COUNTY OF RIVERSIDE HUMAN RESOURCES DEPARTMENT

RECRUITMENT
ONLINE HIRING CENTER (OHC)

CREATING AND APPROVING REQUISITIONS

December 2021

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Introduction

This procedure applies when a Department is requesting to fill a regular or temporary position. The OHC requisition replaces the Candidate Requisition From (CRF), TAP Job Order Form, and Hiring Certification List.

The OHC engages hiring department staff, subject matter experts and approval groups in the recruitment and selection process from requisition to hire. OHC users will benefit from an intuitive interface featuring a central dashboard of pertinent tasks and many other great features. Welcome to the OHC!

OHC Roles

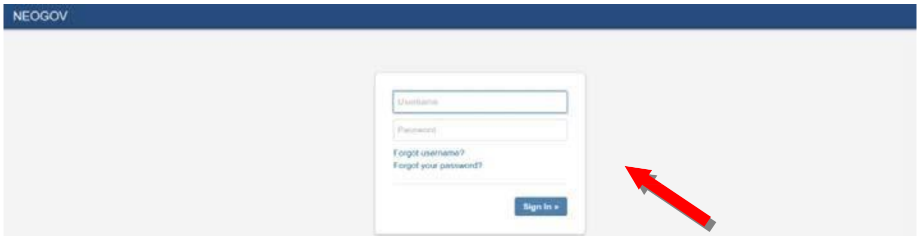
The following OHC roles are covered in this tutorial and can be assigned to an OHC end-user based on his/her role within their agency/department.

ROLES	PERMITTED TASKS
Originator (i.e., creator)	A user (typically non-HR) that can create requisitions and can only view their own requisitions.
Approver	A user that can review, approve, and deny requisitions that are routed to them for approval.
Department HR Representative	A user who can create/view requisitions created by others within their department(s) to which they have access to view referred candidates and update interview results.
Hiring Manager	A user who typically conducts candidate interviews, provides results of interviews, and makes the candidate selection.

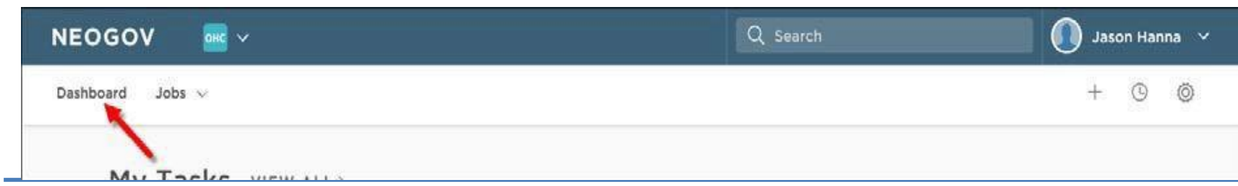
OHC Dashboard

Login to Neogov OHC

1) Login to **NEOGOV** (http://login.neogov.com) and enter your **Username** and **Password**.
    - Username = Employee Email Address
    - Password Reset = valid for 24 hours *(If a user attempts to login after 24 hours, they will be required to select the 'Forget your password?' link on the login page to receive a temporary password.)*



After signing into the OHC your dashboard displays. This is a centralized place of items requiring your attention. Whenever you need to return back to the dashboard, click **Dashboard**, from the upper left.



My Candidates

In the My Candidates section, referred lists will display for which you are an assigned hiring manager.

My Candidates

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00006	Administrative Assistant	8	Operations	Human Resources	Jason Hanna +1	04/28/2016
00010	Database Administrator	5	Development	IT Operations	Jason Hanna	09/16/2016

Showing 1 - 2 of 2 items

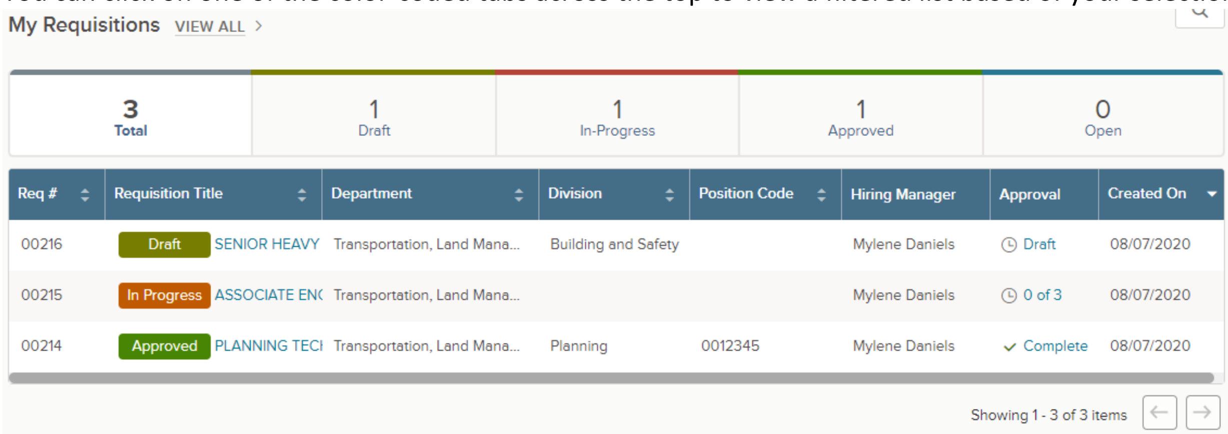
My Requisitions

In the My Requisitions section, the default view displays all draft, in progress, approved and open requisitions associated to you*. At any given time, users can check the status of a Requisition by clicking the '**VIEW ALL**' link

Requisition statuses are described below.

