

Facilities Management Operating Policies and Procedures Manual

Effective Date: 10-31-11

Policy Number: 07-17-002 R3

Section: Human Resources

Subject: Hiring and Promotion Procedure

Purpose

This policy and procedure is to promote equality and fairness in the new hire and promotion process. It is the policy of Arkansas State University and Facilities Management to provide equal employment opportunity to all qualified persons; to prohibit discrimination against any employee or applicant for employment because of race, color, ancestry, religion, gender, age, disability, sexual orientation, national origin, status as a Vietnam veteran, special disabled veteran or other status protected by law; and to promote the full realization of equal employment opportunity through a positive continuing program of affirmative action.

Internal Applicants

In the event that an internal employee applies for an open position, it is important for internal applicants to know they will be treated like external applicants and they too must thoroughly complete the following:

1. Application
2. Attached cover letter (if applicable)
3. Attached resume (if applicable)
4. Attached reference list (optional)

All position grades of C116 and above require the above points 1, 2, & 3. Applicants failing to meet these requirements will not be considered for the position. Applicants needing assistance can contact Human Resources for help completing the requirements stated above. Internal applicants selected for an interview should provide their supervisor notification one day in advance for scheduling coordination.

Promotions, Lateral Transfers, and Reclassifications

- Promotion Without Advertisement Externally (Internal Facilities posting only) - Appointment of a person to a position at a pay grade higher than their current position, which is made at the sole discretion of a Director and the AVC for Facilities, without an advertisement or a Hiring Committee.
- Promotion With Advertisement - A promotion that is the result of an advertised vacant position that involves appointing someone to a position at a higher pay grade than their current position.
- Lateral Transfer - A change in job assignment, team assignment, and/or classification that does not involve a change in pay grade. An email notification is required for lateral transfers to inform FM staff of duty changes and reassignment.

- **Reclassification** - A change in state job classification that involves an adjustment in salary and title to align with existing job duties or changing job duties where an existing promotional vacancy does not exist. An email notification is required for reclassifications to inform FM staff of any duty changes or reassignments that may occur in conjunction with the reassignment.

During the first six months in any position, an employee is not eligible for transfers to other departments on any ASU campus (see ASU Staff Handbook-Change of Status). However, Facilities Management employees are eligible for internal FM transfers, promotions, and reclassifications within the first six months if the supervisor of the employee and supervisor of a department with an open position agree on the transfer. If an employee is not sure of their eligibility status, they need to check with the appropriate supervisors.

Hiring Manager

The Hiring Manager refers to the person initiating the hiring process. This person will either be the department director or position's supervisor.

Background Checks

All extended offers of employment (including promotions) will be contingent upon a successful background check.

Procedures for Promotions Without Advertisement

Before this type of promotion can occur, an intent to promote email notification including position, salary, and minimum qualifications will be sent to all Facilities Management staff. Individuals meeting the minimum qualifications for a position should reply to the email with a detailed summation of their qualifications. Promotion opportunities involving a salary increase will be posted for a minimum of five (5) business days for staff response. In the event there are multiple internal candidates qualified for the position, the Director and AVC will reconsider whether the position will be posted in ASTATE JOBS. If not, then the Director and AVC will select the person to fill the position based on qualifications, performance, initiative, and/or other circumstantial factors applicable at the time. The Director and AVC will make such selections as their professional judgment deems will best meet the needs of the Facilities Management Group overall. In the event that an internal employee is promoted without advertising for the open position, the following must be completed:

1. The Department Director will review the internal employee's FM personnel file for any disciplinary action that resulted in a written or final warning within the last 3 months (any such actions will disqualify employee) of the posting date.
2. The Department Director will submit an email of memorandum to the Assistant Vice Chancellor (AVC) for approval. The Department Director will forward the memo with the AVC's approval through an email attachment to the HR Representative, Administrative Support Specialist and FM HR Liaison. A copy of the approval will be placed in the FM personnel files.
3. The HR Representative will extend the offer of employment, contingent upon a successful background check. The Hiring Manager is responsible for completing the online [ASU Background Check Form](#). Once the employee accepts the offer, the HR Representative will complete an "offer letter" to send to the employee.

The new employee will sign the form and return it to the HR Representative prior to new position start date.

4. The HR Representative will send an email notification of the position acceptance to the following:
 - Department Director
 - Supervisor
 - AVC
 - FM HR Liaison
 - Business Director
 - Administrative Support Specialist
 - Training Coordinator

The email notification should include the following:

- Acceptance/decline
 - Start date
 - Salary
 - Employee status form (ESF) information
 - Any other information that applies to the applicant
5. The Administrative Support Specialist will complete the Internal Promotion form in ASTATE JOBS in order to update the position status.
 6. The Administrative Support Specialist will complete the ESF form. The Administrative Support Specialist will make a copy of the ESF form and send to the FM HR Liaison for updating the FM personnel files.
 7. The Department Director or Supervisor will review the Performance Standards form (list of duties/responsibilities) from ASTATE JOBS with the employee and have the employee sign the form. The Performance Standards form will be sent to the FM HR Liaison; who will make a copy for updating the FM personnel files and send the original to the HR Representative.
 8. The Department Director will send an email to FM Staff announcing the employee's promotion.

