Offer Response date.
3. Confirm the amount offered.
4. Add any comments as necessary.
5. Enter “Save & Submit”

Once you click “Save & Submit”, you will be taken back to the previous screen. You can either click, “Cancel” or click to the left of the ¾ flyout to go back to the Requisition detail page.

#### V. How to move a candidate to the Hired Step.

After the candidate has accepted the offer, the candidate must go through the final screening: Background check, medical examination. Once the Hiring manager has heard from Civil Service and Personnel regarding the screenings, the hiring manager can “move to hire” the candidate.

From the Requisition Detail page, select the candidate that you want to hire, click on “Actions” and select “Move to Hire” from the drop down menu.

The screenshot shows the NEOGOV Requisition Detail page for a Maintenance Worker (00026). The page is divided into several tabs: Requisition Information, Approvals, Hire Workflow, and Candidates. The Candidates tab is active, displaying a circular progress indicator showing 2 Total candidates, with 1 Offered and 1 Referred. Below the indicator is a table of candidates. The first candidate, Bob, is selected. The 'Actions' dropdown menu is open, and 'Move to Hire' is highlighted. A red arrow points to the 'Actions' dropdown. The table has columns for Name, Phone, Email Notify, Exam #, Action Date, Elig Exp Date, Print PA, and Status. The Status for Bob is 'Offered' and 'Accepted'.

Name	Phone	Email Notify	Exam #	Action Date	Elig Exp Date	Print PA	Status
Bob		Yes	00026	03/13/2017	02/23/2018		Offered Accepted

Once you have selected “Move to Hire”, the ¾ Hire Form flyout will display.

**Hire Form**  
Bob Test (Person ID : 5373684)

1. HIRE INFORMATION

### Hire Information

Offer Date \* 03/13/2017 Date Offer Accepted \* 03/14/2017

1. Offer Amount \$ 25.29 Bonus Amount \$

2. Start Date \* Orientation Date

**Start Date is required**

Filled Date

Active On Eligible List

Comment

Save & Close **Save & Continue to next Step**

1. Offer Amount – Confirm that this is the amount offered and accepted by the candidate.
2. Start Date – Enter in the candidate’s starting date.

Once you have entered the information, you can hit the green “Save & Continue to next step” button. The next page is the “Approvals” page.

**Hire Form**  
Bob Test (Person ID : 5373684)

2. APPROVALS

### Approval Workflow

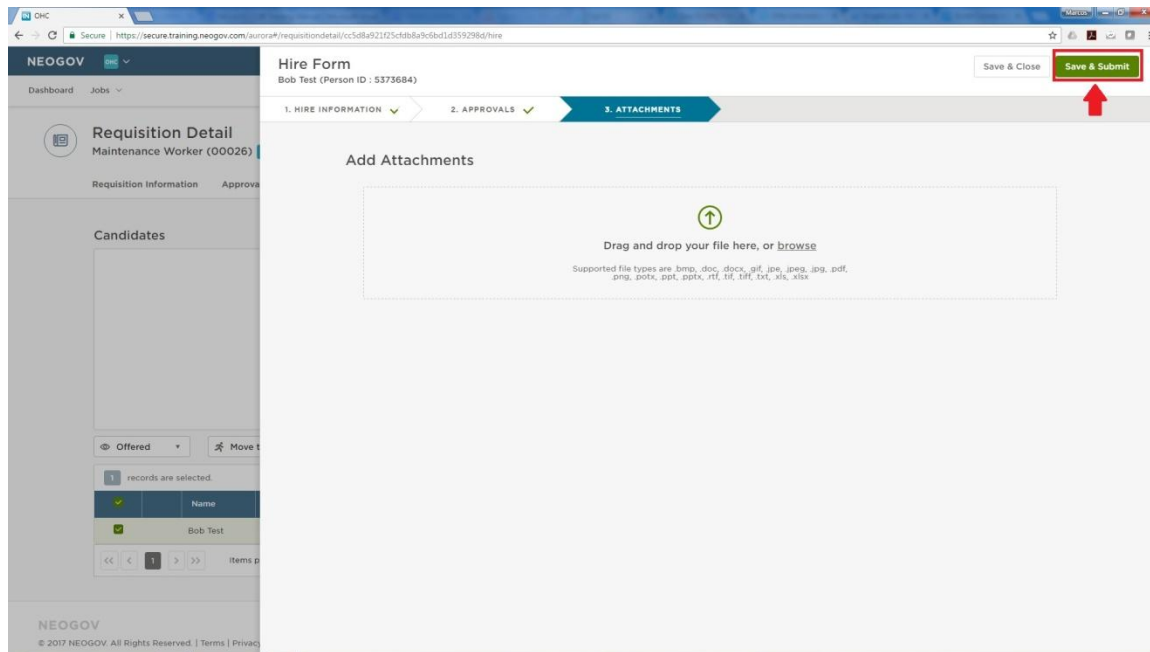
The approval workflow below has been automatically applied to this hire based on the Department/Division. You have the option to override the workflow for this hire.

