

Hiring the Best



Participant Guide

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Colorado Department of Transportation

Hiring the Best



Training Notes:

Notes:

This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the process they go through to fill a vacant position.

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Course Agenda

- **Learning Logistics**

- Section 1 – Introduction to Hiring the Best
- Section 2 – The Selection Process
- Section 3 – The Job Announcement
- Section 4 – Comparative Analysis
- Section 5 – Interviewing
- Section 6 – Post-Referral, Reference Checks & Next Steps
- Conclusion

Training Notes:

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This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the steps you need to take to fill a vacant position.

- **Learning Logistics – This section introduces you to the course, the objectives and expectations of the course**
- Section 1 - Provides an introduction to the selection process including the role of Workforce Staffing and why it is important to hire the best
- Section 2 - Explains how the selection process works and identifies the role of the Hiring Manager, Workforce Staffing, and the Appointing Authority
- Section 3 - Describes the job announcement and how it is used as a tool to identify the best applicants for a position
- Section 4 - Identifies the process used to compare job-related knowledge, skills and abilities to the information provided by the applicant
- Section 5 – Describes how interviewing techniques are used to identify the best applicant and the questions you should and should not ask an applicant
- Section 6 – Explains the process used during the post-referral, reference checks and the additional actions that need to occur during the employment screening process
- Conclusion – This section summarizes the course and explains where you can get help if you need it

Course Learning Objectives

At the end of this course, you should be able to:

- Identify steps in the CDOT hiring process
- Define a job competency
- Describe the purpose of the sections of the job announcement
- Describe CDOT's comparative analysis process
- Define behavioral interviewing
- Describe effective interviewing techniques
- Describe the Hiring Manager's role in the post-referral and reference checking process
- Describe the steps to take between hiring decision and start date
- Describe the purpose of the probationary period

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Slide 5

Notes:

The list on the slide above shows the high level learning objectives for the course. Upon completing it you should be able to perform each of the listed objectives. This slide repeats at the end of the course and you will be provided the opportunity to ask questions about anything you do not understand about the learning objectives and/or the course.

Training Notes:

Participant Introductions

Please take a moment to share:

- Your name
- Your role within CDOT
- Your expectations of this course



Training Notes:

Notes:

Please take a moment to introduce yourself to the other participants in the course and the instructor. When you introduce yourself, include your name, role within CDOT and any expectations you may have of the course.

Learning Logistics

- Classroom participation encouraged; ask, answer, and participate in the discussion
- Exercises to practice development of training materials
- Parking lot used to capture questions for in and after class follow-up

Notes:

This course is four hours long with a brief break in the middle of the course. When you are in the classroom please feel free to ask questions to the instructor and refrain from side conversations.

The exercises in this course exist to provide you with a chance to practice the content of the course, so please participate! If there are questions the instructor is not able to answer they will be added to the parking lot. The Instructor will provide an answer to you within three working days.

Training Notes:

Your Contributions to Learning

- Respect participants by silencing your cell phones
- Focus on the course, use the Internet and email over lunch and break times
- Delay your side conversations until break times
- Attend the entire course to obtain credit for successful course completion

Training Notes:

Notes:

During this course please:

- Turn off, or silence your cell phones. This is your time to learn.
- Refrain from browsing the Internet, sending/reading text messages, or sending/reading e-mails during class
- Participate in the course and listen, and refrain from having side conversations
- Be sure to attend the entire class to get credit for the course; *if more than 15 minutes are missed you will not get credit for attending the class*

Did you know...

At CDOT for Fiscal Year 15-16:

- CDOT is comprised of 2966 employees
- 293 employees separated (102 were TM Is)
- 287 permanent employees were hired (155 were TM Is)
- 258 employees were promoted (118 were reallocations)
- The turnover rate was approximately 10%



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Training Notes:

Notes:

Tab 01 - Useful Links: CDOT's Annual Workforce Report

The following figures are from CDOT's Annual Workforce report. The report can be found online by going to <http://intranet.dot.state.co.us/business/center-for-human-resources-management/chrm-reports>. This does not include temp employees, like Summer Engineering Temps and Winter Maintenance Temps.



Section 1

Introduction to Hiring the Best

Course Agenda

- Learning Logistics
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Section 1 Learning Objectives

At the end of this section, you should be able to:

- Describe the role of Workforce Staffing and the work they do for CDOT
- Identify the rules, regulations and standards used by Workforce Staffing during the selection process
- Describe why it is important to focus on hiring the best employees
- Identify the common costs of employee turnover

Training Notes:

Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials
- The section objectives are tied directly to the course objectives reviewed at the end of the course

Terms and Concepts



- **Turnover Rate** – the percentage of employees in a workforce that leave during a certain period of time

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Training Notes:

Notes:

Tab 02 – Terms and Concepts

- The following terms and concepts are critical to your understanding of this section of the course
- If you do not understand a term, please ask the instructor for additional clarification
- The reference material section contains a list of all of the terms used in this course

Workforce Staffing



HR Specialists ensure:

- Best practices (e.g., Uniform Guidelines, DPA rules) are followed
- The selection process is legally defensible (e.g. avoid or defend appeals)
- CDOT hires the best employees who stay with us 6.2 years longer than the average employee

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Training Notes:

Notes:

While the traditional role of HR has been to enforce policy and procedures, this has changed as Human Resources has become a strategic partner with the regions and divisions with the goal of consulting with managers on how to attract and retain the best possible employees. Because of the need to follow federal and state guidelines there is still the perception about this role as being perceived as a road block. However, it is the responsibility of HR to think about both the needs of the manager **and** CDOT as an organization while providing knowledgeable advice on the best course of action in any given scenario.

To provide you with the best service, HR Specialists have gone through training such as DPA certification in selection processes, job evaluation, personal services, and have been hired for their HR knowledge and recruitment experience. During the selection process, remember the average employee works for CDOT for 11.6 years as opposed to 4.4 years for the typical private and public sector employee, so spending a little extra time with the selection of our employees is important.

Regulations, Rules and Standards

HR Specialists use the following rules during the recruitment process:

- Standards for Educational and Psychological Testing
- Uniform Guidelines on Employee Selection Procedures
- State Classification Standards and Minimum Qualifications
- State Personnel Rules
- Colorado State Constitution (Article 12 Section 13-15)
 - Residency requirement
 - Top 6 applicants
 - Veteran's Points
- Employment Case Law
- State Compensation Plan



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Training Notes:

Notes:

Tab 01 Useful Links: State of Colorado Constitution
State Personnel Rules
Classification Standards and Minimum Qualifications
Compensation Plan

During the recruitment process the HR Specialist uses their knowledge of the following regulations, rules and standards to ensure your recruitment is compliant and defensible should it be challenged.

- **State of Colorado Constitution** – Outlines promotions and appointment of employees in the state personnel system must be made in accordance with merit and fitness (section 13), the requirement for the appointee to the position to reside in the state (section 13-6), the requirement for the person appointed to a position to be from the six highest ranking in the eligible and referral list (section 13-5) and the application of veterans preference to recruitment (section 15)
- **State Personnel Rules** – The State Personnel Rules are also used by the HR Specialist because they outline the creation and maintenance of the jobs, compensation for the position, the requirements of the job announcement, the creation of the employment list, its use and the process by which the employee is appointed to a position.
- **Standards for Educational and Psychological Testing** – The HR Specialist is trained to apply widely accepted standards to the assessment of applicants and the application of testing standards and application of standards to the scoring and interpretation of testing procedures.

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- **Uniform Guidelines on Employee Selection Procedures** – Processes outlined by the Equal Employee Opportunity Commission that require all organizations to apply uniform procedures to employment decisions, including interviews, review of experience or education from application forms, work samples, physical requirements, and evaluations of performance to provide equal employment opportunities to all applicants and prevent discrimination.
- **Employment Case Law** – In addition to all of the above, the HR Specialist is also familiar with employment and selection case law that establishes what can and cannot be done during the hiring process.
- **State Compensation Plans** – The compensation plans provide a compensation package to employee in the State personnel system.

Training Notes:

High Cost of Employee Turnover

Employee turnover costs include:

Hard dollar costs:

- Recruitment, screening, interviewing
- Training and management time

Inefficiency costs:

- Loss of productivity due to vacancy
- Loss of engagement/productivity from current employees
- Overworked employees covering vacancy
- Errors from new employees



Training Notes:

Notes:

The average CDOT employee stays with us for 11.6 years. When an employee leaves the organization, there are two types of costs to the organization. While there is no hard and fast way to determine the cost of employee turnover, there are a variety of estimates on the cost.

According to the Society of Human Resources Management (SHRM), estimates for employee turnover include:

- 1.5-2x the annual salary of position
- Cost of a new hire - Aug 2016 SHRM survey said average is \$4,100
- 16% of annual salary for high-turnover, low-paying jobs (earning under \$30,000 a year). For example, the cost to replace a \$10/hour retail employee would be \$3,328
- 20% of annual salary for mid-range positions (earning \$30,000 to \$50,000 a year). For example, the cost to replace a \$40,000 manager would be \$8,000

Exercise One - Group Discussion



Take a moment to discuss the following:

- What makes a “great place” to work?
- Why did you choose to work at CDOT?
- Why do employees stay?
- How are you, your employees, and CDOT impacted by a “bad” hire?

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Training Notes:

Notes:

As a group, take five to ten minutes to discuss the first three questions on the slide. When you are done discussing the first three questions discuss the impacts of fourth question on your employees and CDOT as a whole. Place any notes you may have under the question.

- . What makes a “great place” to work?

- . Why did you choose to work at CDOT?

- . Why do employees stay?

- How are you, your employees and CDOT impacted by a “bad” hire?



Section 2

Introduction to Hiring the Best



Course Agenda

- Learning Logistics
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- **Section 2 – The Selection Process**
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Training Notes:

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- Conclusion – This section summarizes the course and explains where you can get help if you need it

Section 2 Learning Objectives

At the end of this section, you should be able to:

- Identify the steps in the selection process
- Describe the following roles in each step of the selection process
 - Hiring Manager
 - Workforce Staffing (HR Specialist)
 - Appointing Authority

Training Notes:

Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
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Terms and Concepts



- **Comparative Analysis** – A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies
- **Eligible List** – A list of persons who have successfully passed through a comparative analysis and may be considered for appointment. Referrals are drawn from this list
- **Minimum Qualifications** – The screening criteria, which can include education, experience, licensure, and certification, used to identify which applicants possess the minimum skills necessary to perform the job duties
- **Position Description Questionnaire (PDQ)**: The job description unique for each state position
- **Personnel Change Request (PCR)**: The action in SAP that is taken to make changes to positions or personnel
- **Referral List** – A list of the top six individuals drawn from the eligible list who are to be considered by the appointing authority

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Slide 22

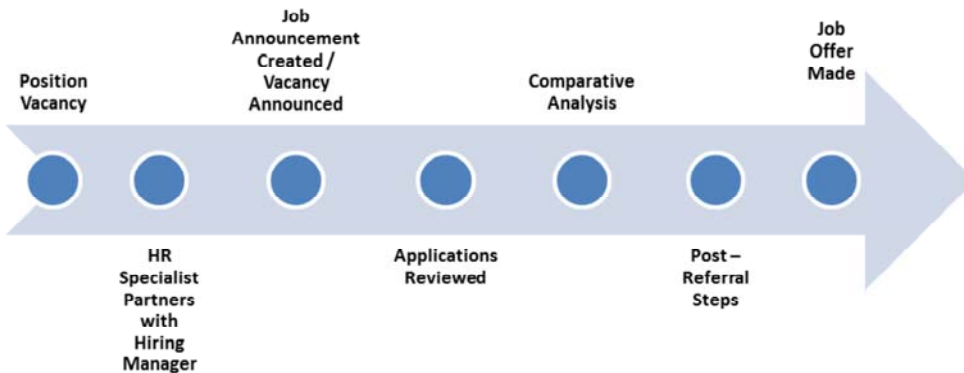
Training Notes:

Notes:

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Selection Process



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Training Notes:

Notes:

Tab 01 - Useful Links: State Job Opportunities
Connecting Colorado
Job Offer Templates

Position Vacancy – After a position has been declared vacant or soon-to-be vacant, the Region or Division must determine internally whether they'd like to fill the position and get any associated approvals. If proceeding with the selection process, then a signed PDQ must be submitted to the HR Specialist. If the position is being reclassified or there are changes to the PDQ, then additional steps might be required, up to and including:

- An evaluation of the job duties that need to be performed
- Budgeting of the position (discussed with the Appointing Authority)
- A discussion with the HR Specialist if there are new or major changes to the job duties or PDQ
- A discussion of how the position will be filled, for example, transfer, promotion, open competitive or reinstatement.
- Once the PDQ is approved by HR, a Request to Fill PCR needs to be submitted

HR Specialist Partners with Hiring Manager – During this stage the HR Specialist and the Hiring Manager work together to describe the vacant position and the ideal applicant to fill the position. Prior to meeting with the Hiring Manager, the HR Specialist reviews all of the documents associated with the position including the old, new and other similar PDQs, other similar PDQs and past job announcements. The Hiring Manager describes the position to the HR Specialist and provides details about what Knowledge, Skills, Abilities and Other Characteristics (KSAOs) they need from the position. This is a good time to also plan the proposed stages of the selection process, including designating panel members, timelines and key dates.

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Job Announcement Created / Vacancy Announced - After the meeting between the HR Specialist and the Hiring Manager the job announcement is created and finalized and the dates for the announcement are established. The strategy for communicating the position to applicants is also formalized, which includes:

- The State Job Opportunities website – The main State job page found at: <https://www.Colorado.gov/jobs>
- Connecting Colorado – The State of Colorado Department of Labor page found at: <https://www.connectingcolorado.com/>
- CDOT Social Media accounts (Facebook, Twitter, LinkedIn)
- Professional and trades publications - Let your HR Specialist know if there are any professional or trade associations, websites or publications you think would be good sources to find candidates. The costs of doing so need to be paid by your region/division
- Spreading the word about the open position within your own networks, including encouraging employees with the skillsets needed within the State and CDOT to apply. Make sure you don't promise the job to anyone or provide any extra assistance/information to any particular candidate(s) to ensure a fair and open competitive process. If ever in doubt, ask your HR Specialist.