Procedure for Promotions With Advertisement and New Hires

Hiring Procedure Checklist

A [hiring procedure checklist](#) is available for assisting with the hiring process.

- 1) Request for New Hire:
 - a. A diverse hiring committee is selected by the Hiring Manager. This committee (when applicable- at minimum) should consist of the following for a classified position:
 - Department Director, Foreman/Coordinator/Immediate Supervisor, Team Leader and two (2) co-worker(s). Co-workers may or may not be in the same operating unit as the position to be filled.
 - This committee (when applicable- at minimum) should consist of the following for a non-classified position: A Department Director, Foreman/Coordinator/Immediate Supervisor, Team Leader, one (1) co-worker and one (1) external associate that will be working with the new non-classified employee.
 - b. The Hiring Manager will notify the Administrative Support Specialist by email to complete the on-line advertising request form with the following information: (See page 10.)
 - i. A list of all the hiring committee members.

- ii. Indication of whether the posting will be internal within the ASU community or external, along with the length of days the position will be posted in ASTATE JOBS. All internal job postings will be posted for five (5) "business" days, extended to seven (7) regular days if falling on a weekend.
 - iii. A list of job duties/responsibilities and preferred qualifications to be added to the state job description that should be referenced in the advertisement/posting. The items in the job duties/responsibilities section will populate on the annual performance evaluation.
 - iv. The state minimum qualification questions for the position should be added to the on-line request form so ASTATE JOBS disqualifies applicants that do not meet the minimum qualifications.
 - v. The desired qualification questions (if applicable) for the position should be added to the on-line request form so ASTATE JOBS can rank applicants accordingly.
- c. Once a full-time position is posted in ASTATE JOBS, the Hiring Manager will post a copy of the job posting at the following locations:
 - Bulletin boards designated for job opportunities
 - Break-room TV (email the Front Desk)
 - A notification email will be sent to FM STAFF
 - d. The Hiring Manager will provide each hiring committee member with the guest username and password to the position so they can review applications prior to the screening applicant meeting. The Hiring Manager can retrieve the guest username and password from ASTATE JOBS by viewing the position, then clicking on the guest user tab. Employees that do not have computer access can use the training room.

2) Pre-interview:

- a. The Hiring Manager will create a criteria rankings spreadsheet. The criteria ranking spreadsheet should include the following:
 - Position title
 - Contact person / Hiring Manager
 - Position number
 - Posting number
 - Minimum qualifications
 - Criteria (preferred qualifications, knowledge, abilities and skills)

ONLY THE JOB DUTIES/RESPONSIBILITIES AND QUALIFICATIONS LISTED IN THE ADVERTISED ON-LINE REQUEST FORM WILL BE USED TO EVALUATE APPLICANTS.

The Hiring Manager will schedule a meeting with the hiring committee to review minimum qualifications. The Hiring Manager will provide each hiring committee member with a pre-interview criteria ranking spreadsheet, position description, and job posting.

- b. Each member will rate the applicants that meet the minimum qualifications on the position criteria (Individually or as a committee).
- c. After each hiring committee member has completed ranking each applicant, one committee member will be selected to display all the pre- interview criteria scores on either the white board or overhead projector. The highest scoring 25% of the ranked applicants that meet the minimum qualifications

- should be interviewed, with a minimum of three interviews. Any deviation would need prior approval from the AVC.
- d. The hiring committee members will display the standard interview questions that will be used during all interviews for this position. All hiring committee members may submit interview questions and/or provide feedback. Hiring committee members will discuss which interview questions they will ask during the interview. All interviewees will be given an open-ended question at the end of the interview process to allow feedback and/or other information the hiring committee should know about them.
 - e. The Hiring Manager will collect the individual criteria ranking spreadsheets (labeled Pre-Interview) with the consensus results.
 - f. The Hiring Manager will submit a list of all qualified internal applicants to the FM HR Liaison. The FM HR Liaison will review the internal applicants' personnel files for any disciplinary action that resulted in a written or final warning within the last 3 months of the closing date of the position posting (any such actions will disqualify applicant).
 - g. The Hiring Manager will email HR Representative the following:
 - List of applicants for interview
 - Dates and times available for the hiring committee members for interviews
 - Amount of time allotted for each interview
 - Copy of interview questions
 - Attachment of the pre-interview criteria ranking spreadsheet
 - h. The HR Representative will review the ASTATE JOBS minority status of the applicants and provide the Hiring Manager with a list of minority applicants. The Hiring Manager will respond to the email indicating that they added the minority Applicants to the interview list or state the reasons why they are not being interviewed (did not meet minimum qualifications, etc.).
 - i. The HR Representative will schedule interviews for the selected applicants. The interview schedule will then be emailed to both the Hiring Manager and the FM HR Representative. The Hiring Manager will share the interview schedule with hiring committee.