- Draft – Requisitions you have created and saved but have yet saved and submitted.
- In Progress – Requisitions that have been saved and submitted and are in progress of being approved.
- Approved – Requisitions that have been saved and submitted and have been fully approved by your department via the approval workflow.**
- Open – Requisitions that have been saved and submitted and have been opened by HR for recruiting.
- Hold – Requisitions that have been saved and submitted and have been placed on hold in the approval process.
- Cancelled – Requisitions that have been cancelled due to various reasons such as duplicate entry.
- Filled – Requisitions that have completed the entire recruitment life cycle.

You can click on one of the color-coded tabs across the top to view a filtered list based of your selection.



Req #	Requisition Title	Department	Division	Position Code	Hiring Manager	Approval	Created On
00216	Draft SENIOR HEAVY	Transportation, Land Mana...	Building and Safety		Mylene Daniels	Draft	08/07/2020
00215	In Progress ASSOCIATE EN(	Transportation, Land Mana...			Mylene Daniels	0 of 3	08/07/2020
00214	Approved PLANNING TECI	Transportation, Land Mana...	Planning	0012345	Mylene Daniels	Complete	08/07/2020

*You must be the originator or listed as a hiring manager.

** If no approval workflow is entered, the requisition will go directly to approved status to HR.

Check Requisition Status

At any given time, users can check the status of a Requisition in which they created by clicking the '**VIEW ALL**' link on the My Requisitions panel. Requisition status is described below.

Status	Requisition (REQs) Definitions
Approved	Indicates REQs that have been approved (with or without having gone through a workflow approval process) and awaiting for HR to change the status to OPEN in order to begin the recruitment process.
Cancelled	Indicates REQs that have been cancelled due to various reasons such as duplicate entry, no longer needed, etc.
Draft	Indicates REQs that have intentionally been saved as a DRAFT, or REQ that was denied to Originator and awaiting their action to complete edits and kickoff workflow again.
Filled	Indicates REQs that have completed the entire recruitment life cycle. Once a hire is marked and approved (if applicable), HR's final step is to authorize the REQ and mark it with a 'FILLED' status.
In Progress	Indicates REQs that are currently going through the workflow approval process.
Open	Indicates REQs that HR has changed the status from APPROVED to OPEN, as a result of them beginning the recruitment process.

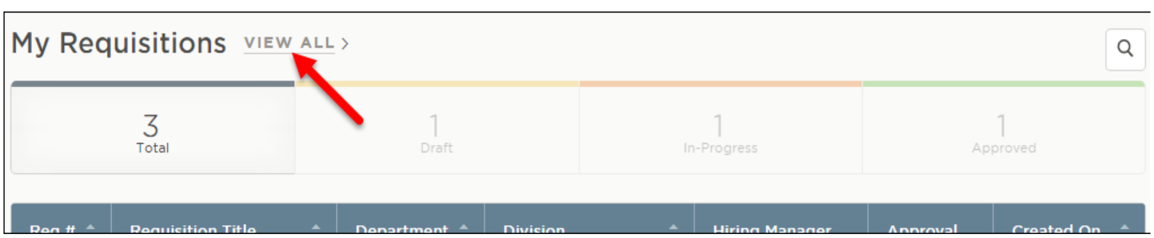
Create a Requisition

1) On the dashboard (i.e., home page), create a REQUISIITON from any of these methods:

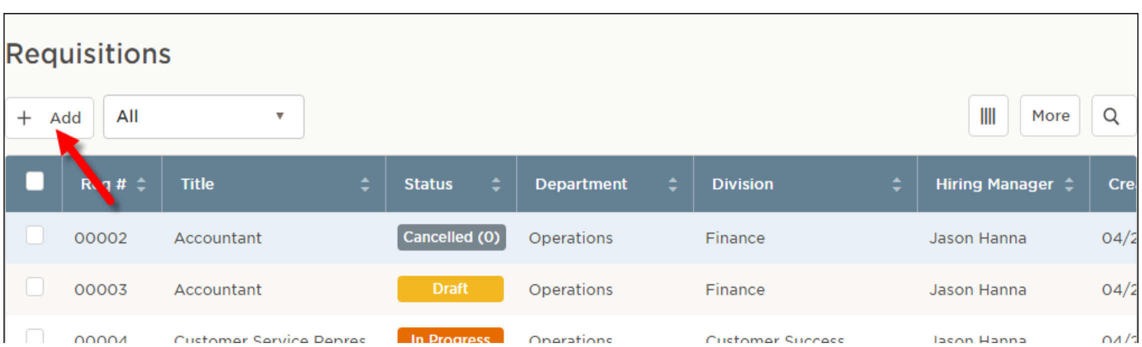
Method 1: On the **[+] menu**, click **Requisition.**

Method 2: On the **Jobs menu**, click **Requisitions.** Then click **Add.**

Method 3: From the **My Requisitions** section on your dashboard, click **VIEW ALL.**

