

2014 BRINGING ADMINISTRATORS TOGETHER CONFERENCE

Civil Service Hiring: Current & Future State

11:30am – 12:30pm

3:00pm – 4:00pm

UIC UNIVERSITY OF ILLINOIS
AT CHICAGO

UIC

Lincoln Hall

707 South Morgan Street

Workshop Presenter

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Please ...

- Turn off cell phones.
- Avoid side conversations.
- Sign the attendance roster.
- Ask questions and provide feedback.
- Complete the evaluation at the end of the workshop.

Workshop Objective

The focus of this workshop is to provide an overview of the current state of the civil service hiring process and changes that have been and will be put in place that are designed to make the process more expedient, responsive, predictable, and transparent.

Customer Needs

- Decrease time to hire for both permanent and extra help vacancies
- Improve timeliness of communications and followup
- Increase departments' knowledge of hiring process and consistency of experience with the hiring process overall – make hiring process more transparent and predictable
- Increase UIC HR staff knowledge of departments' positions and operations so better able to qualify candidates
- Transition hiring-related work processes to the hiring units as appropriate

Customer-centric Approach

Within the confines of University and Civil Service policies, statutes, rules and ethics regulations, a customer-centric approach to hiring is one wherein all work flow, work processes and communications are designed to enable our internal and external customers to consistently meet their stated career and staffing needs and consistently report a positive experience whenever they engage in hiring processes.

Customer-centric Approach

- Continuously analyze and redesign hiring-related work processes and communications in accordance with what our customers need and consistently request
- Establish and communicate customer service standards and metrics so that campus and healthcare departments become knowledgeable of the hiring process and what they should expect to experience at each step in the process

Customer-centric Approach

- Continuously adjust staffing to vacancy ratios so that the Employment Services (ES) staff have sufficient time and opportunity to provide the desired quantity and quality of customer responsiveness, partnership, and workflow transaction.
- Continuously analyze the hiring process workflow to identify and implement electronic tools and system technologies that yield more efficiency and transparency

Four New Directions

- Develop a new service delivery model
- Create customer service delivery standards and appropriate metrics
- Transition key elements of the hiring process to Campus, Healthcare, and Administrative units as appropriate
- Design website and system enhancements

Develop a new service delivery model

Recruiters are being assigned to Colleges, Healthcare or Administrative units instead of being assigned to classifications.

- Build partnership and a sense of mutual ownership of hiring outcomes
- Enable development of a more in-depth understanding of the customer's operation and overall staffing needs. In turn, this should serve to build expertise and thereby decrease time spent in the applicant review process.

Develop a new service delivery model

- Positively realign staff to vacancy ratios to more effectively balance and manage increasing hiring volume and responsiveness expectations. Four new Human Resources Associates joined UIC Human Resources in late January 2014.
- Allow for focused and predictable customer communication, thus building mutual responsiveness, cooperation, and accountability into day-to-day workflow management.

Develop customer service delivery standards and metrics

- Enable the hiring process to become more transparent, predictable, and manageable
- Allow for clearer identification of bottlenecks and opportunities for continuous improvement
- Facilitate UIC Human Resource's ability to track progress and achieve best practices
- Set customer expectations on key deliverables - minimize the angst and frustration that uncertainty and unpredictability creates

Transition key elements of the hiring process, as appropriate

- Departments create job postings – Recruiter assists with Civil Service requirements and sourcing identification
- Interviews scheduled and managed by hiring units – Recruiter assists with processes and tools

Transition key elements of the hiring process, as appropriate

- Once the process is more streamlined, Departments extend job offer to candidates – Recruiter troubleshoots
- Upon full automation of the hiring process, Departments will be able to perform all onboarding tasks – Recruiter provides quality review and troubleshoots

Design website and system enhancements

- Each part of hiring process will be data and communication driven, creating the initial foundation for hiring process customer service metrics.
- Hiretouch will provide prequalification questions for custom titles. This will enable better screening and less application processing time.
- The application process has been reduced from nine pages to five. Applications now include clearer instructions and eliminate unnecessary information fields.

Design website and system enhancements

- Hiretouch will enable departments to monitor all steps in the hiring process, minimizing the need for updates and the frequency of missed phone calls/emails
- Hiretouch will allow departments to review qualified candidate credentials to match with specialty factors in preparation for Recruiter consult, creating a less time-consuming review process

Expand testing volume and capacity

Starting May 2014, increasing volume from 40 to 100 per day. Expanding capacity as follows:

- open and continuous testing – examinations will be continuously offered to applicants and employees for classifications that are not under current recruitment, those that are difficult to fill and those with high turnover. This serves to provide readily available registers at the point requisitions are received, thereby reducing time spent in posting and register development.

Expand testing volume and capacity

- Testing associated with open vacancies – able to test more applicants at one time, thereby reducing wait time to take exams.
- Individual requests from current employees, departments and applicants who wish to retest – creates more fluid registers

Workshop Summary

It is the goal of UIC Human Resources to make the civil service hiring process more expedient, transparent, predictable, and responsive. Through implementing a customer-centric approach to civil service hiring, this goal will be achieved through the use of customer feedback, collaboration and partnership, which in turn should enable a consistently positive customer experience.

Questions ???
Comments ???
Concerns ???