3) Interviews:

- a. The Hiring Manager will create the post-interview packets for each hiring committee member by adding the following:
 - Post-interview criteria ranking spreadsheet
 - Copy of the approved interview questions
- b. The Hiring Manager will make sure each interviewee completes and signs page 1 and 2 on the [Disclosure Form](#) (even if a current employee).
- c. During the interview process, there should be no one present during the interview except the hiring committee members and interviewee. All hiring committee members are to take their own notes to review when rating the applicant on the criteria ranking spreadsheet.
- d. At the end of the interview, the Hiring Manager will notify the applicant that all job offers will be subject to background check.

Fairness Guidelines

- i. ALL interview hiring committee members must participate in ALL the interviews for that particular position.
 - ii. A uniform list of approved interview questions will be used on every applicant. All the questions must be the same. Hiring committee members may not ask additional questions, other than follow-up questions for clarification to the interviewee's response, or omit questions that other applicants did not have a chance to respond to.
 - iii. Each applicant will be rated on criteria listed on the associated ranking spreadsheet to determine the best applicant for the position.
 - iv. The Hiring Manager will conduct at least two professional reference checks.
- 4) Post-interviews:
- a. Each hiring committee member will rate the interviewees on the position criteria ranking spreadsheet using the notes they took during the interview.
 - b. After each hiring committee member has completed ranking each interviewed applicant, one committee member will be selected to display all the post-interview criteria scores on either the white board or overhead projector.
 - c. The hiring committee members will place all interview material and notes back in the interview packet. The Hiring Manager will gather the interview packets from all hiring committee members.
 - d. The Hiring Manager will tally the ratings on the post-criteria ranking spreadsheet labeled Post-Interview consensus.
 - e. A minimum of two professional reference checks should be conducted for the selected applicant by the Hiring Manager. If the selected applicant received poor references (automatic disqualification), two professional reference checks for the second highest ranked applicant will be conducted. A professional reference is one that comes from a current/former employer, co-worker or customer that knows the applicants work experience and ethics.
- 5) Hiring Recommendation:
- a. The Hiring Manager will prepare a printed hiring recommendation for approval on the selected applicant. The recommendation should include:
 - I. Search committee's formal memo of recommendation and justification for the selected applicant. This memo should specify that the following individuals should receive the email HR sends to confirm the offer has been accepted.
 - II. Both criteria ranking spreadsheets - completed pre-interview and post-interview.
 - III. A copy of the selected applicant's application.
 - IV. Two completed professional reference checks for the selected applicant.
 - V. Signed disclosure forms on all applicants that were interviewed (even if a current employee).
 - VI. List of interview questions.
 - b. Personal notes, interview answers and other documentation (pre-interview post- interview packets) generated as part of the hiring process should be shredded immediately.
 - c. The new employee hiring packet will be sent to the FM HR Liaison. The FM HR Liaison will ensure that the packet is completed. A copy of the packet will

be kept in the FM Administration office and original packet sent to the HR Representative.

- d. The employee hiring packet can be acquired from the FM Training/HR office and the process repeats if applicant is not selected (see 5a, 5b and 5c).
- e. The HR Representative will extend the offer of employment, contingent upon a successful background check. Once the applicant accepts the offer, the FM HR Representative will complete an "offer letter" to send to the new employee. The new employee will sign the form and return it to the FM HR Representative before he/she starts to work.
- f. The Hiring Manager will make appropriate changes in ASTATE JOBS by changing the applicants' status to one of the following:
 - "Did not meet minimum qualifications"
 - "Selected for an interview"
 - "Not interviewed"

If "not interviewed" is selected, then a "reason" will be selected from the list by clicking on the drop down box. The Hiring Manager will make appropriate changes in ASTATE JOBS by changing the applicant's status to one of the following:

- "Interviewed, not hired"
- "Submit for offer approval"

If "interviewed, not selected" is chosen, then a "reason" will be selected from the list by clicking on the drop down box. If "submit for offer approval", then select "begin the hiring process" and fill in the required fields.