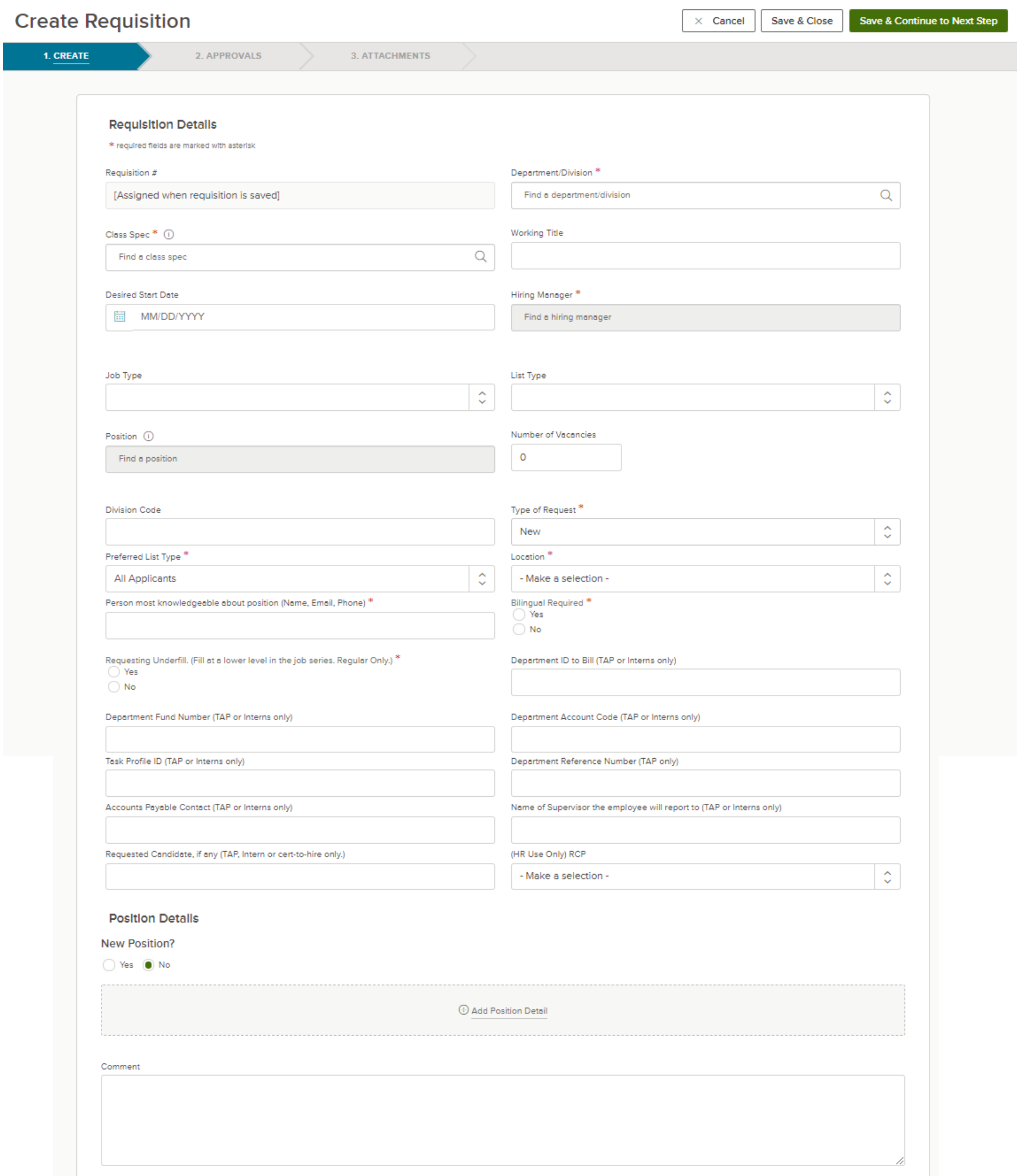


Then click **Add**.



STEP 1. CREATE The first of three Create Requisition windows appears

For the Requisition Details, complete all REQUIRED and APPLICABLE fields and steps. Required fields are marked with a red asterisk (*).