Applications Reviewed – During this step the HR Specialist conducts a review of all of the applications against the minimum qualifications listed in the announcement and discusses with the Hiring Manager if the recruitment needs to be extended based on number of applicants and their qualifications. Once all applications are reviewed, notifications are sent to all candidates to notify them whether they have met minimum qualifications or not. The HR Specialist then touches base with the Hiring Manager to discuss whether to proceed with the comparative analysis or go straight to referral. If there are six or less qualified applicants then the recruitment may go directly to referral, but the eligible list will be unranked and all referred applicants must be considered.

Applicants Assessed / Eligible List Created – After the applications are reviewed for minimum qualifications, and if it doesn't go straight to referral, candidates are assessed for the key competencies (KSAOs) of the position. The qualified applicants can be assessed in a variety of ways including a structured application review, essays, structured interviews (oral panel), knowledge tests and/or other means. Once ranked, the passing applicants are placed on an eligible list and the top 6 names are referred to the Hiring Manager for further consideration. Part of the discussion on the creation of the eligible list is the cutoff point used to determine which applicants move forward, the date it will expire and if it can be used for other positions.

Top Six Applicants Interviewed – As the Hiring Manager, you must interview all of your referred candidates for the position. Coordination and scheduling is the responsibility of the region or division.

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Training Notes:

Continued from Previous Page

Job Offer Made - As the Hiring Manager, you can hire any one of the referred applicants based on who you feel is the best fit, considering their application, performance on the comparative analysis, interview, reference checks, etc. Just be sure to:

- Let your HR Specialist know who your top candidate is after final interviews and reference checking is completed. They will then work on a salary analysis to determine HR's salary recommendation
- Follow your region or divisions' guidelines requesting approval for making a job offer, pay range guidelines and rules
- After the salary is approved and finalized, call the applicant of choice and make a verbal conditional job offer (be sure to be ready to answer common questions about the position such as pay, start date, benefits being provided)
- Follow-up on the verbal job offer by drafting a conditional job offer letter using the templates found at: <http://intranet.dot.state.co.us/business/center-for-human-resources-management/HR-documents/job-offer-letters> Once the letter is signed by the region/division, HR will extend the formal letter to the applicant
- Once the job offer letter has been signed and returned by the candidate and the pre-employment steps have been passed by your top candidate, your HR Specialist will follow up with the other referred applicants via email to let them know they weren't selected
- Whether the selected candidate is a new hire or existing employee, a PCR needs to be submitted to finalize the selection.

Training Notes:

Role of the Hiring Manager



The role of the Hiring Manager is to:

- Partner with the HR Specialist about how to fill the position
- Partner with the HR Specialist to provide review and input on PDQ, job announcement draft and comparative analysis process
- Conduct final interviews and select top applicant(s)
- Conduct reference checks on your top applicant(s)
- Provide name of top candidate to HR Specialist to trigger salary analysis
- Create conditional offer of employment using template and send to HR Specialist
- Conduct any additional pre-employment screening steps after the applicant passes background check and notify HR
- Contact preferred applicant and confirm start date
- Complete the appropriate PCR Form

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Training Notes:

Notes:

Tab 03 - Permanent Employee Checklist

Tab 04 – Temporary Employee Checklist

The following list the role of the Hiring Manager during the selection process:

- Partner with the HR Specialist regarding the vacant position and the process you would like to use to fill it
 - Ensure the PDQ for the position is updated and accurate and submit signed PDQ to HR for review
 - Submit request to fill PCR
 - Review the announcement for accuracy before HR Specialist posts it
- Provide review and input on comparative analysis process
 - Provide names for the application review, oral panel and other steps
 - Determine target dates for comparative analysis steps
 - Provide input on application review criteria, oral panel questions and topics
- Conduct final interviews in person or by phone
- Conduct reference checks of your top applicant(s)
- Determine final “preferred applicant” and inform HR Specialist to trigger salary analysis
 - Upon receipt of salary analysis, get salary approval from Region/Division/HR/Deputy Director as needed and negotiate salary with preferred applicant

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- Use templates to create conditional job offer letter, including salary and proposed start date (preferably at least 2 weeks out from offer date).
- Get Regional/Divisional approval and signatures for conditional job offer and submit it to HR Specialist.
 - The HR Specialist will extend the job offer to the preferred applicant and instructions start the background check
- Conduct any additional pre-employment screening steps once preferred applicant passes the background check. Additional pre-employment screening steps may include drug/alcohol testing, DOT physicals, etc.
 - Inform HR Specialist if applicant fails any of these additional screens and is removed from consideration so that HR can send the appropriate official applicant notification
- Once your preferred candidate passes the pre-employment screening, contact them to confirm start date, what to bring on their first day, etc
- Submit correct PCR (Hire Non-CDOT Employee, PDT, etc.)
- New hires must start on a Monday or the first of the month and their start date must be a working day and remember the PDT PCRs must be received by noon Wednesday for an effective date of that following Saturday

Training Notes:

Role of Workforce Staffing



The role of the Workforce Staffing is to:

- Serve as an adviser to the Hiring Manager to ensure a legally defensible selection process
- Accountable for the job announcement
- Conduct review of applications against the MQs
- Partner with the Hiring Manager to complete the comparative analysis process for applicant ranking
- Conduct salary analysis
- Extend official offer letter to the applicant
- Facilitate the background check process
- Review the PDQ and job duties to ensure appropriate classification

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Training Notes:

Notes:

The following are the roles of the Workforce Staffing during the selection process.

- **Serve as an Adviser to the Hiring Manager** – The HR Specialist works with the Hiring Manager to answer all of their questions about the selection process, provide recommendations and maintain a legally defensible selection process
- **Accountable for Job Announcement** - The HR Specialist is accountable for the language used on the job announcement to describe the position and the process. The HR Specialist also places the announcement online through the NEOGOV website
- **Conduct a Review of the Applications**– Prior to the applications being sent to the Hiring Manager the HE Specialist conducts a review of applications against the minimum qualifications to eliminate any applicants who are not minimally qualified for the position
- **Partner with Hiring Manager to complete the Comparative Analysis Process**– The HR Specialist works with the Hiring Manager, providing consultation on the best way to assess candidates in the most efficient and legally defensible way
- **Conduct Salary Analysis** – The HR Specialist completes the salary analysis and provides a recommendation about how much the employee should be paid

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- **Extend Official offer letter to the applicant** – The HR Specialist reviews the offer letter for accuracy and sends the letter to the applicant along with instructions on the background check
- **Facilitate the Background Check Process** – The HR Specialist manages the background check process and informs the Hiring Manager of the results when the process is complete
- **Review PDQ and Job Announcements** – The HR Specialist also reviews the PDQ and the job duties to ensure they are aligned with and with the classification

Training Notes:

Role of the Appointing Authority



The role of the Appointing Authority is to:

- Approve or reject initiation of the selection process
- Approve the final PDQ
- Approve the Request to Fill
- Approve the salary analysis and recommendation

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Training Notes:

Notes:

The following are the roles of the Appointing Authority during the selection process:

- **Approve or reject starting the Selection Process** – The Appointing Authority is responsible for approval of beginning the hiring process based on the available budget and the needs of the department
- **Approve the final PDQ** – If there are going to be changes to the position, the Appointing Authority needs to approve the final PDQ prior to the position being filled unless it is a standard TM I, II or III
- **Approve the Request to Fill** – The Appointing Authority must approve the Request to Fill once it is routed

Check Your Knowledge

1. The Hiring Manager and _____ work together to fill a vacant position?

2. True or False: The process to fill a vacancy begins with the creation of the job announcement.



Training Notes:

Notes:

Now let's have a quick review of what we have learned so far. When you are provided with the answer place it in the space below:

Question One

The Hiring Manager and _____ work together to fill a vacant position?

Answer:

Question Two

True or False: The process to fill a vacancy begins with the creation of the job announcement.

Answer:



Section 3

The Job Announcement



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Slide 33

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Section 3 Learning Objectives

At the end of this section, you should be able to:

- Define a job competency or KSAOs
- Identify the difference between a minimum qualification and a preferred qualification
- Describe the information that needs to be included in the job announcement and how applicants use that information
- Describe why Supplemental Questions are important to include on a job announcement

Training Notes:

Notes:

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- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are tied directly to the course objectives reviewed at the end of the course.

Terms and Concepts



- **Competency/KASOs** – Knowledge, skills, abilities, and other characteristics that contribute to successful job performance
- **Minimum Qualifications** – The screening criteria, which can include education, experience, licensure, and certification, used to identify which applicants possess the minimum skills necessary to perform the job duties
- **Preferred Qualifications** – Qualifications that are desired for a position, but not required as a minimum qualification
- **Special Requirement** – Unique job requirements, in addition to the minimum requirements, necessary for a specific position
- **Supplemental Questions** – Questions embedded in the application which ask applicants about their preferences, background, interest and/or experience with various job related tasks

Training Notes:

Notes:

Tab 02 – Terms and Concepts

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- If you do not understand a term, please ask the instructor for additional clarification
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Competencies (KSAOs)

- Competencies of the applicant measured through KSAOs
 - KSAOs are Knowledge, Skills, Abilities and Other characteristics
- Common KSAOs categories are:
 - Knowledge
 - Skills
 - Abilities
 - Values
 - Attitudes
 - Intellectual capabilities
 - Personality factors

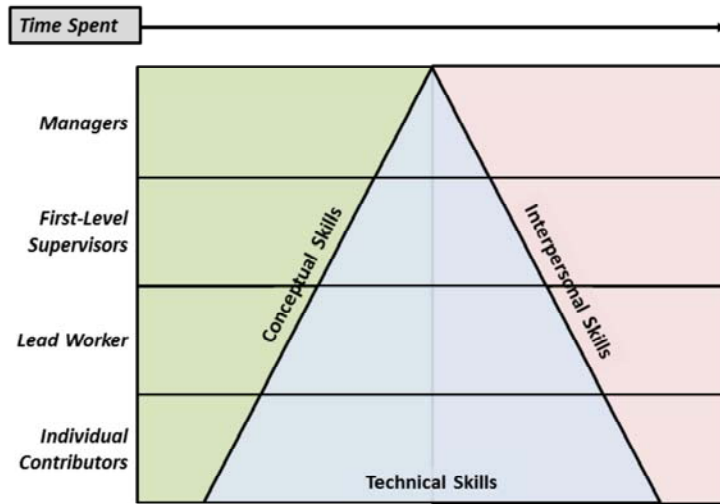
Training Notes:

Notes:

Tab 05 – Exceptional Applicant Qualities

Competencies of the applicant are measured through KSAOs. This stands for Knowledge, Skills, Abilities and Other characteristics the applicant must demonstrate throughout the selection process. The KSAOs mentioned in the job announcement are closely tied to the Position Description Questionnaire (PDQ). The more an applicant is able to demonstrate they have the KSAOs needed for the position through their application, comparative analysis assessment process and interview responses, the better their chances of being hired.

Roles in the Organization



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Training Notes:

Notes:

Look at the slide – on the top it indicates “Time Spent” and then the slide is divided into three wedges. As an employee changes their role, the amount of time they spend in each wedge changes.

- All three areas are used at all levels, however more time is spent on Technical and Tactical Skills as an Individual Contributor, and then more time is spent on Conceptual and Interpersonal Skills as a Manager
- On average, about 20% of a supervisor’s time is spent on managing/developing direct reports. Dealing with indirect reports adds to this

When you are going to hire a position it is important to think about the role because the needs of the position change based on the type of position. As a result, Hiring Managers need to have different KSAOs based on Conceptual and Interpersonal skills rather than focusing solely on Technical Skills. This should not only be considered during the creation of the announcement, but also when there are additional assessment such as interviews.

The Job Announcement

The job announcement is:

- Used to let applicants know about the details of a position
- Comprised of different sections, each with a specific purpose
 - Posted for a limited amount of time
 - Created to communicate the knowledge and skills required for the position
 - Gather relevant information from the applicants
 - Set the stage for the assessment process

Training Notes:

Notes:

TAB 06 – Abbreviated Administrative Assistant III Announcement

The job announcement is a highly structured document which is used to communicate to applicants about the details of the vacant position, the stages of the selection process, and the rights afforded to them. It is created through conversations between the HR Specialist and the Hiring Manager, the Position Description Questionnaire (PDQ), and an analysis of what is needed. The job announcement is comprised of sections. The following are the details about the sections of an announcement, and what they mean to you and the applicant.

The sections that are covered in this course are:

- Job Duties
- Work Environment
- Minimum Qualifications & Substitution
- Exceptional Applicant
- Specific Supplemental Questions

Job Duties

Administrative Assistant III

DESCRIPTION OF JOB:

This position is located in our XXXX Maintenance Office. This position provides administrative support in the areas of tracking documentation, reception, copying, filing, answering multi-line phones, assisting walk-in customers, distributing incoming mail, maintaining office equipment, scheduling appointments, and record keeping.

Major duties and responsibilities include, but are not limited to:

- Maintain professional and courteous standards in all interactions; provide excellent customer service to both internal and external customers; greet internal/external customers and direct individuals to appropriate location/personnel; answer multi-line telephones, screen calls, complete and process resulting messages efficiently; provide directional information and assist complainants or direct them to the proper person for resolution; maintain tracking of all citizen complaints;
- Collect information from the public and notify proper CDOT personnel of problems or hazards that may/could exist; communicate emergency situations immediately via telephone or highway band radio as needed;
- Assist walk-in customers with oversize/overweight permit applications and collect money for permits; deal directly with Staff Maintenance to obtain these permits via fax and resolve any questions or problems that may arise;
- Receive and distribute correspondence, mail, packages, and office supplies; coordinate Federal Express shipping pick-ups; maintain shipping supplies and current contact numbers;
- Handle the tracking of all CDLs and other licenses within the section to include verification of licensing credentials for all personnel; distribute licensing information to the field administrative assistants on a weekly basis to ensure compliance of the program;
- Prepare required DOT physical and Voluntary Medical Monitoring program tracking/paperwork to ensure maintenance employees maintain current DOT medical certification cards and go for baseline, periodic, or exit exams on the Medical Monitoring program; process DOT physical paperwork received from clinics accurately and in a timely manner; prepare pre-employment and DOT medical physical forms;
- Perform word processing, data entry, and coding to create reports, memos, forms, and correspondence; set-up, compile, track, and maintain necessary information for daily procedures; enter data into SharePoint Forms Tracking spreadsheet as directed;

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Training Notes:

Notes:

TAB 06 – Abbreviated Administrative Assistant III Announcement

Job Duties

The Job Duties section of the announcement contains is a summary of the PDQ and may be modified based on conversations between the Hiring Manager and the HR Specialist. The goal of this section is to allow the applicant to understand what the position does at CDOT so they can determine if they are interested in performing the duties. The savvy applicant will tailor their application to touch on those aspects of the position's duties that they've performed in their past work.