- g. Once the applicant has accepted the offer of employment, the FM HR Representative will send an email notification to the following:
 - Department Director
 - Hiring Manager
 - AVC
 - FM HR Liaison
 - Administrative Support Specialist
 - Business Director

The email notification should include the following:

- Acceptance/decline
- Start date
- Salary
- Employee status form (ESF) information
- Any other information that applies to the applicant

- h. After confirmation from the FM HR representative's office and prior to public communication, the Hiring Manager has 24 hours to notify all internal FM applicants by email or in person regarding the position being filled.
- i. ASTATE JOBS will automatically send out emails to the applicants who were not hired once the new employee attends the HR New Employee Orientation.
- j. The Administrative Support Specialist will complete the ESF form. The Administrative Support Specialist will make a copy of the ESF form and send to the FM Administration Office for updating the FM personnel files.

New Employees - First Day

Full-Time

1. The Department Supervisor will obtain a new hire packet from the FM Administration Office and perform the following tasks:
 - a. An email sent to FM Staff introducing the new employee and their position.
 - b. New Employee Folder with the following forms are to be completed:
 - Performance Standards form - List of duties/responsibilities from ASTATE JOBS.
 - [Departmental Orientation form](#)
 - [Employee Contact Information form](#)
 - [Birthday Waiver form](#) and [Employee Questionnaire form](#) for the FM Voice Newsletter
 - [F&A Code of Ethics Form](#)
 - Nepotism form
 - Conflict of Interest Form

All completed forms will be sent to the FM HR Liaison by the end of the third day. The FM Administration office will make a copy of the Standards form, Departmental Orientation, F&A Code of Ethics and Nepotism form then file in the FM personnel files. All original copies will be sent to the HR Representative.

2. The FM HR Liaison will create an invite on the Department Supervisors calendar reminding them to conduct the new employee's 90-day and 6-month evaluations in PeopleAdmin.
3. The new employee will attend New Employee Orientation at 1:00 p.m. in room 123 in the Environmental Health and Safety Building.
 - a. The employee will need to bring two forms of identification for I-9 verification, which may include a Social Security Card, driver's license, and certificate of creditable health coverage.
 - b. Employee **must** obtain the following items:
 - i. ASU ID card (Student Center)
 - ii. Parking decal (ASU North Park Plaza, Johnson Avenue)
 - iii. Photograph (Engineering Department for the FM Employee Board and FM Voice Newsletter)
 - iv. Email user ID from FM HR Liaison
4. The Administrative Support Specialist will update the Departmental Organization Charts and email to FMWeb@astate.edu.

40- Hour Temporary & Student Workers- ASU Payroll Only

1. The Department Supervisor will send an email to FM Staff introducing the new employee and their position.
2. The new employee will meet with the Administrative Support Specialist to complete the new hire packet.
 - a. The Hiring Manager will complete the online [ASU Background Check Form](#) for 40-Hour Temporary workers.
 - b. The employee will need to bring two forms of identification for I-9 verification which may include a Social Security Card, driver's license, and certificate of creditable health coverage.

- c. Employee **must** obtain the following items:
 - i. ASU ID card (Student Center)
 - ii. Parking decal (ASU North Park Plaza, Johnson Avenue)
 - iii. Email user ID from FM HR Liaison
3. The Administrative Support Specialist will update the Departmental Organization Charts and email to FMWeb@astate.edu.

All New Employees- Second Day

1. The new employee will bring their social security card, current driver's license and ASU ID and provide copies to the FM HR Liaison.
2. The Administrative Support Specialist will ensure the new employee completes the State Vehicle forms (VS-1 and VS-2) and submit to ASU travel office.

ASTATE JOBS Position Request Checklist – Classified

The following information will be needed to submit the request for a classified position.

POSITION INFORMATION

_____ Classification Title (Official Title)	_____
_____ Position Number	_____
_____ Last Name of Current Employee	_____
_____ Working Title	_____
_____ Requested Beginning Salary	_____
_____ Current Budgeted Salary	_____
_____ Budget Year	_____
_____ Department	_____
_____ Departmental Users with Access (Hiring Supervisor, Committee Chair & Initiator)	_____
_____ General Days/Hours of Work	_____
_____ Position Summary	_____
_____ Duties/Responsibilities	_____
_____ Examples of Work	_____
_____ Knowledge, Abilities, Skills	_____
_____ Minimum Qualifications	_____
_____ Preferred Qualifications	_____
_____ Special Instructions to Applicants	_____
_____ Required Documents	_____
_____ Optional Documents	_____

ADVERTISING/REQUISITION INFORMATION

_____ Advertising Publications	_____
_____ Advertising Text	_____
_____ FOAP charged for ad	_____
_____ Publication Days of Week	_____
_____ # of Days/Times to Publish	_____
_____ Posting Type (Internal or External)	_____
_____ Posting Length	_____
_____ Committee Chair/Supervisor Mgr Name	_____
_____ Contact Name Phone	_____
_____ Contact Name Fax	_____
_____ Contact Name Email	_____

POSTING SPECIFIC QUESTIONS

_____ Posting Specific Questions	_____
_____ Disqualification/Points for Questions	_____

Hiring Procedure



Please refer to FMOP for all clarifications