OHC Requisition Field Descriptions *denotes a required field

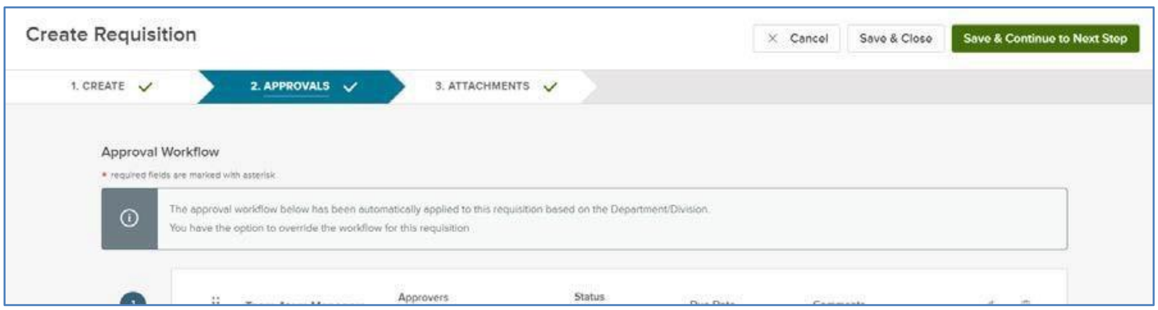
1. **Department/Division*** – Select the Department and Division for which the Requisition is being created and where the position is/will be. Tip: Begin typing the 10-digit department ID to more quickly locate the department/division. Do Not select a department without a division. Only divisions contain positions. **Once received by Human Resources, this cannot be changed**.
2. **Class Spec*** – Select a Class Spec from the list
3. **Working Title** –Optional. May be left Blank.
4. **Desired Start Date** – (optional) Used to specify the "estimated" start date.
5. **Hiring Manager*** – Select the Recruiting Lead for your Department and the position manager (See Appendix A)
6. **Job Type** – Make a selection from job types available in the drop-down menu.
7. **Position** – Leave this field Blank. If known, add the position number to the comments area. Your HR Recruiter will add it later in the selection process. **Once the requisition is completed and approved, the position cannot be changed**.
8. **List Type** – (optional) Select an item from the list that best identifies the candidate type desired; Regular (All), Promotional, Both. County Human Resources does not provide transfer lists.
9. **Number of Vacancies** – Enter 1 vacancy in this area. If requesting to fill many vacancies (regular or TAP/MAP), notate this in the comments field and talk to your HR Recruiter.
10. **Division Code** – (optional) Enter the division code if you would like it displayed more prominently. This is the 10-digit PeopleSoft HCM Department ID where the position is or will be.
11. **Type of Request*** – Make a selection from job types available in the drop-down menu.
12. **Preferred List Type*** – Make a selection from candidates you prefer to consider.
13. **Location*** – Select the appropriate location for the vacancy from the drop-down menu.
14. **Person most knowledgeable about position** (Name, Email, Phone) * – Fill in an answer. This will be the person the recruiter will contact to do a position evaluation.
15. **Requesting underfill**. (Fill at a lower level in the job series (Regular Only) * - Yes/No
16. **Bilingual Required** – Yes/No
17. **Department ID to bill** (TAP/MAP or Interns Only) – Fill in an answer.
18. **Department Fund Number** (TAP/MAP or Interns Only) – Fill in an answer.
19. **Department Account Code** (TAP/MAP or Interns Only) – Fill in an answer.
20. **Task Profile ID** (TAP/MAP or Interns Only) – Fill in an answer.
21. **Department Reference Number** (TAP Only) – Fill in a number or code for department use.
22. **Accounts Payable Contact** (TAP/MAP or Interns Only) – Fill in an answer.
23. **Name of Supervisor** the employee will report to (TAP/MAP or Interns Only) – Fill in an answer.
24. **Requested Candidate**, if any (TAP/MAP, Interns Only and cert-to-hire only) – Fill in an answer.
25. **HR USE ONLY** – Please do not fill, this is a Human Resources only field.
26. **Position Details** – Is this a new position? (Yes/No). If yes, please skip down to the Comment section. If No, you may add the position details.
27. **Add Position Details -** (optional) If wanting to record the previous incumbent click on (+) sign to add Position # *, Vacancy Date, First Name and Last Name.
28. **Comment** – List the position number, if known, or provide information regarding the status of the position. Can list necessary skills or to add any beneficial information about the request, recruitment process, or special requirements. If the hiring manager's name was not available in the Hiring Manager field, list the name here. For TAP/MAP please indicate if there are multiple recruiting locations and how many vacancies, if more than one.

★ If you're not quite ready to submit the requisition, click **Save & Close**. The requisition will display on your dashboard page in the **My Requisitions** section as a draft. To cancel creation of requisition click **Cancel.** To continue to the next step click **Save & Continue to Next Step**

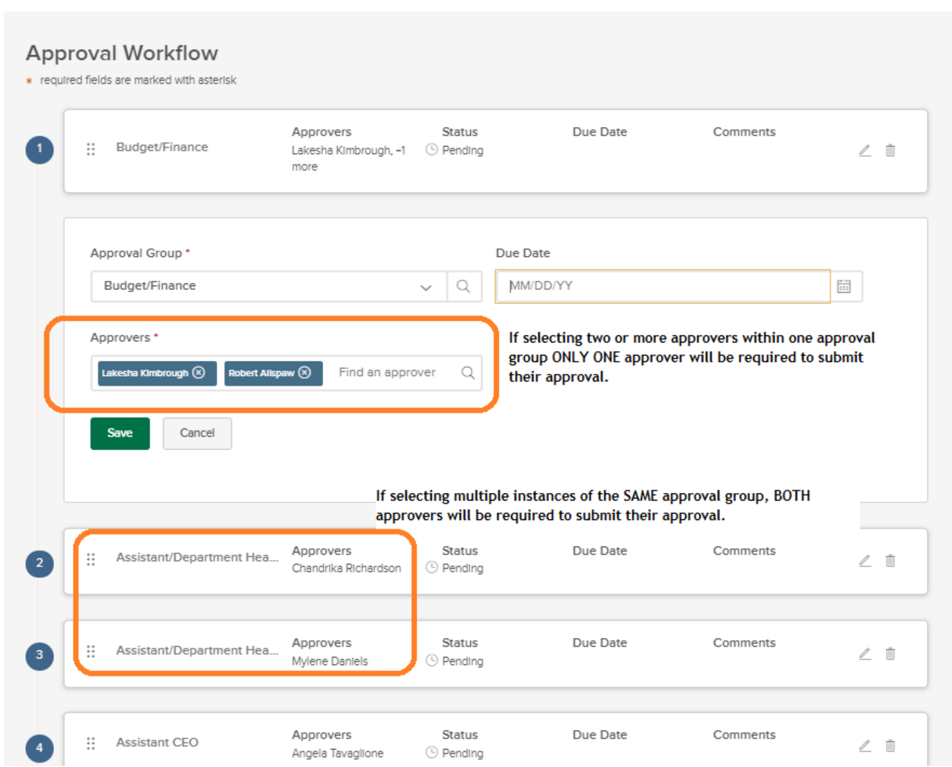
STEP 2. APPROVALS - The second of three **Create Requisition** window appears, select Approval Workflow.