Work Environment and Minimum Qualifications

Work Environment

Work Environment:

- Primarily 8:00 am – 5:00 pm work hours, Monday-Friday
- Travel required during work hours throughout the Region
- Occasional overnight travel 1-3 times a year throughout Colorado
- Required to operate CDOT vehicles

Minimum Qualifications

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS: Three years of general clerical experience where the primary responsibilities included working with computer software and applications (e.g. Microsoft Word, Excel, Access, PowerPoint, etc.), creating memos and correspondence, using spreadsheets to track information, AND providing on-going customer service in person, on the phone, and via email to internal and external customers. Direct administrative support experience is preferred.

Training Notes:

Notes:

TAB 06 – Abbreviated Administrative Assistant III Announcement

Work Environment

The work environment section describes the conditions the position will be working in, the shifts that will be worked, and other details of the position such as the need to travel. This is intended to let the candidate know up front the work environment expectations and they can determine if they are still interested in the position.

Minimum Qualifications

- Minimum Qualifications - The minimum qualifications are mandated by DPA, although there are some aspects that CDOT can tailor. For instance, in this case the number of years is set, but CDOT can specify what types of clerical/administrative support is necessary for the position
- Substitutions - This section of the announcement lists the experience and/or education that can be substituted for what is listed in the minimum qualifications
- Conditions of Employment & Appeal Rights – The conditions of employment describe what the applicant must have or do in order to continue to be employed in the position. For example, having a commercial drivers license

Exceptional Applicant

The **Exceptional Applicant** will be a successful Administrative Assistant and will possess the proven ability or accomplishment in the following:

- Demonstrated success with the duties listed in the Description of the Job section;
- Highest work/personal ethics and integrity;
- Strong technical knowledge of administrative and clerical procedures and systems;
- Knowledge of State Personnel and Fiscal Rules;
- Experience with handling confidential and financial documents;
- Proven ability to manage multiple assignments, priorities, and projects in a fast-paced environment;
- Excellent customer service, interpersonal, and relationship building skills;
- Excellent time, project management, and organizational skills;
- Ability to manage and prioritize work assignments independently;
- Ability to multi-task;
- Flexibility in adapting to changing work assignments;
- Strong attention to detail and accuracy;
- Analytic thinking and problem-solving;
- Strong ability to take initiative to solve problems;
- Effective presentation and communication skills, both written and oral;
- Ability to work effectively in both independent and team situations;
- Excellent computer skills including fluency in Microsoft Office Suite (e.g., Word, Excel, Access, PowerPoint), MS Publisher, Adobe, SAP, SharePoint, Gmail, and the ability to quickly learn new software.

Training Notes:

Notes:

TAB 06 – Abbreviated Administrative Assistant III Announcement

Exceptional Applicant

The exceptional applicant is the “ideal” applicant. While many applicants may pass the minimum qualifications phase of the selection process, the exceptional applicant will be able to pass additional stages of the selection process, demonstrating they have KSAOs that closely match the ideal candidate for the job. While there is some flexibility around what may be placed in this section, it must be based on the Position Description Questionnaire (PDQ).

Supplemental Application Questions

Administrative Assistant III: Supplemental Questionnaire

1. Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.
2. Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.
3. Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.
4. Please describe your work experience in providing excellent customer service to both internal and external customers.

Training Notes:

Notes:

TAB 06 – Abbreviated Administrative Assistant III Announcement

Specific Supplemental Questions

Supplemental questions are questions embedded in the application which ask applicants about their preferences, background, interest and/or experience with various job related tasks. Responses to these questions may help the HR Specialist screen for minimum qualifications or they can also be evaluated as part of the comparative analysis process to narrow down the candidate pool.

Check Your Knowledge

1. KSAOs is an acronym, that stands for?



Training Notes:

Notes:

Now let's have a quick review of what we have learned so far. When you are provided with the answer place it in the space below:

Question One

KSAOs is an acronym, that stands for?

Answer:



Section 4

Comparative Analysis

Course Agenda

- Learning Logistics
- Section 1 – Introduction to Hiring the Best
- Section 2 – The Selection Process
- Section 3 – The Job Announcement
- **Section 4 – Comparative Analysis**
- Section 5 – Interviewing
- Section 6 – Post-Referral, Reference Checks & Next Steps
- Conclusion

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Training Notes:

Notes:

This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the steps you need to take to fill a vacant position.

- Learning Logistics – This section introduces you to the course, the objectives and expectations of the course
- Section 1 - Provides an introduction to the selection process including the role of Workforce Staffing and why it is important to hire the best
- Section 2 - Explains how the selection process works and identifies the role of the Hiring Manager, Workforce Staffing, and the Appointing Authority
- Section 3 - Describes the job announcement and how it is used as a tool to identify the best applicants for a position
- **Section 4 - Identifies the process used to compare job-related knowledge, skills and abilities to the information provided by the applicant**
- Section 5 – Describes how interviewing techniques are used to identify the best applicant and the questions you should and should not ask an applicant
- Section 6 – Explains the process used during the post-referral, reference checks and the additional actions that need to occur during the employment screening process
- Conclusion – This section summarizes the course and explains where you can get help if you need it

Section 4 Learning Objectives

At the end of this section, you should be able to:

- Define comparative analysis
- Identify choices for comparative analysis
 - Structured application review (commonly used)
 - Oral board (commonly used)
 - Written narrative
 - In-basket, scenario planning/response, presentations
 - Practical assessment
- Describe the 5-point rating scale used to evaluate applicants

Training Notes:

Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are tied directly to the course objectives reviewed at the end of the course.

Terms and Concepts



- **Comparative Analysis** – A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies
- **Subject Matter Expert (SME)** – People with the necessary experience in an area related to the job, able to identify and evaluate technical and non-technical job related knowledge, skills, or abilities that are needed to perform the job duties

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Training Notes:

Notes:

Tab 02– Terms and Concepts

- The following terms and concepts are critical to your understanding of this section of the course
- If you do not understand a term, please ask the instructor for additional clarification
- The reference material section contains a list of all of the terms used in this course

What is Comparative Analysis

Comparative analysis is the process where the applicant is compared to the requirements and KSAOs needed for the job.



While CDOT has a typical comparative analysis process, the Hiring Manager has choices to use other types of analyses.

Training Notes:

Notes:

Comparative Analysis

The need to conduct a comparative analysis comes from the State of Colorado Constitution and the personnel rules. It is the process by which we compare the information provided by the applicants to the requirements and KSAOs needed for the position as described by the job announcement.

Comparative Analysis Process

The process used to do this varies based on the type of position being filled and needs of CDOT. This eligible list may be used not only for your position, but other similar positions. This is why it is so important for Workforce Staffing to partner with you. The process used depends on the type of position being filled, what competencies need to be assessed, how many qualified applicants there are, etc.

Pitfalls of Assessment

Common assessment errors include:

- Using what you know about the applicant instead of what is gathered from the application and comparative analysis
- Evaluating on a curve (comparing candidates)
- Irrelevant factors
- Assumptions



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Training Notes:

Notes:

It is critical to the hiring process that all of the applicants are treated equally by the evaluators. The following is a list of the most common assessment errors and how you can avoid them:

- **Use only information gathered from the assessment process** - In many cases, you may have additional information about the applicant through professional contacts or through personal experience. When you are conducting the evaluation, you are only able to use the information provided by the applicant. Every candidate, must earn their scores on the evaluation process based on their performance, rather than outside information. This allows everyone to be treated fairly
- **Evaluating on a curve** – For the State evaluation process a curve is not used to evaluate applicants. There may be some selection processes with many strong candidates, some with many weak, and everything in between. Candidate scores are never placed on a forced distribution.
- **Irrelevant factors** - Bias of non job-related factors, such as physical appearance, social standing, or race, sometimes erroneously influences evaluations of employees
- **Assumptions** – Making generalizations based on limited information without confirmation, such as assuming someone will leave after a short period because you think they're overqualified.

Structured Application Review

The Structured Application Review:

- Identifies the top group of applicants that will move on to the next stage of the selection process
- Typically consists of 2-5 Subject Matter Experts (SMEs)
- Uses rating criteria to evaluate application materials



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Training Notes:

Notes:

The Structured Application Review process occurs after the announcement has been closed and the applications have been reviewed for minimum qualifications by the HR Specialist. A panel of 2-5 SMEs will rate the applications, to narrow to a top group that is either referred or assessed further. This process is typically conducted remotely with instructions emailed out by the HR Specialist and SMEs given a deadline for submission of their ratings. To make the process go as smoothly as possible:

- Discuss the structured application review with the HR Specialist and jointly plan the criteria, proposed SMEs and timing of that stage in the process
- Contact the SMEs you want to use and confirm their willingness/ability to serve as an SME
- Have agreement among the HR Specialist and SMEs on a reasonable deadline to have the ratings submitted and stick to it

5-Point Rating Scale

- During the comparative analysis process, a five point rating scale is used to evaluate candidates
- The rating scale designates five as being the most qualified and one as the least
- A rating of three is average, with two being below and four being above average
- Criteria to consider when evaluating:
 - Depth and breadth of experience
 - Level of responsibility
 - Complexity of assignments and challenges
 - Knowledge of relevant theories and principles

Notes:

All of the evaluation stages use a five point (Likert) scale. When rating, keep in mind that the applicant is being evaluated based on how well they match their materials and responses to the competency being assessed.

- **One** - The applicant is clearly not qualified for the position and has not provided details about how their experience is applicable to the position or relates to criteria being assessed.
- **Two** – The applicant is below average in relation to the competency being assessed and has provided some poor responses or has experience in limited areas. Some, but not all, of their experience may have lacked clarity or did not relate completely to the criteria
- **Three** – The applicant would be considered average and is qualified for the position. They have connected their experience to the competency being assessed and it falls squarely within what would be expected.
- **Four** – The applicant is slightly above average in relation to the competency being assessed and has provided some excellent responses or has extensive experience in some areas that place them above the norm.
- **Five** – This rating is for an exceptional applicant, in relation to the competency being assessed. The applicant has provided a clear reply to all aspects of the competency and has backed their response up with examples of how their experience applied to the question being asked and their experience.

Tips and Tricks

- When rating applicants think first of the rating as a three point scale, with one being not qualified, three being qualified/average and five being exceptional. You can then group the average applicants into two, three and four based on how well they responded.

Training Notes:

Exercise Two – Application Review



- Take 7 to 10 minutes and review the two Administrative Assistant III applications
- Using the 5-point rating scale and the criteria listed below, evaluate the two applications and give a score for each applicant for each of the two competencies

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Notes

Tab 07 – Administrative Assistant III Application (one)

Tab 08 – Administrative Assistant III Application (two)

As a group take seven to ten minutes to review the two Administrative Assistant applications and evaluate their experience using the five point rating scale. The competencies you are evaluating are:

- **Administrative Experience:** Depth and breadth of office clerical/administrative experience; hands-on experience, directly responsible for these duties; creating and maintaining files; creating/using spreadsheets to track information; experience providing customer service via email, in person, or over the phone; strong computer skills (e.g. MS Word, Excel, Access, PowerPoint, SharePoint, Gmail, SAP); other relevant experience
- **Written Communication:** Visual presentation of application materials; ideas easy to understand; organized, logical order of ideas; answered the question/submitted all required documents; appropriate level for audience; little to no spelling or grammatical errors; no editing needed to improve documents; other relevant experience

Please take notes in the space below, so we can discuss your evaluation as a group after you are done.

Training Notes:

Oral Board / Structured Interviews

- Typically consists of a Panel of 3 Subject Matter Experts (SMEs)
- Applicants are asked the same questions
- Panel asks applicants behavioral interview and technical questions (more in next section)
- Uses structured rating criteria to evaluate responses



Training Notes:

Notes:

The oral board/structured interviews often occur after the structured application review is complete. Oral board/structured interviews:

- Are when applicants are scheduled to answer questions in front of a panel of 3-5 subject matter experts (SMEs)
- Considered structured since all the applicants are asked the same questions and the panel members have criteria they use to evaluate the responses
- Often allows applicants preparation time to review the questions before going to the panel
- Should focus on the behavioral (drawing from past experience) vs. "what if" questions (based on hypothetical scenarios). A behavioral question is designed to get at an applicant's actual experience doing something – not just theoretical knowledge. We also ask many multi-part questions to get applicants to elaborate and give detail
- Are designed to evaluate the applicant's job-relevant KSAOs to determine their fit for the position. Just like an applicant needs to tie their qualifications and experience into the job they're applying for on their application, the same is true of the oral responses provided during an interview
- Work closely with your HR Specialist on finalizing the questions to ensure they are targeted towards the right competencies

Tips and Tricks:

- Don't wait until the announcement closes to choose your SMEs. As soon as you are able, ask your SMEs to participate and get the time on their calendar
- If the applicant shows up late, the prep time may be reduced

Assessment Types



Other types of assessments available are:

- Written Narrative
- Oral Presentation
- In-Basket Exercise
- Scenario Planning/Response
- Practical Assessment

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Training Notes:

Notes:

In some cases, there may be the need for alternative assessments beyond the traditional application review, oral board or structured interview. The following is a brief description of the other assessment types available.

- **Written Narrative** – A written assessment that the applicant completes at home or in the HR office that is evaluated by the SMEs. Examples include writing a work plan, executive summary, or answering other types of questions in essay format
- **Oral Presentation** – The candidate presents information orally to the SMEs on a designated topic
- **In-Basket Exercise** – A series of exercises completed by the applicant where they are presented with typical work assignments/scenarios and their responses/work products are evaluated by the SMEs.
- **Scenario Planning/Response** – The applicant is provided with a scenario based on the type of work they will perform at CDOT and then asked to respond
- **Practical Assessment** – An assessment where the applicant is provided with items to evaluate that directly pertain to the job, such as welding, accounting reconciliation, etc.

Tips and Tricks

- While it may be tempting to use additional assessment types to get to the best applicant, remember they add to the overall timeframe of the selection process and increase the workload on your SMEs.