Step	Approvers	Status	Comments	Actions
1	Appointing Author... Rebekah Cremeans , + 2 more	Pending...	Comments	✎ 🗑
2	City Manager Rebekah Cremeans , + 2 more	Pending...	Comments	✎ 🗑
3	Finance Rebekah Cremeans , + 2 more	Pending...	Comments	✎ 🗑
4	CSP Staff Rebekah Cremeans , + 2 more	Pending...	Comments	✎ 🗑
5	CSP Director Rebekah Cremeans , + 2 more	Pending...	Comments	✎ 🗑

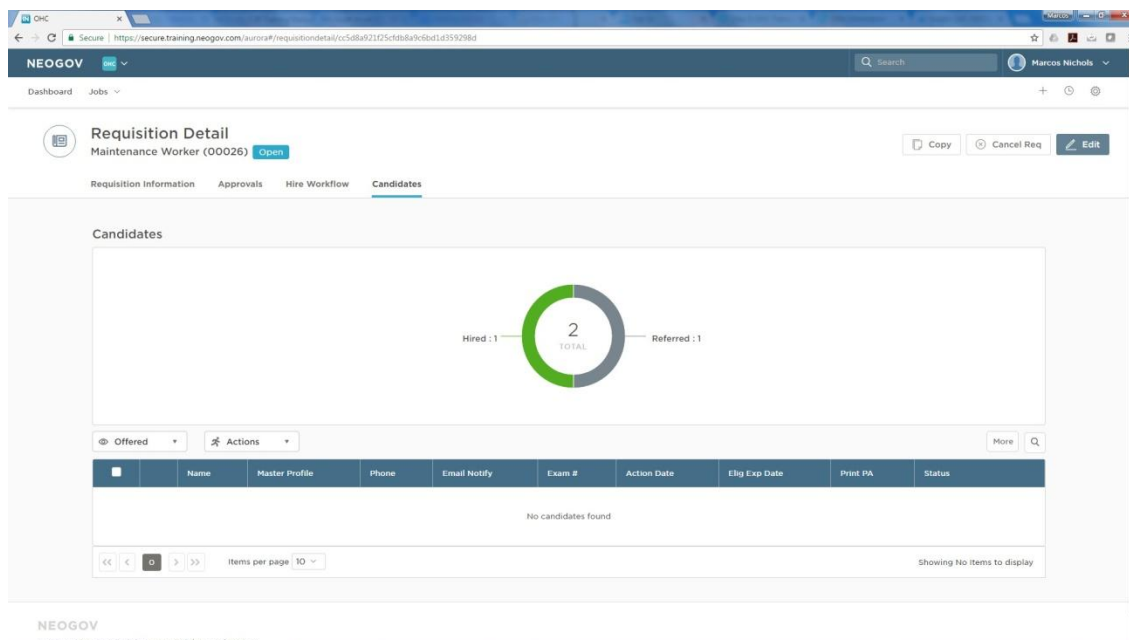
Save & Close **Save & Continue to next Step**

Add Approval Group

This approval workflow is already defaulted from the same workflow for the requisition approvals. Click “Save & Continue to next step” button. The next page is the “Attachments” page.



On this page, you would attach a copy of the signed offer letter from the candidate. Once you have attached the signed offer letter, click the green “Save & Submit” button. Once you click the “Save & Submit” button, the ¾ flyout will disappear and the updated Requisition Detail page will show.



Once the Hire form has been submitted, a system generated e-mail will send out to the first level of the approvals. To approve, you would simply go back to your dashboard in the Online Hiring Center (OHC) and see that you have to approve the hire form.

The screenshot shows the NEOGOV dashboard for user Marcos Nichols. The 'My Tasks' section has a '1 Total' and '1 Hire Approval' indicator. A table below shows one task: 'Approval' for 'Maintenance Worker (00026)' assigned on '03/13/2017' to 'Human Resources'. A red arrow points to the 'Approval' type. The 'My Candidates' section shows a table with 3 items, including 'Human Resources Analyst' and 'Maintenance Worker'. The 'My Requisitions' section has a '12 Total' and a progress bar with categories: Draft (1), In Progress (0), Approved (2), and Open (9). A table below shows two requisitions: 'Deputy Fire Ch...' (Approved, Complete, 12/09/2016) and 'Budget Analyst' (Approved, Complete, 01/04/2017).

Once all the approvals have been made, Civil Service and Personnel will close the requisition.