Approvals will vary by department. Check with your Department Representative if your department desires to include requisition approval workflow, and which groups and individuals should be included in the approval workflow.

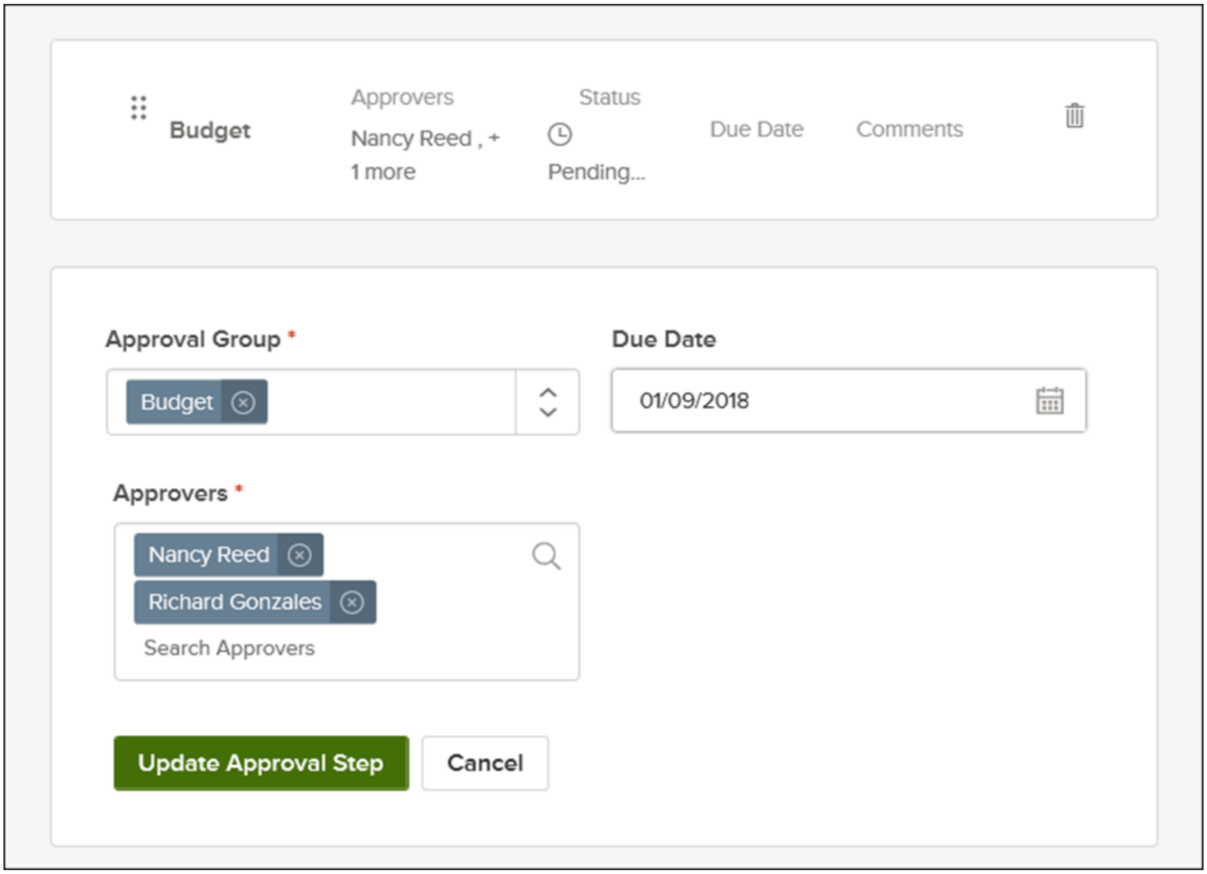
1. Add the approval workflow for your department. You have two options: (1) Create an approval workflow. (2) Skip the approval workflow and click Save & Continue to Next Step. Please consult with your department for the approval groups and individuals to add to the approval workflow.
    a. If multiple approvers are selected within the same approval group, only one approver will be required to submit their approval. To require the approval of each individual within the same approval group, you must select the <u>SAME</u> approval group more than once to the approval workflow.



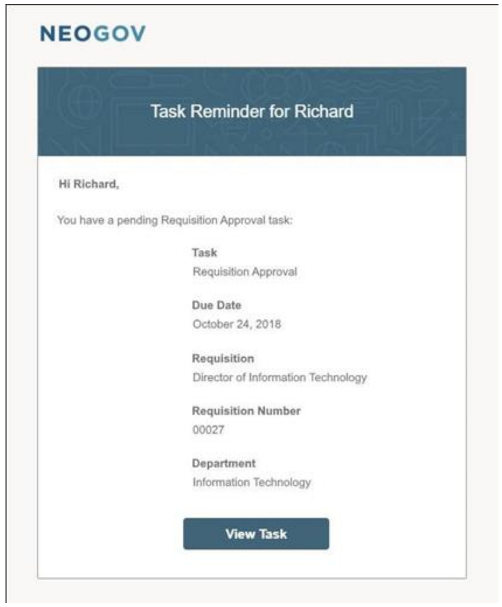
Each Approver included in the approval chain will get an automated email notice when it is their turn to approve the requisition.



Keep the assigned approver(s) reminded about their approval task with a **Due Date**! Click the icon , enter a due date, and then click Update Approval Step.