Check Your Knowledge

1. If you have information about a applicant not included in the application materials, can you consider this information when scoring the comparative analysis?

2. True or False: In a comparative analysis, the panel compares applicants to each other.



Training Notes:

Notes:

Now let's have a quick review of what we have learned so far. When you are provided with the answer place it in the space below:

Question One

If you have information about a applicant not included in the application materials, can you consider this information when scoring the comparative analysis?

Answer:

Question Two

True or False: In a comparative analysis, the panel compares applicants to each other.

Answer:



Section 5

Interviewing

Course Agenda

- Learning Logistics
- Section 1 – Introduction to Hiring the Best
- Section 2 – The Selection Process
- Section 3 – The Job Announcement
- Section 4 – Comparative Analysis
- **Section 5 – Interviewing**
- Section 6 – Post-Referral, Reference Checks & Next Steps
- Conclusion

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Training Notes:

Notes:

This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the steps you need to take to fill a vacant position.

- Learning Logistics – This section introduces you to the course, the objectives and expectations of the course
- Section 1 - Provides an introduction to the selection process including the role of Workforce Staffing and why it is important to hire the best
- Section 2 - Explains how the selection process works and identifies the role of the Hiring Manager, Workforce Staffing, and the Appointing Authority
- Section 3 - Describes the job announcement and how it is used as a tool to identify the best applicants for a position
- Section 4 - Identifies the process used to compare job-related knowledge, skills and abilities to the information provided by the applicant
- **Section 5 – Describes how interviewing techniques are used to identify the best applicant and the questions you should and should not ask an applicant**
- Section 6 – Explains the process used during the post-referral, reference checks and the additional actions that need to occur during the employment screening process
- Conclusion – This section summarizes the course and explains where you can get help if you need it

Section 5 Learning Objectives

At the end of this section, you should be able to:

- Define a behavioral interview
- Identify different types of interview questions
- Identify questions that are illegal to ask during an interview
- Describe effective interviewing techniques

Training Notes:

Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are tied directly to the course objectives reviewed at the end of the course.

Terms and Concepts



- **Behavioral Interview** – Interview questions that ask applicants to describe a real life past scenario and the specific actions they took
- **Interview Bias** - A partiality towards a preconceived response based on the structure, phrasing, or tenor of questions asked in the interviewing process

Training Notes:

Notes:

Tab 02 – Terms and Concepts

- The following terms and concepts are critical to your understanding of this section of the course
- If you do not understand a term, please ask the instructor for additional clarification
- The reference material section contains a list of all of the terms used in this course

Types of Interview Questions

Behavioral

Hypothetical/Opinion

Technical/Credential

Soft Skills

Off the Wall/Trick

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Training Notes:

The goal of the interview process is to gather information about how the applicant will perform in the position. Most interview questions fall into the following five categories:

Behavioral – Behavioral questions get at the behaviors displayed and processes used by the applicant in the past as a predictor of future actions. Samples of this type of question include:

- Tell me about a time you worked with Excel?
- What are the steps you have taken to hire an employee?
- What is the training methodology you follow when producing training?

Hypothetical/Opinion – Hypothetical questions present the applicant with a situation and ask how they would respond. Opinion questions ask for the candidate's opinion to understand their preferences and insights. Samples of these types of questions include:

- What did you like best about your past job?
- What would you do if you came across someone stranded on a highway?
- How would you deal with a customer who is upset?

Technical/Credential – Technical/Credential questions are used to verify the content on the resume or verify education or technical training. Samples of this type of question include:

- What kinds of engineering certifications do you have?
- Do you have a Project Management Professional Certification?
- How many years of experience do you have working with Groupwise?

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Soft Skills – This kind of question gets at a skills that are not technical, but are still relevant to the position. Sample of this type of question include:

- What is your leadership style?
- Explain a way in which you sought a creative solution to a problem?

Off the Wall/Trick – These are questions, that at their best, are designed to get at an original response. At their worst, they are confusing to the applicants, easy to challenge and may have legal implications. For the evaluator they are typically hard to evaluate, as they do not have a measurable response, and the response may have different meanings to different evaluators. Here are some examples, so you know what **not** to use:

- Of the seven species of giraffes (Masai, Reticulated, Southern, South African, Northern, Nubian or West African) which one do you most closely identify with and why?
- If you throw a red stone into the blue sea what will it become? (Wet)

Training Notes:

What Makes a Good Interview Question

A good interview question should be:

- Open-ended
- Neutral
- Job-related
- Focused on a single topic



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Training Notes:

Notes:

So what makes for a good interview question, other than it is legal? The best interview questions meet two specific needs:

1. They allow the applicant to tell you about their qualifications for the position
2. They allow the SMEs to assess how the candidate meets the KSAOs of the position

To this end the best interview questions are:

- **Open-ended** – This means that they may not be answered with a simple “yes” or “no”. They also are based on certain aspects of the position and seek to draw out the most information.
 - **Bad Question** - Do you have strong customer service skills?
 - **Good Question** - How have you applied your customer service skills to resolve a customer complaint?
- **Neutral** – Many times when a question is drafted there is a clear response or clue to the right answer. This limits the amount of information you may receive from the applicant. Instead ask questions that do not openly provide the answer.
 - **Bad Question** – Our position requires working with angry customers. Are you comfortable with this?
 - **Good Question** – How much have you worked with customers who may be angry in your past positions? Please describe a past situation and how you handled it.
- **Job-related** – The point of all interview questions is to determine how the applicant’s skills meet the requirements of the position. This not only keeps the question legal but can provide you a lot of detail about the applicant.
 - **Bad Question** – Do you have small children?
 - **Good Question** – The schedule for this position requires working evenings and weekends. Are you willing and able to work that type of schedule?

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- **Focused on a Single Topic**– Try to keep the interview questions as simple as possible and don't ask multiple questions on a variety of topics within a single item. We do ask many multi-part questions, focused on a single topic, to get applicants to elaborate and give detail.
 - **Bad Question** – Tell us about a time you resolved an issue with an angry customer, how did you resolve the issue what was the result of the issue and was the customer satisfied with the solution you presented?
 - **Good Question** – Tell us about a time when you successfully resolved a customer complaint.

Training Notes:

Illegal Interview Questions



Do not ask questions that reveal or are related to:

- Age, race, national origin, gender, religion, marital status, or sexual orientation
- A physical disability, medical history or health
- Use of a substance or alcohol
- Criminal history or driving

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Training Notes:

Notes:

When conducting the interview, and even during small talk, there are some questions you should not ask directly or indirectly. This is because of Title VII of the Civil Rights Act, that protects the rights of all applicants during the interview process as well as after. This is not to say you cannot ask any questions about any category of Title VII, only that they have to be specifically related to the job.

For example, instead of asking the question, "Do you go to church on Sundays" (religion) you can tie this to a the position requirements of working on Sunday by asking, "Can you work on Sundays," (job requirement focused).

After the final interview and once a conditional job offer has been extended, the HR Specialist will facilitate the background check which pulls the motor vehicle record and criminal background. If drug and physical testing are needed, they will take place post-job offer as well.

Because of the legal implications to you personally, and to CDOT, it is highly recommended that you contact your HR Specialist for help on drafting interview questions or if you have any questions about whether or not a question is appropriate to ask.

Exercise Three – Writing Interview Questions



1. Think about a position you may need to hire for in the future
2. Write out:
 - One behavioral question
 - One technical/credential question
3. Evaluate the questions you created against the guidance on creating a good, legal question

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Training Notes:

Notes:

Take ten minutes to think about a position you may need to hire for in the future. Using the information presented on the last three slides write out two questions. When you are done, we will discuss the questions together.

Position: _____

1. **Behavioral Question** (This type of question gets at the behaviors displayed and processes used by the applicant in the past as a predictor of future actions).
2. **Technical/Credential Question** (Technical/Credential questions are used to verify the content on the resume or verify education or technical training).
3. Evaluate the questions you created against the guidance on creating a good, legal question.

Conducting the Oral Board

Before

- Be prepared
- Inform the applicants
- Prepare questions
- Prepare evaluation
- Remove distractions

During

- Introduce panel
- Greet the applicant
- Explain process
- Allow time to think
- Stay legal / consistent
- Take notes

After

- Thank candidate
- Inform of next steps

Training Notes:

Notes:

Tab 01 Useful Links – Interviewing Guide for Supervisors

Before

- *Be Prepared* - Before the interview make sure you and any other interviewers understand the position by reviewing the job announcement, PDQ, work unit performance plan and other documents and requirements
- *Inform the applicants* – Let the applicants know if there is anything they need to prepare in advance or bring to the interview such as resume, application packet, performance ratings and copies of certificates.
- *Prepare questions* - Prepare all of your questions based on what you need the position to do and make sure there are copies for all of the participants
- *Prepare evaluation* – Determine when and how you want to discuss and evaluate the candidates (using + or -, etc);
- *Remove distractions* – Use meeting rooms for the interview that are quiet and present minimum opportunity to be interrupted.

Continued on next page

Conducting the Oral Board Interview

Before

- Be prepared
- Inform the applicants
- Prepare questions
- Prepare evaluation
- Remove distractions

During

- Introduce panel
- Greet the applicant
- Begin with small talk
- Explain process
- Allow time to think
- Stay legal / consistent
- Take notes

After

- Thank candidate
- Inform of next steps

Training Notes:

Notes:

During

When you meet the candidate, warmly greet them to put them at ease. Start out with an introduction of the panel members and then move into an explanation of the interview process and questions. Sometimes Hiring Managers also provide an org chart and provide a brief overview of the unit and position before they start asking questions. Let the applicant know it's ok if they need a moment to think about their response before providing one. Always be polite and supportive of the candidate. Minimize the amount of time you are talking in favor of hearing more from the applicant. Always take notes about what was said by the applicant and save them as part of the interview process.

After

Be sure to thank the applicant for taking the time to interview at CDOT. After you complete the interview, inform the applicant of the next steps and when they can expect to hear from you with an update on their status. Do not say anything to the applicant to indicate how they performed, such as "good job" or "well done". Always stay neutral.

Avoiding Interview Bias



The four types of interview bias are:

- Confirmation bias
- Affective heuristic
- Anchoring
- Intuition

Interview bias can be reduced by:

- A structured process
- Structured criteria
- Increased accountability

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Training Notes:

Notes:

Interview bias is a partiality towards a preconceived response based on the structure, phrasing, or tenor of questions asked in the interviewing process. Questions laced with interviewer bias can influence respondents in such a way that it distorts the outcome of the interview. The four types of interview bias are:

- **Confirmation bias** – This occurs when the reviewer has preconceived ideas about the applicant and tries to seek out ways to support it by only paying attention to information that supports their bias.
- **Affective heuristic** - This is where interviewer's decisions are influenced by superficial evaluations of the applicant such as appearance, dress, or other superficial characteristics. It should be noted this may have a positive or negative effect on the applicant's rating.
- **Anchoring bias** – This occurs when too much emphasis is placed on the information that is provided in the first part of the interview. In other words, this weighs down all of the other content provided by the applicant. This is most typical when a candidate gets off to a rough start.
- **Intuition** – We all use our intuition as a shortcut to making decisions. The problem is that intuition is not reliable, as it is thought to be susceptible to factors not related to the hiring decision such as emotion, memory, etc.

Continued on the next page

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There are three ways you can reduce interview bias during your interview process. They are:

- **A structured process** – You should use a consistent process with all applicants, including asking the same questions, allowing the same amount of time to answer questions and using the same job related criteria to evaluate candidates.
- **Structured criteria** – The evaluation process should be conducted by considering the information provided by the applicant as it relates to the job related criteria, which is applied consistently to all candidates.
- **Increased accountability** – Everyone that takes part in the selection process has an ethical responsibility and is accountable for contributing to a fair, consistent and legally sound process with the ultimate goal of finding the best candidate to fill the position and serve the citizens of Colorado. The HR Specialist, Hiring Managers and SMEs' participation is all documented throughout the process. Should there be an appeal or legal action, any one of those participants could be asked to provide information and/or testify.

Training Notes:

Sources of Interviewer Error

In addition to Interview bias, other errors can occur when evaluating applicants. Common errors are:

- Contrast error
- Central tendency
- Leniency and strictness

Interviewing error can be reduced by:

- Compare the response to rating criteria
- Use the full rating scale
- Take notes



Training Notes:

Notes:

In addition to bias, there are other source of errors. Other types of errors include comparing applicants to each other, rather than directly to the rating criteria and not using the full rating scale to differentiate between candidates. Examples of these kinds of bias include:

- **Contrast Effect:** The tendency to compare an applicant's performance to the one immediately preceding. For example: An "average" candidate looks amazing if he/she comes after the candidate who tanked.
- **Regression to Mean/Central Tendency:** Using only the middle of the rating scale, avoiding high and low ratings.
- **Leniency and strictness:** Giving all candidates high ratings (or all low ratings). When the rater assigns very good or very poor ratings for all the applicants. (rose colored glasses = leniency vs overly critical/picky = strictness)

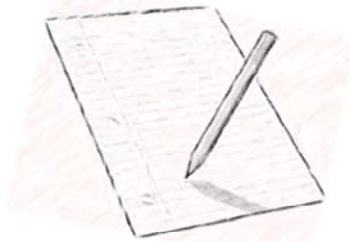
The best way to reduce interviewer error is to:

- Compare the applicant responses to the rating criteria
- Use the full rating scale as appropriate to differentiate between the candidates
- Takes notes on how you are evaluating and making sure the evaluation is based on job related criteria

Taking Notes

Taking notes helps document what took place during the interview:

- Record names, dates, locations, etc.
- Keep in mind you'll need to refer to them to rate and discuss candidates
- Write summary sentences on job-related strengths and weaknesses
- Don't worry about spelling/scribbling
- Don't record trait interpretations



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Notes:

Take notes throughout the interview, making sure to also make eye contact and interact with the candidate. Good notes :

- Include the basic details of the interview, summarize the strengths and weaknesses of each candidate and provide an explanation and rationale for the ratings that were given
- Allow you to refer to them to help you come up with your ratings and discuss and defend your reasoning with fellow SMEs, so make sure they include enough detail.
- Document any details from follow-up questions, as well as anything unusual that may have happened or been said.
- Do not record anything that would not be considered professional or appropriate, especially comments related to age, race, national origin, gender, religion, marital status, sexual orientation, physical disability, medical history or health.