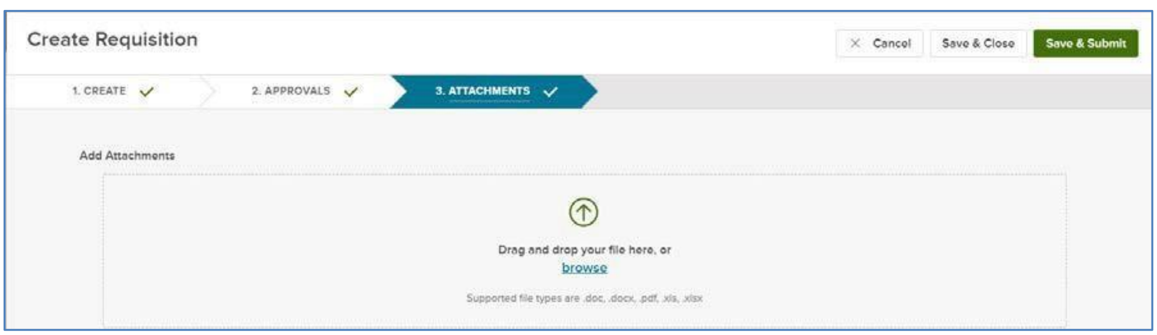
2. Repeat these steps for all remaining approval steps that require due dates. The assigned approver(s) will receive a reminder email from **info@neogov.com**, with the subject line, ***NEOGOV OHC Task Reminder***, on the due day and each day the approval task is past due; until the task is completed. In the contents of the reminder email will be a **View Task** button, guiding the approver(s) to the task requiring their attention.



b. If you're not quite ready to submit the requisition, click Save & Close. The requisition will display on your dashboard page in the My Requisitions section as a draft.
c. To continue to the next step click **Save & Continue**.

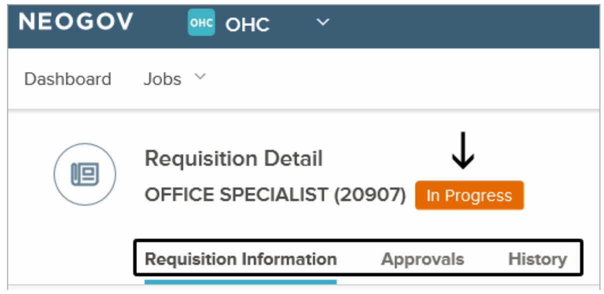
STEP 3. ATTACHMENTS **-** The third of three **Create Requisition** windows appears.

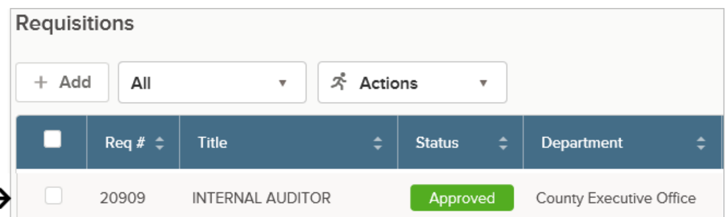
1. If applicable, add an attachment to the requisition by either dragging or dropping the file within the area indicated, or by browsing and selecting the file attachment you want to attach.



a. If you're not quite ready to submit the requisition, click **Save & Close**. The requisition will display on your dashboard page in the My Requisitions section as a draft. To submit the requisition click **Save & Submit**.

Upon submitting the Requisition (REQ), you will see the following:

<table>
<tr>
<td>Requisitions that go through workflow
→</td>
<td>REQ will show with 'IN PROGRESS' status


To see the Requisition details, click on any of the buttons outlined above for Requisition Information, Approvals, and History.</td>
</tr>
<tr>
<td>Requisitions that <u>do not</u> have Approval Workflow , will go directly to HR as Approved</td>
<td>REQ will show with 'APPROVED' status
→

To see the Requisition information, click on the Approved button.</td>
</tr>
</table>

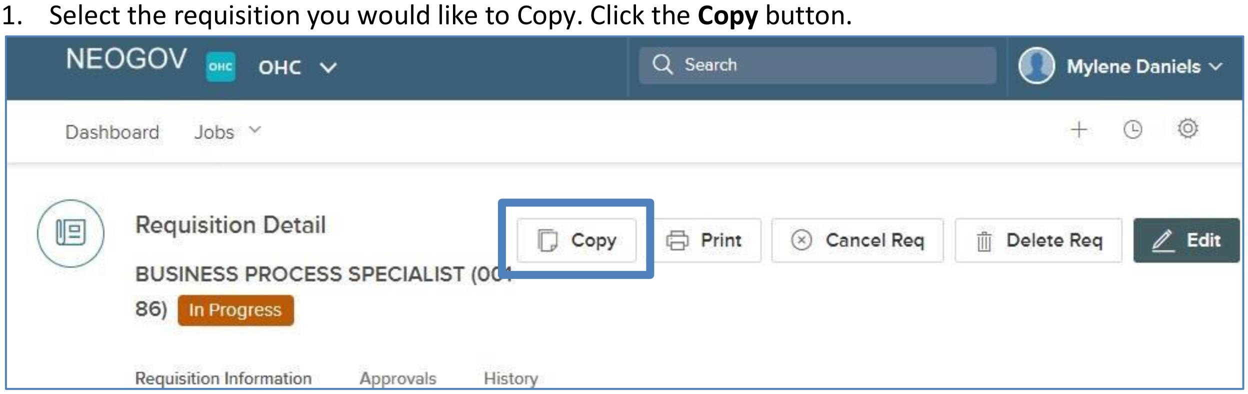
Copy a Requisition

The system provides users with the ability to Copy a Requisition. This can be useful when you create requisitions frequently for the same positions. Rather than creating a completely new requisition where you have to re-type all of the information you can use the '**Copy**' feature to make a copy of an existing requisition and then make any necessary edits on your new requisition.