And finally, remember that anything that is written down in notes is assumed to have been used as part of the basis for your ratings.

Training Notes:

Affirmative Action in Hiring

Affirmative Action during the hiring process ensures:

- The workforce and the public have equal opportunity to enter public service
- The workplace is free of discrimination
- Your position is communicated to a diverse audience
 - Hiring quotas do not exist

Your role in the Affirmative Action process includes:

- Avoid asking illegal questions
- Hiring the best applicant suited to the job

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Training Notes:

Notes:

Tab 01 Useful Links - Equal Employment Opportunity and Affirmative Action Plan

The goal of CDOT is to reflect the community we serve. To this end, CDOT has developed an Affirmative Action plan that enforces Equal Employment Opportunity principles. These principles are designed to ensure:

- That the workforce and the public have an equal opportunity to enter public service
- That the workplace is free of discrimination

That being said, there are some misunderstandings about what Affirmative Action is and how it is applied in the selection process.

- Affirmative Action does not include hiring quotas.
- Instead, CDOT reaches out through its recruitment efforts, communicating the position to a variety of schools, organizations and other sources in the hopes of achieving a pool of diverse and qualified candidates to select from

You do have a role in the Affirmative Action process which includes:

- Avoiding asking illegal interview questions
- Hiring the applicant best suited to the job

Check Your Knowledge

1. What is one of the characteristics of a good Interview question?
2. What are some of the topics you should never ask about during an interview?



Training Notes:

Notes:

Now let's have a quick review of what we have learned so far. When you are provided with the answer place it in the space below:

Question One





What is one of the characteristics of a good Interview question?

Answer:

Question Two

What are some of the topics you should never ask about during an interview?

Answer:



Section 6

Post-Referral, Reference Checks and Next Steps

Course Agenda

- Learning Logistics
- Section 1 – Introduction to Hiring the Best
- Section 2 – The Selection Process
- Section 3 – The Job Announcement
- Section 4 – Comparative Analysis
- Section 5 – Interviewing
- **Section 6 – Post-Referral, Reference Checks & Next Steps**
- Conclusion

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Training Notes:

Notes:

This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the steps you need to take to fill a vacant position.

- Learning Logistics – This section introduces you to the course, the objectives and expectations of the course
- Section 1 - Provides an introduction to the selection process including the role of Workforce Staffing and why it is important to hire the best
- Section 2 - Explains how the selection process works and identifies the role of the Hiring Manager, Workforce Staffing, and the Appointing Authority
- Section 3 - Describes the job announcement and how it is used as a tool to identify the best applicants for a position
- Section 4 - Identifies the process used to compare job-related knowledge, skills and abilities to the information provided by the applicant
- Section 5 – Describes how interviewing techniques are used to identify the best applicant and the questions you should and should not ask an applicant
- **Section 6 – Explains the process used during the post-referral, reference checks and the additional actions that need to occur during the employment screening process**
- Conclusion – This section summarizes the course and explains where you can get help if you need it

Section 6 Learning Objectives

At the end of this section, you should be able to:

- Differentiate between an oral panel/structured interview and final interview
- Identify the purpose of the salary analysis
- Describe how to find and use the job offer letter template
- Explain the employment screening process (background check)
- Identify the process used for background checks, drug testing and DOT Physical

Training Notes:

Notes:

- Each of the learning objectives corresponds to a slide, or a series of slides, in this section of the course.
- By the end of this section, you should be able to perform each of the listed objectives with the support of the training materials.
- The section objectives are tied directly to the course objectives reviewed at the end of the course.

Terms and Concepts



- **Background Check** – The process conducted by HR to review the driving record and/or criminal history of the top candidate in relation to the position they are being considered for, to determine whether the candidate can be hired
- **Employment Screening** – Additional screening steps after a conditional offer of employment has been extended
- **Post Referral Assessment** – All of the evaluation steps that occur after an applicant is referred for final consideration: final interview reference checks , etc.
- **Reference Check** – The process where CDOT verifies the employment history, work performance and education of an applicant
- **Salary Analysis** – A process and resulting document created by HR where a salary recommendation is generated, based on comparison to similar positions

Training Notes:

Notes:

Tab 02 – Terms and Concepts

- The following terms and concepts are critical to your understanding of this section of the course
- If you do not understand a term, please ask the instructor for additional clarification
- The reference material section contains a list of all of the terms used in this course

Difference between the Oral Board and Final Interview



Oral Panel and Structured Interview

- Occurs during comparative analysis process
- Is organized and scheduled by HR with Hiring Manager input
- Is highly structured and typically uses a panel of 3 SMEs
- Used to rate and rank order applicants for eligible list
- Hiring Manager and HR Specialist work together to develop questions



Final Interview

- Occurs after the referral and before reference checking
- Is organized and scheduled by Hiring Manager
- Hiring Manager develops the questions
- Used to gather information needed to choose preferred candidate

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Training Notes:

Notes:

Because both processes involve panel interviews, there is often confusion about the differences between the oral panel and final interview. The difference between the two interviews are:

- **Oral Panel / Structured Interview** – A process during the comparative analysis where the applicants are interviewed and subsequently rated and ranked by a panel
- **Final Interview** – A process after the referral and before reference checking where the applicants are interviewed by phone or in person in order to help determine the preferred candidate. This interview is typically less formal and gives the opportunity for the candidate to ask questions about the position, the unit and CDOT

Reference Check and Personnel File

Reference checking is an evaluation of an applicant's past job performance based on information collected from individuals who have worked with the applicant. Before contacting references:

- Verify the candidate signed the Reference Check Consent Form
- Familiarize yourself with Federal, State and local laws
- Follow CDOT's Reference Checking Guide
- Notify the applicant of the reference check
- Review all submitted material and prepare questions
 - Refer to the Reference Checking Guide for sample questions
- If applicant is a former or current State employee, review their personnel file before contacting references

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Training Notes:

Notes:

Tab 01 Useful Links – Reference Checking Guide Reference Check Consent Form

Reference checking is an objective evaluation of an applicant's past job performance based on information collected from key individuals (e.g., supervisors, peers, subordinates, etc.) who have known and worked with the applicant. Reference checking is a vital part of a successful hiring strategy and is primarily used to:

- Verify the accuracy of information provided by the applicant
- Ask about issues not addressed on the application, such as attendance, attitude, reliability, ability to work with others, willingness to learn, etc.
- Better predict the applicant's on-the-job success by comparing their experience to the competencies required by the job
- Gain additional insight on the applicant's knowledge, skills, abilities and personal characteristics that may not have been identified by other stages of the selection process

Prior to conducting a Reference Check:

- Read the Reference Checking guide
- Contact your HR Specialist or Civil Rights Manager office with any questions

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- Notify applicant you are conducting reference checks
 - Confirm you have a copy of the signed Reference Check Consent Form. This is signed by the applicant to give CDOT permission to check references. If you do not have a copy, contact your HR Specialist.
 - Ask applicant for performance evaluations from last three years
- Review the applicant's resume, application and notes from the job interview
 - Prepare a list of questions
- If the candidate is a current or former CDOT or State employee, you may review their personnel file. Relevant documents include:
 - Personnel Actions
 - Verification of dates and job titles (from the resume and interviews)
 - Performance evaluations and ratings
 - Disciplinary Actions and Corrective Actions
 - Commendations

Training Notes:

Conducting the Reference Check



When conducting the reference check:

- Be consistent in your process
- Conduct by phone for the most detail
- Explain who you are calling about and offer the signed waiver
- Describe the position
- Listen
- Document the results

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Training Notes:

Notes:

Tab 01 Useful Links – Reference Checking Guide
Reference Check Consent Form

Once you have completed the process for preparing, you need to conduct the reference check. This needs to be conducted by the Hiring Manager because they are most familiar with the Job applicant. When conducting the reference check:

- Conduct all of the reference check processes in the same way – Being consistent with the process allows you the most protection if the process is challenged
- You may conduct reference checks in person, by mail or telephone, but phone is preferred
- Explain who you are calling about and the signed waiver – It may have been awhile since the candidate last worked for the reference, you may have to provide more details about the person and when they worked for the reference. Also explain the purpose of the signed waiver and that this provides them with the ability to release job related information. You may fax the form if it is requested.
- Documenting the results:
 - The date and time you called, including unsuccessful attempts
 - Highlights of the conversation
 - If no information was gathered be sure to document this as well
 - Keep the information for one year and treat it as confidential

Exercise Four – Reference Check Discussion



Now it your turn to share.

- Have you performed a reference check?
- How did you prepare?
- What insights did you gain about the applicant?
- Was anything shared that made you change your mind about the applicant?
- What was challenging about the process?

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Training Notes:

Notes:

As a group let's take ten to fifteen minutes to share your experiences about the reference check process. When we are having this discussion, please do not use names or share any details that may link to a specific individual. The space below is to help you prepare for the conversation.

- Have you performed a reference check?
- How did you prepare?
- What insights did you gain about the applicant?
- Was anything shared that made you change your mind about the applicant?
- What was challenging about the process?

Salary Analysis

- Conducted by the HR Specialist within three business days
- Consists of an analysis and a recommended salary
- Must be submitted for Regional/Divisional approval
- Once fully approved, final salary is discussed with applicant along with verbal offer
- If applicant verbally accepts offer, final salary is placed in the job offer letter



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Training Notes:

Notes:

The salary analysis is conducted by the HR Specialist after you have completed the reference check process and have selected a preferred candidate. Once your HR Specialist receives the request, the goal is to complete it and send it to you within three working days.

The salary analysis is based on:

- The Compensation Plan – Each classification has a corresponding salary range that can be found in that fiscal year's compensation plan. The proposed salary of the preferred candidate should not exceed mid-point, unless it has been approved at higher levels
- The CDOT Salary Guidelines – A document which outlines the pay practices of CDOT
- A comparison of salaries with current CDOT employees in similar classifications to ensure equity and fairness

The content of the salary analysis consists of the following sections:

- An introduction that describes the experience of individual being hired or promoted
- HR recommendation of salary and who you should contact if you are looking to hire above the midpoint
- The salary distribution for the classification
- The salary of recently hired and promoted employee within the last year

When you receive the salary analysis it should always be treated as confidential.

Conditional Job Offer Templates

Conditional Job Offer Templates:

- Can be found online (see Tab 01 Useful Links)
- Are broken out by selection process and exemption status
- Are not applicable for other types of personnel actions
- Should be reviewed following your Region/Division's approval process

⚠ *Always sent by Human Resources to the applicant*

Training Notes:

Notes:

Tab 01 Useful Links - Conditional Job Offer Templates

To draft the conditional job offer, you need to have the following information:

- Name and address of the applicant
- Working title of the position
- Official classification of the position
- Salary range and amount being offered from the salary analysis
- Name and contact details of your HR Specialist
- Work schedule of the position being offered
- First day of work (always a Monday or the 1st of the month, as long as it's a work day)
- Work location

The Conditional Job Offer Letter Templates can be found at the following address:

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/employment-screening/conditional-job-offer-templates>

Are categorized by selection process and exemption status:

- Open Competitive (OC) & Statewide Promotional (SP) Announcements
- Department Promotional (DP) & Reallocation (RA) Announcement
- Non-Competitive: No Announcement

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Always consult with your HR Specialist prior to drafting an conditional job offer:

- If the person is, coming directly from another state agency, the Hiring Manager will need to consult the HR Specialist to determine the type of personnel action (promotion, transfer, or voluntary demotion) to select the appropriate conditional job offer letter.

Training Notes:

Next Steps...

After the applicant has signed the conditional job offer:



- Employment Screening
 - Background Check/Drug Test/Physical
- New Hire Documents
- Hire Non-CDOT Employee PCR or Promote/Demote/Transfer PCR
- Probationary/Trial Service Period
- New Employee Pages

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Training Notes:

Notes:

Tab 01 Useful Links - State Job Opportunities
Employment Screening FAQ
New Hire Documents
Hire Non-CDOT Employee PCR
Promote/Demote/Transfer PCR
PD 1200.4 Employment Screening

Employment Screening – The employment screening process applies to all Open Competitive positions (not Departmental Promotional or Reallocation announcements). The employment screening takes approximately one to three weeks (and may be different based on the position, and can include a background check, drug screen, physical and other processes. Refer to the Employment Screening FAQ found at: <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/employment-screening/faqs-employment-screening> for answers to typical questions about the process.

Hire Non-CDOT Employee PCR or Promote/Demote/Transfer PCR – The PCR must be completed by the start date for a new employee. For promotion, demotion and transfer, it must be completed by Non on the Wednesday prior to the start date of the employee. For help with the PCR refer to the PCR Manual which can be found at <http://intranet/employees/howdoi/articles/how-do-i-sap-mss/PCR-manual>

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New Hire Documents – The Hiring Manager and new employee must work together to complete the new hire paperwork before they can legally work for CDOT. Refer to the Checklist for Hiring a Position under the New Hire/Onboarding section for a link or go to <http://intranet/business/center-for-human-resources-management/human-resources-forms/hire-instructions-perm> Directions for how to complete the paperwork can be found at <http://intranet/employees/new-employees-1/neo-perm-forms>

Probationary/Trial Service Period – The State Personnel Board has established a probationary period of no more than 12 months for persons who are initially appointed to a position. Appointing Authorities have the discretion to require reinstated certified employees to serve a probationary period. Employees in probationary status may be terminated for unsatisfactory performance at any time during the probationary period and do not have the right to appeal such termination to the State Personnel Board. When promoted, the Trial Service period is six months.

New Employee Pages – When the employee starts work, you should refer them to the New Employees page. This page provides an introduction to new employees and all of the actions they need to take starting from the first day to the first month of service. It has links to all of the forms they must complete and is designed to answer many of the questions you and your employee may have about where to begin. The page can be found at: <http://intranet.dot.state.co.us/employees/new-employees-1>

Training Notes:

Check Your Knowledge

1. What are you required to use to help you write the conditional job offer?
2. **True or False:** You should begin the employment screening before the applicant has signed the conditional job offer letter?



Training Notes:

Notes:

Now let's have a quick review of what we have learned so far. When you are provided with the answer place it in the space below:

Question One




What can be used to help you write the conditional job offer?

Answer:

Question Two


True or False: You should begin the employment screening before the employee has signed the conditional job offer letter?

Answer:



Conclusion

Progressive Discipline



Course Agenda

- Learning Logistics
- Section 1 – Introduction to Hiring the Best
- Section 2 – The Selection Process
- Section 3 – The Job Announcement
- Section 4 – Comparative Analysis
- Section 5 – Interviewing
- Section 6 – Post-Referral, Reference Checks & Next Steps
- **Conclusion**

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Training Notes:

Notes:

This course is designed to help CDOT Hiring Managers understand the State of Colorado's rules and procedures regarding filling positions, and the steps you need to take to fill a vacant position.

- Learning Logistics – This section introduces you to the course, the objectives and expectations of the course
- Section 1 - Provides an introduction to the selection process including the role of Workforce Staffing and why it is important to hire the best
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- Section 4 - Identifies the process used to compare job-related knowledge, skills and abilities to the information provided by the applicant
- Section 5 – Describes how interviewing techniques are used to identify the best applicant and the questions you should and should not ask an applicant
- Section 6 – Explains the process used during the post-referral, reference checks and the additional actions that need to occur during the employment screening process
- **Conclusion – This section summarizes the course and explains where you can get help if you need it**

Conclusion

You should now be able to:

- Identify steps in the CDOT hiring process
- Define a job competency
- Describe the purpose of the sections of the job announcement
- Describe CDOT's comparative analysis process
- Define behavioral interviewing
- Describe effective interviewing techniques
- Describe the Hiring Manager's role in the post-referral and reference checking process
- Describe the steps to take between hiring decision and start date
- Describe the purpose of the probationary period

Training Notes:

Notes:

- The slide above contains what you should now be able to do with the help of the training material. If you have questions about the content after this course refer to the next slide for the name and contact information of the people who can help.
- If you have a question now, please ask. You will have another chance at the end of the course, after we discuss where you are able to get help and the resources that are available to you.

Where Can I Get Help – People?

| Name | Contact for | Phone |
|-------------------------|--|--------------|
| Amanda Parkhurst-Strout | Supervises the work unit, Contact for the Executive Office and Division of Human Resources | 303-757-9685 |
| Pilar Cruz | Assigned as needed | 303-757-9218 |
| Tawnya DeHerrera | Contact for Region 1, Central 70, and JOA-Winter Ops | 303-757-9225 |
| Jake Finger | Assigned as needed | 303-757-9218 |
| Erin Hardin | Contact for Region 4, Audit, Aeronautics, Div of Accounting and Finance, Div of Transportation Development, Government Relations, Office of Emergency Mgmt, JOA- Winter Ops | 303-757-9797 |
| Emily Harp | CDOT's Recruiter. Contact for Civil Rights and Business Resource Center (CRBRC), Div of Transit and Rail, Office of Transportation Safety, Major Projects, Program Mgmt Office | 303-757-9738 |
| Lynn Livingston | Contact for Region 3, Office of Communications, Process Improvement, Project Support, Property Mgmt | 303-757-9110 |

Training Notes:

Notes:

When starting, or if you have questions about the hiring process, contact your HR Specialist. If you are not sure about which person is your HR Specialist contact the Main HR Number at 303-757-9216 or the HR Receptionist at 303-757-9217.

Where Can I Get Help – People? (Cont.)

| Name | Contact for | Phone |
|-----------------|--|--------------|
| Maryum Pelot | Assigned as needed | 303-512-5447 |
| Melanie Vigil | Contact for Region 2 and 5, and Div of Transportation Systems Maintenance and Operations | 303-757-9150 |
| Staci Wilderman | HR Receptionist, Contact for employment verification, file requests, and regarding the hiring process. | 303-757-9217 |

Training Notes:

Notes:

When starting, or if you have questions about the hiring process, contact your HR Specialist. If you are not sure about which person is your HR Specialist contact the Main HR Number at 303-757-9216 or the HR Receptionist at 303-757-9217.

Other CDOT Help Resources

The following resources are available:

For information on filling a vacant position go to:

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/recruiting-and-hiring/filling-a-vacant-position>

For details on recruiting and hiring go to:

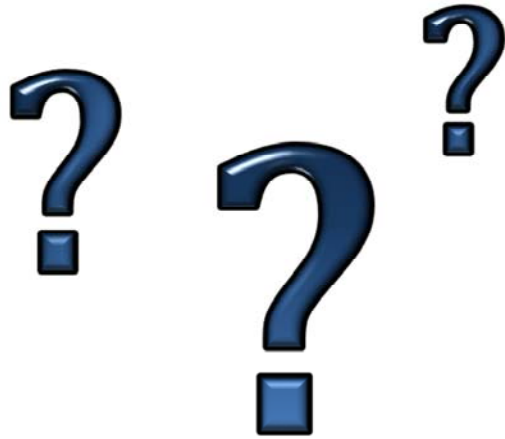
- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/recruiting-and-hiring>

Training Notes:

Notes:

There are quite a few resources you can access online. The first link, provides you with information on the process for filling a vacant position. The second link, provides you with all of the information you need for the recruiting and hiring process, including checklists for filling a position and hiring a temporary employee.

Questions?



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Training Notes:

Notes:

If you have any questions about the hiring process after the class, contact your HR Specialist. The link to the contact details can be found at:

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/recruiting-and-hiring>

All questions placed in the parking lot and not answered during this course, will be sent to the training group within three working days after the course is complete.



Tab 1 – Useful Links



Useful Links

Fiscal Year 2016 Annual Workforce Report

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/chr-reports/fy16-workforce-report/view>

CDOT's Annual Workforce Report

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/chr-reports>

State of Colorado Constitution

- http://tornado.state.co.us/gov_dir/leg_dir/olls/constitution_print.htm

State Personnel Rules

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwiS9ofBhqRahWCi1QKHATWD7gQFgggMAE&url=https%3A%2F%2Fwww.colorado.gov%2Fpacific%2Fsites%2Fdefault%2Ffiles%2FRules7-1-13.pdf&usq=AFQjCNEw5N7XkL8QTsPALomd9jkkAy9oWQ>

Uniform Guidelines in Employment Selection Procedures

- <http://10.96.222.5:9090/mwg-internal/de5fs23hu73ds/plugin?target=Auth&reason=Auth&ClientID=3437786131&ttl=600&url=aHR0cDovL3d3dy51bmlmb3JtZ3VpZGVsaW5lcy5jb20vdW5pZm9ybWd1aWRlbgluZXMuaHRtbA==&rnd=1483552106>

Connecting Colorado

- <https://www.connectingcolorado.com/>

Job Offer Template

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/employment-screening/conditional-job-offer-templates>

Interviewing Guide for Managers

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/HR-documents/interviewing-guide-for-supervisors/view>

Equal Employment Opportunity and Affirmative Action Plan

- http://intranet.dot.state.co.us/employees/ee-rights/documents/aap_1516q4/view

Reference Checking Guide

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/HR-documents/reference-checking-guide/view>

Reference Check Consent form

- <http://intranet.dot.state.co.us/resources/forms/documents/cdot-1276.pdf>

Conditional Job Offer Templates

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/employment-screening/conditional-job-offer-templates>

State Job Opportunities

- <http://intranet.dot.state.co.us/employees/employees/job-opportunities>

Employee Screening FAQ

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/hr-manager-toolkit/employment-screening/faqs-employment-screening>

New Hire Documents

- <http://intranet.dot.state.co.us/business/center-for-human-resources-management/HR-documents>

Hire Non-CDOT Employee PCR

- <http://intranet/employees/new-employees-1/neo-perm-forms>

Promote/Demote/Transfer PCR

- <http://intranet/employees/howdoi/articles/how-do-i-sap-mss/PCR-manual>

PD 1220.4 Employment Screening




- <http://intranet.dot.state.co.us/@@search?SearchableText=1200.4>

Classification Descriptions and Minimum Qualifications

- <https://www.colorado.gov/pacific/dhr/classdescriptions>

Compensation Plans

- <http://intranet.dot.state.co.us/employees/Mypay>



Tab 2 – Terms and Concepts


Terms and Concepts

| Term | Definition |
|---|--|
| <i>Announcement</i> | The published notice for a position or class that will be filled on the basis of merit and fitness. |
| <i>Applicant</i> | An individual who applies for employment in the state personnel system. |
| <i>Behavioral Interview</i> | <i>Interview</i> questions that ask applicants to describe a real life past scenario and the specific actions they took. |
| <i>Comparative Analysis</i> | A process that utilizes professionally accepted standards that compares specific job-related knowledge, skills, abilities, behaviors and other competencies. |
| <i>Competency</i> | Knowledge, skills, abilities, and other characteristics that contribute to successful job performance. |
| <i>Complete Application</i> | All of the required documents, that are completed in detail, as listed in the job announcement. |
| <i>Department Promotional Announcement</i> | A job announcement that is open to only CDOT eligible applicants. |
| <i>Eligible List</i> | A list of persons who have successfully passed through a comparative analysis and may be considered for appointment. Referrals are drawn from this list. |
| <i>Employment Screening</i> | <i>The process conducted by HR to review the driving record and/or criminal history of the top candidate in relation to the position they are being considered for, to determine whether the candidate can be hired.</i> |
| <i>Exceptional Applicant</i> | The combination of skills, abilities, training, experience, and fit that the ideal candidate should have for a specific position. |
| <i>Filter Announcements (How to Search State Jobs)</i> | The ability to filter job announcements on the www.colorado.gov/jobs website by location, department, job category, and estimated annual salary. |
| <i>Final Interview</i> | All applicants who have been placed on the referral list must be given final consideration, which can be done either in person or on the phone. |

| | |
|---|--|
| <i>First-Level Supervisor</i> | The position immediately responsible for assigning the duties and responsibilities for each position in their unit. Discuss job assignments and expectations with employee. Create performance plan and quarterly evaluate work products and behaviors. Schedules and assigns work, review work product, coaching/mentoring, approving leave requests. |
| <i>Hiring Manager</i> | The person who is responsible for working with HR to fill the position. |
| <i>Individual Contributors</i> | No formal supervisory authority. Position is responsible for completing assigned job duties. |
| <i>Interview Bias</i> | A partiality towards a preconceived response based on the structure, phrasing, or tenor of questions asked in the interviewing process. |
| <i>Job Qualifications</i> | Includes the minimum qualifications for a vacancy's class; any special qualifications, including but not limited to any required education or experience and any licensure or certification requirements; and/or any pre- or post-employment screening requirements. |
| <i>Job Interest Card</i> | Ability to select as many job categories for which a candidate would like to receive email notifications each time a position opens with the State of Colorado for 12 months. |
| <i>Lead Workers</i> | Partially accountable for the work product of at least two subordinate full-time employees, including timeliness, correctness, and soundness. Assigning tasks, monitoring progress and workflow, checking work product, scheduling work, and establishing work standards. Provides input to performance plans and evaluations. |
| <i>Manager</i> | Accountable for multiple units through the direct supervision of at least two subordinate Unit Supervisors. |
| <i>Minimum Qualifications</i> | The screening criteria, which can include education, experience, licensure, and certification, used to identify which candidates possess the minimum skills necessary to perform the job duties. |
| <i>Open Competitive Announcement</i> | A job announcement that is open to any eligible applicants. |

| | |
|--|---|
| Personnel Change Request (PCR) | The action in SAP that is taken to make changes to positions or personnel. |
| Preferred Qualifications | Qualifications that are desired for a position, but not required as a minimum qualification. |
| Position Description Questionnaire (PDQ): | The job description unique for each state position. |
| Promotional List | A list containing the names of individuals who have successfully completed any applicable comparative analysis process resulting from a job announcement restricted to current state employees or former state employees separated from employment due to layoff. |
| Post-Referral Assessment | All of the evaluation steps that occur after a candidate is referred for final consideration: final interview, reference checks, and other hiring manager requests (e.g., writing samples, presentation). |
| Qualified Applicant | An individual who submits a timely and sufficient application in response to an announcement and meets the job qualifications for the vacancy. |
| Qualified Applicant Pool | All individuals who are eligible to be included in any applicable comparative analysis process because each of them satisfies the definition of qualified applicant for the respective position or class. |
| Reference Check | <i>The process where CDOT verifies the employment history, education and references of a job applicant.</i> |
| Referral List | A list of the top six individuals drawn from the eligible list who are to be considered by the appointing authority. |
| Salary Analysis | <i>A process and resulting document created by HR where a salary recommendation is generated, based on comparison to similar positions.</i> |
| Special Qualifications | Unique job requirements, in addition to the minimum requirements, necessary for a specific position. |
| Preferred Qualifications | Qualifications that are desired for a position, but not required as a minimum qualification. |

| | |
|---|---|
| <i>State Application Process</i> | All the steps required by the Colorado State Constitution, State Personnel Rules, and CDOT Processes for the selection of a preferred candidate. |
| <i>Subject Matter Expert</i> | People with the necessary experience in an area related to the job, able to identify and compare technical and non-technical job related knowledge, skills, or abilities that are needed to perform the job duties. |
| <i>Supplemental Questions</i> | Questions embedded in the application which ask applicants about their preferences, background, interest and/or experience with various job related tasks. |
| <i>Turnover Rate</i> | <i>The percentage of employees in a workforce that leave during a certain period of time.</i> |
| <i>Work Lead</i> | The employee partially account for the work product of assigned employees. |






Tab 3 – Permanent Employee Checklist




COLORADO DEPARTMENT OF TRANSPORTATION Permanent Employee – New Hire/Re-Hire Checklist