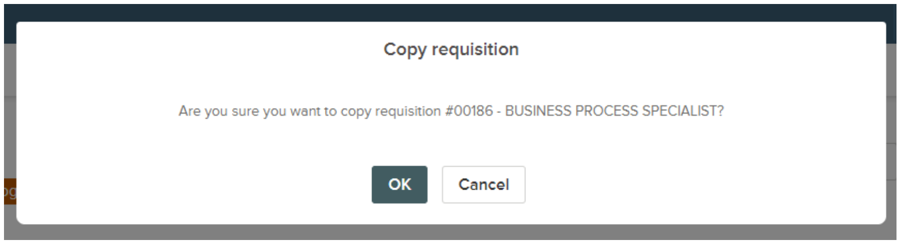
Please note: Nearly every field is copied to the new requisition, including position number and the approval workflow, so be sure and check each field for accuracy before saving your copied requisition.

Steps to Copy a Requisition

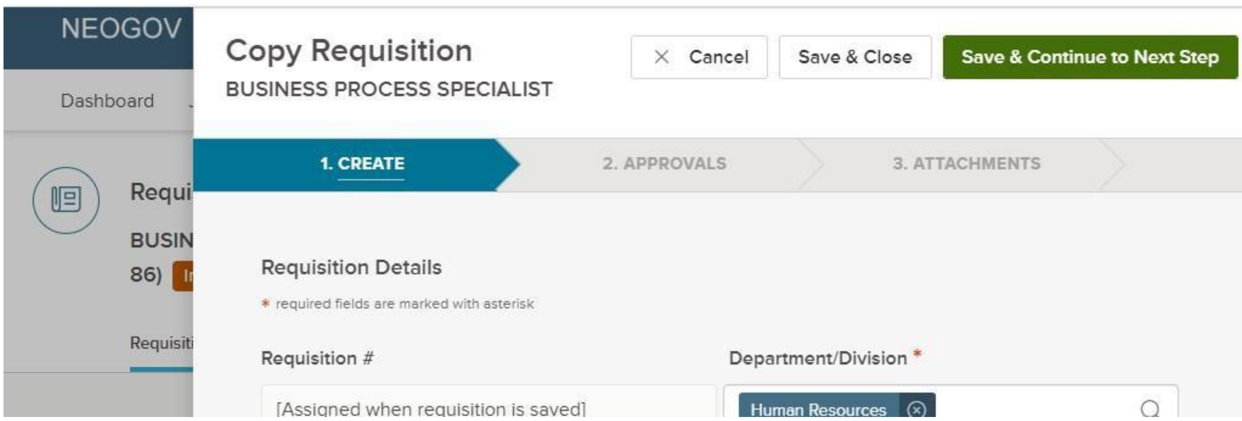
1. Select the requisition you would like to Copy. Click the **Copy** button.



2. Confirm the copy request. Click **OK** on the Copy Requisition prompt.



3. You are now viewing the NEW requisition that you just copied. You can change any information as needed.



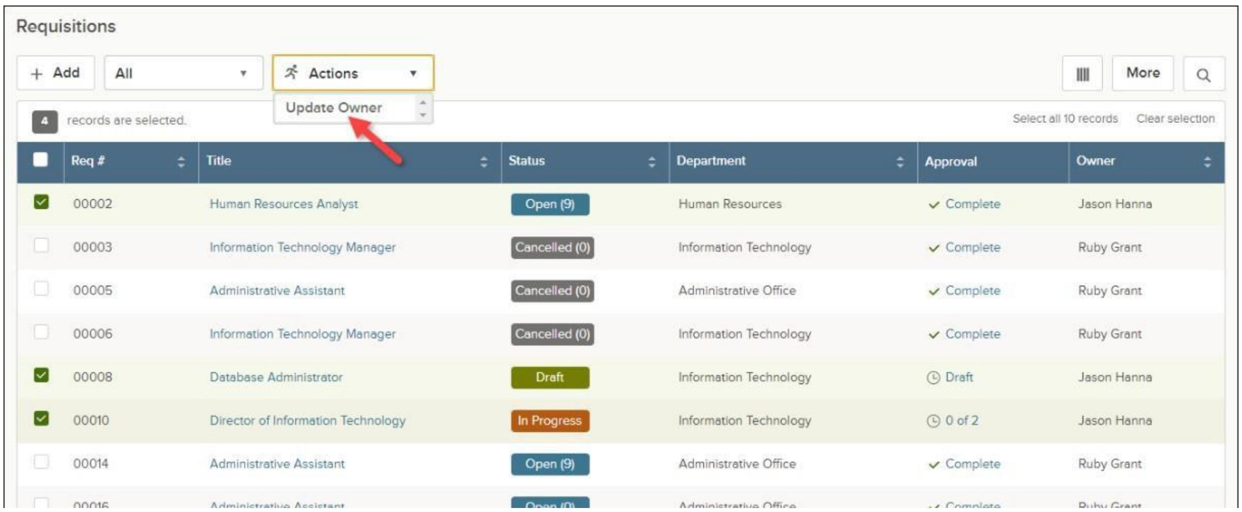
The requisition number will be assigned automatically as soon as you save the new requisition.