Use this document for **permanent** employees only. **Please type or print legibly.**

| Completed by Hiring Office | | | |
|--|--|--|--|
| Applicant Name <i>(as it appears on Social Security Card)</i> | | | |
| Start Date | | Transfer from other State Agency? If yes, from where? | |
| Physical Address | | Personal Phone | |
| Mailing <i>(if different from above)</i> | | | |
| Emergency Contact Name | | Emer Con Phone | |
| Pay Rate | SAP Position # | Work Schedule <i>(ex-08MOFR01, CLICK for help)</i> | |
| Supervisor | | Timekeeper | New Hire Contact |
| Permanent New Hire Forms | | | |
| The following forms are part of a complete Permanent New Hire packet. The items in bold are required and must be received in HR before we can legally enter a CDOT new hire into SAP. | | | |
| Directions & required forms can be found at = http://intranet/employees/new-employees-1/neo-perm-forms | | | |
| <input type="checkbox"/> Hire Non-CDOT Employee PCR <input type="checkbox"/> I-9 Form (Pg. 7&8) with >> <input type="checkbox"/> Supporting Docs (ex. driver's license, social security card, passport) <input type="checkbox"/> Social Security Card <i>(If not submitted as supporting docs for I-9, required for accurate name entry)</i> <input type="checkbox"/> Orientation Form <input type="checkbox"/> Form SSA-1945 <input type="checkbox"/> Military Service Form <input type="checkbox"/> Voluntary Self ID Form <input type="checkbox"/> PERA Plan forms given to employee Date given: | | | |
| If Applicable: | | | |
| <input type="checkbox"/> Housing Allowance Agreement (Hard to Fill) <input type="checkbox"/> Memorandum of Understanding Hard-to-Fill/Retain Salary Agreement <input type="checkbox"/> Conditions of Employment for EIT I, II, III (CDOT Form 1267) <input type="checkbox"/> Comp Time for Non-Exempt Employees (CDOT Form 1220) <input type="checkbox"/> Salary Approval Memo if salary above midrange | | | |
| Please DO NOT send the following forms with HR New Hire Packet | | | |
| <input type="checkbox"/> Direct Deposit Form | Send to Payroll: | Rm 212 or Fax (303) 512-4302 | |
| <input type="checkbox"/> W-4 | Send to Payroll: | Rm 212 or Fax (303) 512-4302 | |
| <input type="checkbox"/> W-9 | Send to Accounting: | Rm 212 or Email: mary.encinias@state.co.us | |
| <input type="checkbox"/> Access Request Form #984 | Email to HR WFS inbox: | dot_workforce_staffing@state.co.us | |
| FOR HR USE ONLY: | | | |
| PERNR | Birthdate | EID | |
| Identification Info | | SSN | |
| Timekeeper Code | | Class Code | |
| CPPS Position # | | Classification Title | |
| FLSA Status: | Non-Exempt | Exempt | Premium Pay: 0 1 2 3 |
| <input type="checkbox"/> Fax or original forms | <input type="checkbox"/> If temp to perm; pull temp file | <input type="checkbox"/> Request File from prior Dept | Processed By |
| <input type="checkbox"/> Selections Packet | <input type="checkbox"/> CPPS Min. Record Flag is "OK" | Date Completed & Checked: | |



Tab 4 – Temporary Employee Checklist





COLORADO DEPARTMENT OF TRANSPORTATION Temporary Employee – New Hire/Re-Hire Checklist

Use this document for **temporary** employees only. **Please type or print legibly.**

| Completed by Hiring Office | | | |
|--|------------|------------------|---|
| Applicant Name <i>(as it appears on Social Security Card)</i> | | | |
| Start Date | | | |
| Physical Address | | Personal Phone | |
| Mailing <i>(if different from above)</i> | | | |
| Emergency Contact Name | | Emer Con Phone | |
| Pay Rate | /hr. | SAP Position # | Work Schedule <i>(ex-08MOFR01, CLICK for help)</i> |
| Supervisor | Timekeeper | New Hire Contact | |

Directions & required forms can be found at = <http://intranet/employees/new-employees-1/temp-forms>

STEP 1 - Documents to Create Temporary Position

This section must be completed before the employee starts work. The temporary employee's job classification & salary cannot be finalized until HR reviews this form and determines the position's job classification.

- Temporary Position Description
 Temporary Employment Interest Form 1136

STEP 2 - Temporary New Hire Forms

The following forms are part of a complete Temporary New Hire packet. The items in bold are **required** and must be received in HR before we can legally enter a CDOT new hire into SAP & CPPS.

- Hire Non-CDOT Employee PCR**
 Job Offer Letter
 I-9 Form (Pg. 7&8) with >> [Supporting Docs](#) (ex. driver's license, social security card, passport)
 Social Security Card *(If not submitted as supporting docs for I-9, required for accurate name entry into CPPS)*
 Form SSA-1945
 Voluntary Self ID Form
 PERA Plan forms given to employee **Date given:**

Please **DO NOT** send the following forms with HR New Hire Packet

- | | | |
|---|-------------------------------|--|
| <input type="checkbox"/> Direct Deposit Form | Send to Payroll: | Rm 212 or Fax (303) 512-4302 |
| <input type="checkbox"/> W-4 | Send to Payroll: | Rm 212 or Fax (303) 512-4302 |
| <input type="checkbox"/> Access Request Form #984 | Email to HR WFS inbox: | dot_workforce_staffing@state.co.us |

FOR HR USE ONLY:

| | | |
|--|--|---|
| PERNR | Birthdate | EID |
| Identification Info | | SSN |
| Timekeeper Code | | Class Code: P1A1XX |
| CPPS Position # | | Position Name |
| FLSA Status: | Non-Exempt | Premium Pay 0 1 2 3 |
| <input type="checkbox"/> Fax or original forms | <input type="checkbox"/> Check Obsolete Flag | Processed By |
| <input type="checkbox"/> Selections Packet | <input type="checkbox"/> CPPS Min. Record Flag is "OK" | Date Completed & Checked: |

Revised 8/2016



Tab 5 – Exceptional Applicant
Qualities

Exceptional Applicant Qualities

Technical Skills

- Direct hands-on knowledge/experience with the job's duties
- Certifications – ASE, materials testing, welding
- Specific licensing (e.g. PLS, PE)
- Educational requirements
- Knowledge/experience of specific rules/regulations – e.g., Uniform Act, Civil Rights Act,
- Knowledge/experience of specific procedures/manuals – e.g. MUTCD, CDOT Standards and Spec, STIP/TIP,
- Computer skills – knowledge of specific systems/software - e.g. SAP, MS Office, MicroStation
- Documentation/reporting skills

Conceptual Skills

- Creativity skills
- Strategic/visionary skills
- Reliability skills
- Multi-tasking skills
- Organizational skills
- Prioritization skills
- Analytical skills
- Troubleshooting skills
- Accuracy skills
- Planning/scheduling skills
- Resource management – e.g. personnel, equipment, financial
- Attention to detail
- Project/program management skills



Tab 6 – Abbreviated Administrative
Assistant III Announcement



Administrative Assistant III

DESCRIPTION OF JOB:

This position is located in our XXXX Maintenance Office. This position provides administrative support in the areas of tracking documentation, reception, copying, filing, answering multi-line phones, assisting walk-in customers, distributing incoming mail, maintaining office equipment, scheduling appointments, and record keeping.

Major duties and responsibilities include, but are not limited to:

- Maintain professional and courteous standards in all interactions; provide excellent customer service to both internal and external customers; greet internal/external customers and direct individuals to appropriate location/personnel; answer multi-line telephones, screen calls, complete and process resulting messages efficiently; provide directional information and assist complainants or direct them to the proper person for resolution; maintain tracking of all citizen complaints;
- Collect information from the public and notify proper CDOT personnel of problems or hazards that may/could exist; communicate emergency situations immediately via telephone or highway band radio as needed;
- Assist walk-in customers with oversize/overweight permit applications and collect money for permits; deal directly with Staff Maintenance to obtain these permits via fax and resolve any questions or problems that may arise;
- Receive and distribute correspondence, mail, packages, and office supplies; coordinate Federal Express shipping pick-ups; maintain shipping supplies and current contact numbers;
- Handle the tracking of all CDLs and other licenses within the section to include verification of licensing credentials for all personnel; distribute licensing information to the field administrative assistants on a weekly basis to ensure compliance of the program;
- Prepare required DOT physical and Voluntary Medical Monitoring program tracking/paperwork to ensure maintenance employees maintain current DOT medical certification cards and go for baseline, periodic, or exit exams on the Medical Monitoring program; process DOT physical paperwork received from clinics accurately and in a timely manner; prepare pre-employment and DOT medical physical forms;
- Perform word processing, data entry, and coding to create reports, memos, forms, and correspondence; set-up, compile, track, and maintain necessary information for daily procedures; enter data into SharePoint Forms Tracking spreadsheet as directed;
- Maintain the phone, patrol, and on-call lists as well as road closure information and radio logs;
- Prepare orientation and training notebooks/handouts as well as other informational packets;
- Update policies, procedures, forms, and other information regularly to ensure current information is on hand;
- Create and maintain an efficient filing system;
- Administer the Adopt-a-Highway program;
- Complete special projects following the direction of the Office Manager; conduct orientation of new employees per established guidelines making sure documentation is signed and complete before giving to the Office Manager;

- Maintain office equipment such as postage meter, fax machines, and copiers, including filling paper trays, distributing faxes, monitoring usage, and scheduling service calls as directed;
- Continually look for better methods and procedures for faster, more efficient, functional tracking of office information and work flow;
- Assist other office staff as needed in their daily tasks, or complete any other duties as assigned by the Office Manager, Deputy Superintendents, and Superintendent;
- Attend training and meetings; provide back-up for field administrative assistants as necessary;
- Other job duties as assigned.

Work Environment:

- Primarily 8:00 am – 5:00 pm work hours, Monday-Friday
- Travel required during work hours throughout the Region
- Occasional overnight travel 1-3 times a year throughout Colorado
- Required to operate CDOT vehicles

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

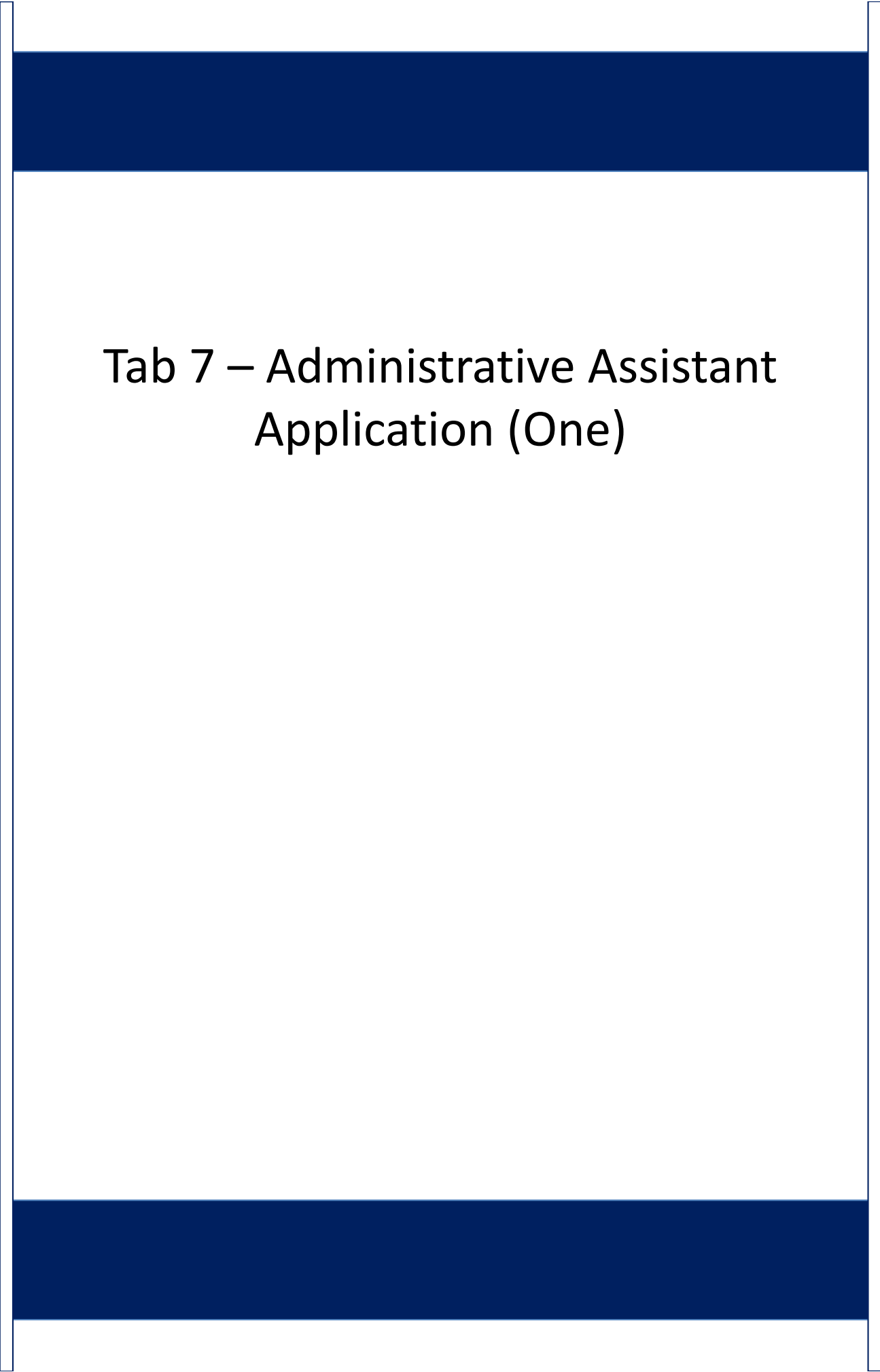
Three years of general clerical experience where the primary responsibilities included working with computer software and applications (e.g. Microsoft Word, Excel, Access, PowerPoint, etc.), creating memos and correspondence, using spreadsheets to track information, AND providing on-going customer service in person, on the phone, and via email to internal and external customers. Direct administrative support experience is preferred.

The **Exceptional Applicant** will be a successful Administrative Assistant and will possess the proven ability or accomplishment in the following:

- Demonstrated success with the duties listed in the Description of the Job section;
- Highest work/personal ethics and integrity;
- Strong technical knowledge of administrative and clerical procedures and systems;
- Knowledge of State Personnel and Fiscal Rules;
- Experience with handling confidential and financial documents;
- Proven ability to manage multiple assignments, priorities, and projects in a fast-paced environment;
- Excellent customer service, interpersonal, and relationship building skills;
- Excellent time, project management, and organizational skills;
- Ability to manage and prioritize work assignments independently;
- Ability to multi-task;
- Flexibility in adapting to changing work assignments;
- Strong attention to detail and accuracy;
- Analytic thinking and problem-solving;
- Strong ability to take initiative to solve problems;
- Effective presentation and communication skills, both written and oral;
- Ability to work effectively in both independent and team situations;
- Excellent computer skills including fluency in Microsoft Office Suite (e.g., Word, Excel, Access, PowerPoint), MS Publisher, Adobe, SAP, SharePoint, Gmail, and the ability to quickly learn new software.

Administrative Assistant III: Supplemental Questionnaire

1. Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.
2. Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.
3. Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.
4. Please describe your work experience in providing excellent customer service to both internal and external customers.



Tab 7 – Administrative Assistant
Application (One)



Administrative Assistant III

Contact Information

| | | | |
|-------------------|---------------------|--------------------------|--|
| Name: | Fred Astaire | Address: | 123 Top Hat Lane Denver, Colorado 80222 |
| Home Phone: | (980) 765-4321 | Alternate Phone: | |
| Email: | FeetInAir@gmail.com | Notification Preference: | Email |
| Former Last Name: | | Month and Day of Birth: | 05/10 |

Personal Information

| | |
|---|---------------|
| Driver's License: | Yes, Colorado |
| Can you, after employment, submit proof of your legal right to work in the United States? | Yes |
| What is your highest level of education? | Some College |

Preferences

| | |
|-------------------------------------|--|
| Preferred Salary: | |
| Are you willing to relocate? | Maybe |
| Types of positions you will accept: | Regular |
| Types of work you will accept: | Full Time , Part Time |
| Types of shifts you will accept: | Day , Evening , Night , Rotating , Weekends |

Objective

My objective is to utilize my excellent customer service and administrative skills to maintain a stable career while having a positive impact on my customers, superiors and co-workers.

Education

| | |
|--|--|
| College <i>Red Rocks Community College</i> 8/2011 - Present Lakewood, Colorado | Did you graduate: No College Major/Minor: Units Completed: 20 Semester Degree Received: No Degree |
|--|--|

Work Experience

| | |
|--|---|
| Administrative Assistant II 1/2012 - current | Hours worked per week: 40 Monthly Salary: \$2,555.00 # of Employees Supervised: 0 |
| Tap Dance University-Graduate School 108 Student Services Denver, Colorado 80222 | Name of Supervisor: Sherry Martin - Office Manager May we contact this employer? No |

Duties

I manage the Program of Study process in order to troubleshoot problems, advise, train and answer questions. This includes forms such as the Petition for Committee Member change form and the Preliminary Examination form. This position also coordinates the eTD form in regards to auditing the Graduate Degree Plan and assigning forms to those who revise eTD's. I also train University graduate coordinators and Graduate School staff on Program of Study policies and procedures. I am responsible for monitoring the work of those processing Program of Study. I act as a resource to the University on all Program of Study issues. These issues include policy changes, website information, electronic form. I advise students regarding the Program of Study and assist in reviewing coursework, etc. Also, I evaluate transcripts for transfer credit eligibility.

I am the coordinator for the incoming Thesis/Dissertation Submission Forms. I check the ETD website for when students upload their file and assign Thesis/Dissertation forms to the eTD review team to

process, review and approve submissions.

I receive, review and revise Thesis and Dissertations for graduate students to ensure formatting meets minimum requirements. I also provide customer service to students, faculty and staff throughout the University. I interpret Graduate School policy and explain it to others. Finally I collaborate with the IT Manager on developing an electronic version of the Program of Study form. The implementation of the new form is managed by this position.

In addition to the duties listed above, I assist with commencement ceremonies including preparation and assistance on the day of directing students, answering questions for visitors, faculty, and staff.

Reason for Leaving

I am looking to move into a position that will utilize my full potential in a leadership role.

Receptionist

6/2011 - 1/2012

Lucky Partners Company
4014 Colorado Ave.
Lakewood, Colorado 80123

Hours worked per week: 20

Monthly Salary: \$1000.00

of Employees Supervised: 0

Name of Supervisor: Jean Newton - Office
Manager

May we contact this employer? Yes

Duties

I served as first point of contact for all customers walking in as well as calling. I processed invoices, handled cash, answered general questions, and completed closing duties such as totaling out the cash drawer for the day, providing accounting support in totaling up non-cash purchase receipts, made bank deposits and was responsible for ensuring the building was locked for the day and filing away the repair orders.

Reason for Leaving

To pursue a full time position with Tap Dance University

Member Service Representative

3/2010 - 5/2011

Stage Door Healthcare
8211 Forest Pkwy
Denver, Colorado 80222

Hours worked per week: 40

Monthly Salary: \$2,450.00

of Employees Supervised: 0

Name of Supervisor: Jean Maitland - Lead

May we contact this employer? Yes

Duties

I answered phones in a high volume call center, provided customer support, processed phone and faxed orders daily, met daily and weekly goals for processing times, and troubleshooting with upset/irate customers to diffuse the situation.

Reason for Leaving

Relocated to Lakewood, CO

Member Service Representative

3/2008 - 5/2009

Heart Change Forums
49 Sheridan Blvd
Denver, Colorado 80222

Hours worked per week: 40

Monthly Salary: \$2,200.00

of Employees Supervised: 0

Name of Supervisor: Madge Rountree -
Supervisor

May we contact this employer? No

Duties

Answering phones and processing reports for insurance companies. This included scanning, data entry, filing, mailing, faxing, and ensuring privacy of the insurance claims.

I also served as Chairperson of the HCF committee which was a committee that organized charitable events for the company. I was required to coordinate the fundraising events such as donations to local charities, a bake sale event, food/toy drives, etc. Secondly I served on another committee that

organized company led events such as the annual employee/family picnic. I was required to obtain quotes, make reservations, order catering, and organize games that would be played.

Reason for Leaving

Service Center closed and relocated to corporate location in Manhattan, CA.

Customer Service Lead

3/2007 - 3/2008

ISY, Inc
1980 Dahlia Ave.
Denver, Colorado 80222

Hours worked per week: 30
Monthly Salary: \$1,800.00
of Employees Supervised: 2
Name of Supervisor: Mary Marshall - Customer Service Manager
May we contact this employer? Yes

Duties

I served as the customer service lead in a small office of four people. I served as the secondary level of contact to handle calls escalated due to order issues, shipping/receiving issues, upset customers, unknown part numbers, etc. I also worked with the Government Sales office ensuring that orders being placed were only for domestic purposes and not international (since our company sold military spares parts). I was required to handle security sensitive documents and ensure proper filing and documentation procedures were followed.

Reason for Leaving

Relocated to Denver Colorado

Certificates and Licenses

Type:

Number:

Issued by:

Date Issued: Date Expires:

Skills

Office Skills

Typing: 65

Data Entry: 0

Other Skills

Microsoft Office Expert - 9 years and 0 months

Customer Service Expert - 9 years and 0 months

Supplemental Questions

1. Q: Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.

A: I am experienced at an advanced level in all Microsoft Office programs. I have completed tasks from scheduling appointments to creating department forms and spreadsheets that were used across the university. I also created the orientation presentation that was presented to incoming graduate students each semester using software which I self taught.

2. Q: Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.

A: I drafted memos, emails, acceptance letters, and appeal denials for the Graduate School. This correspondence was sent out to various departments, Deans, and Graduate students

3. Q: Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.

A: I created my own spreadsheets that monitored work volume, tracked forms, compiled reports and used these spreadsheets to train employees and to notify departments of students with missing graduation forms.

4. Q: Please describe your work experience in providing excellent customer service to both internal and external customers.

A: I specialize in customer service and have for over 6 years. I am a strong believer that customer service is the most important reflection of a company and their values. Internally I have completed above and beyond research for department heads and professors and have received positive feedback by my superiors about my ability to adapt to different personalities. I have provided excellent external customer service in the same manner, always remembering that I am here to provide a service.



Tab 8 – Administrative Assistant
Application (Two)



Administrative Assistant III

Contact Information

Name: Ginger Rogers Address: 439 Swing Time Road
Denver, Colorado 80222
Home Phone: (123) 456-7890 Alternate Phone:
Email: BackwardInHeels@gmail.com Notification Preference: Email
Former Last Name: Month and Day of Birth: 07/16

Personal Information

Driver's License: Yes
Can you, after employment, submit proof of your
legal right to work in the United States? Yes
What is your highest level of education? Some College

Preferences

Preferred Salary: \$52,000.00 per
year
Are you willing to relocate? Yes
Types of positions you will accept: Regular
Types of work you will accept: Full Time
Types of shifts you will accept: Day , Evening

Objective

To obtain a position that would benefit from my knowledge and years of experience,
as well as contributing to the organization in meeting their successes and goals.

Education

College Did you graduate: No
Community College of Aurora College Major/Minor: Paralegal
8/1997 - 5/1998 Degree Received: No Degree
Aurora, Colorado

Work Experience

Executive Assistant Hours worked per week: 40
1/2014 - 3/2015 Monthly Salary: \$4,500.00
of Employees Supervised: 0
Holiday Inn Name of Supervisor: Ted Hanover -
499 Hoover Drive President and CEO
Denver, Colorado 80222 May we contact this employer? Yes

Duties

- Assisted the President /CEO and Senior Team with calendar scheduling, conferences, expense reporting and travel arrangements
- Effectively managed emails, phone calls and active calendar for President, as well as keeping information flowing of important commitments and responsibilities
- Researched, prioritized and followed up on incoming issues and concerns addressed to the leader, as well as determining appropriate course of action
- Served on the Executive Team, taking meeting minutes and handling of confidential information
- Effectively arranged Executive Meetings, All Employee meetings, offsite quarterly meetings in obtaining venue, catering and setup

Reason for Leaving

Downturn in the market led to reductions in force.

Administrative
2/2011 - 12/2013

Curtis Administrative Services - Self Employed
Denver, Colorado

Hours worked per week: 40
Monthly Salary: \$0.00
Name of Supervisor: Self
May we contact this employer? Yes

Duties

Various administrative projects.

Reason for Leaving

Performed various administrative tasks part time while taking care of family. To obtain a position with benefits and further my career.

Executive Assistant
10/2007 - 2/2011

Band Wagon Medical Center
4482 Wheel Ave.
Steamboat Springs, Colorado 80477

Hours worked per week: 40
Monthly Salary: \$0.00
Name of Supervisor: Tony Hunter -
HR Director
May we contact this employer? Yes

Duties

- Directed all administrative and project supported efforts for Administration
- Served as Designated Election Official for Board Member elections; working closely with city, county and local office personnel in arranging public elections
- Managed hospital licensure renewals, and maintained all hospital policies and procedures
- Assisted Board Members with travel arrangements, conference registrations and seminars
- Effectively prepared Board meeting materials, minute taking and caterings
- Reviewed vendor contracts for discrepancies, which resulted in a savings of over \$30,000 returned to the hospital
- Prepared/edited correspondence and expense reports, prepared annual hospital statistical reports and reimbursement payer mix graphs
- This position required extensive experience and astute judgment to plan and accomplish goals independently, as well as the ability to handle multiple projects simultaneously and work with numerous hospital personnel, community members and Board of Directors

Reason for Leaving

Due to high altitude and health issues.

Executive Assistant
5/2005 - 6/2006

Sky General Hospital
8300 Wadsworth Ave.
Denver, CO 80222

Hours worked per week: 40
Monthly Salary: \$0.00
Name of Supervisor: Fred Atwell -
CEO
May we contact this employer? Yes

Duties

- Supported CEO and Senior Team by arranging extensive travel, preparing expense reports and compiling data from monthly reports to prepare presentations to executive management
- Effectively managed hospital contracts, surveys, and policies/procedures by implementing an electronic database and working closely with Corporate Legal Department
- Served as point of contact for executive team and arranged offsite dinners, receptions, executive meetings and Board meetings
- Managed Administration budget working closely with accounts payable/receivable

Reason for Leaving

Husband lost his job.

Executive Assistant

7/2000 - 5/2005

Travers Systems
1888 Quebec Lane
Parker, Colorado 80134

Hours worked per week: 40
Monthly Salary: \$0.00
Name of Supervisor: Jerry Travers -
CEO and President
May we contact this employer? Yes

Duties

- Provided support to the President and directed all administrative and project coordination supported efforts
- Prepared and edited correspondence, arranged offsite meetings, prepared travel arrangements (domestic and international), prepared Board meeting materials and tracked quarterly goals
- Established corporate contract with corporate travel agency and negotiated corporate rates with hotels, car rental agencies and airlines
- Managed all employee corporate stock options, vendor contracts, employee recognition awards, purchasing of supplies and equipment, and arranged company special events
- Proactively served as Facility Manager during facility relocation working closely with contractors on designing interior build-out, coordination of office moves, and negotiated facility lease agreement
- Developed and recommended administrative operating plans for vendor repairs (HVAC and electrical), and coordinated installation upgrades and other modifications

Reason for Leaving

Job opportunity in Denver.

Certificates and Licenses

Type: Certified Notary Public

Number: 1234567890

Issued by: State of Colorado

Date Issued: 6 /2014 Date Expires: 7 /2018

Skills

Office Skills

Typing: 80

Data Entry: 0

Other Skills

Proficient Word, Outlook, Power Point, Excel Expert - 15 years
and 0 months

Additional Information

Additional Information

Over 10+ years' experience in an upper level support position supporting senior level leaders. Highly focused and results-oriented in supporting deadline driven operations, excellent customer service skills, setting goals, multi-tasking and resolving complex issues. Professional, great sense of humor, team player and adept in anticipating senior leaders needs.

Supplemental Questions

1. Q: Please describe your work experience using Microsoft Office (e.g., Word, Excel, Access, PowerPoint), SAP, SharePoint, Gmail, and any other software program. Be sure to include your proficiency in each software program, how often you use each one, and the types of functions you complete in each software program. Please be very specific and detailed in your response.

A: Expert using Microsoft Word, Outlook and Power point. Advanced skill using Excel. Microsoft Word and Outlook were used daily to compose correspondence, schedule appointments, track projects and notifications of tasks.
Excel was used for spreadsheets.

2. Q: Please describe your work experience in creating memos and correspondence. Include what types of correspondence you have created and for what purpose.

A: Correspondence to external customers, as well as employees. Various correspondence i.e. performance actions, letters of instruction, contract correspondence, proposals etc.

3. Q: Please describe your work experience in using spreadsheets to track information. Include what type of information you tracked, how often, and what methods you used to track.

A: Spreadsheets to track company contracts with alerts for renewals, follow up tasks, etc. In a couple of my positions that was about 80% of my job and was used daily.

4. Q: Please describe your work experience in providing excellent customer service to both internal and external customers.

A: In each of my positions I was the point of contact for the Administration office. Excellent customer service skills were essential for my position. Some customers/employees concerns were escalated by the time they reached Administration, so I was gatekeeper in handling these situations and assisting their requests.