Reassign a Requisition

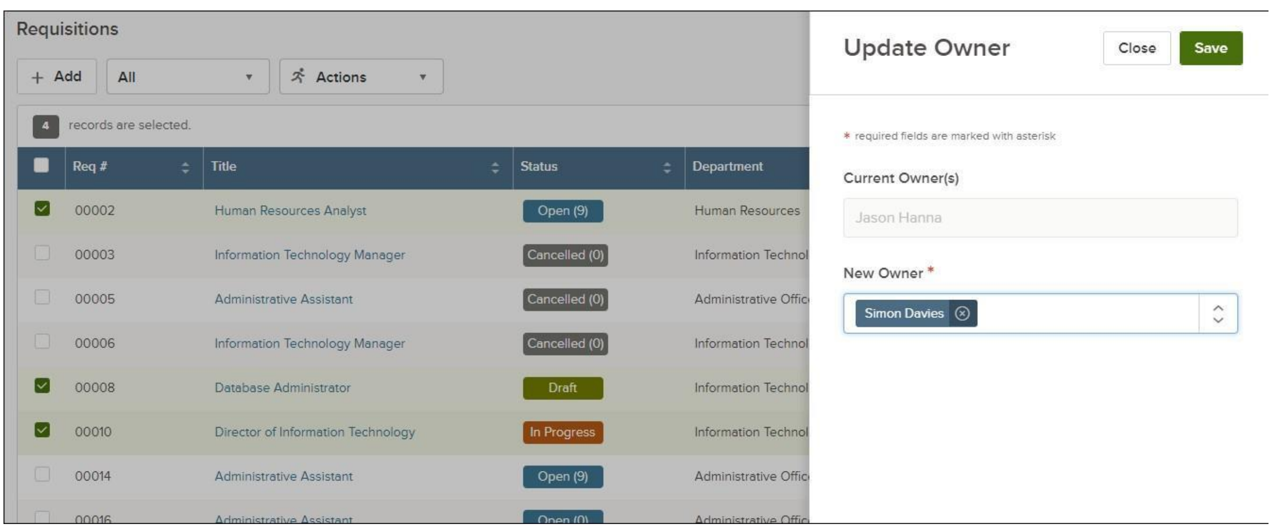
Perhaps you're taking some time away from the office or you've been promoted to a new position. Whatever the circumstance, you can reassign one or more requisitions to another team member. The requisition(s) will display in the new owner's My Task section.

Steps to Reassign Requisitions

1. Select the requisition(s) requiring reassignment to a different owner. If you've selected multiple requisitions, be sure the current owner is the same for all selections; the OHC allows reassignments, one owner at a time. On the **Actions** menu, click **Update Owner**.



2. On the New Owner pulldown, click the new owner's name.



3. Once you are done, click **Save** and then click **Yes**, Update.

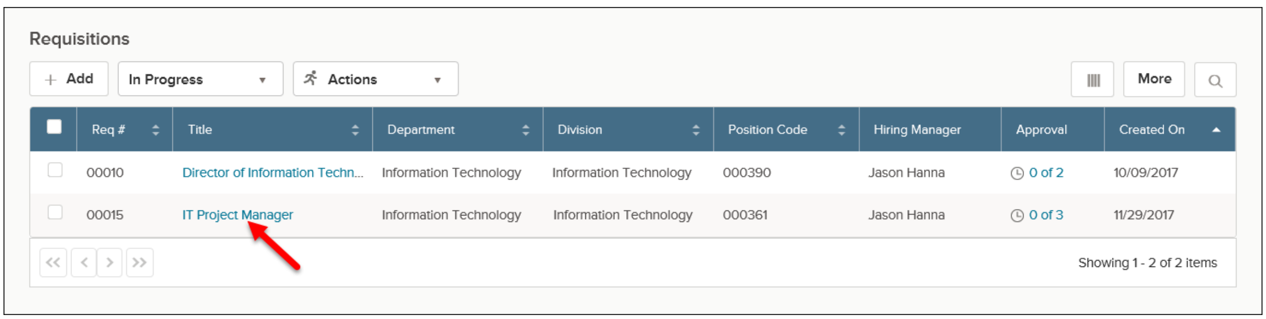
Cancel a Requisition

For various reasons, you may need to simply cancel a requisition and not continue with the recruitment process. The OHC provides the option to cancel a requisition, even after it has been approved.

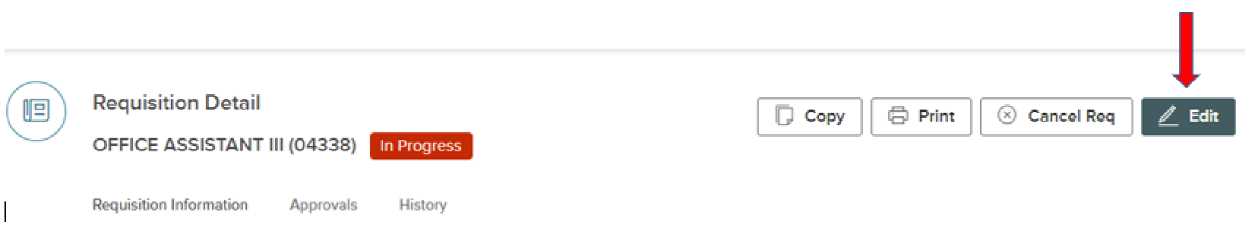
Steps to Cancel a Requisition

1. On the Jobs menu, click Requisitions.

2. Click the requisition to be cancelled

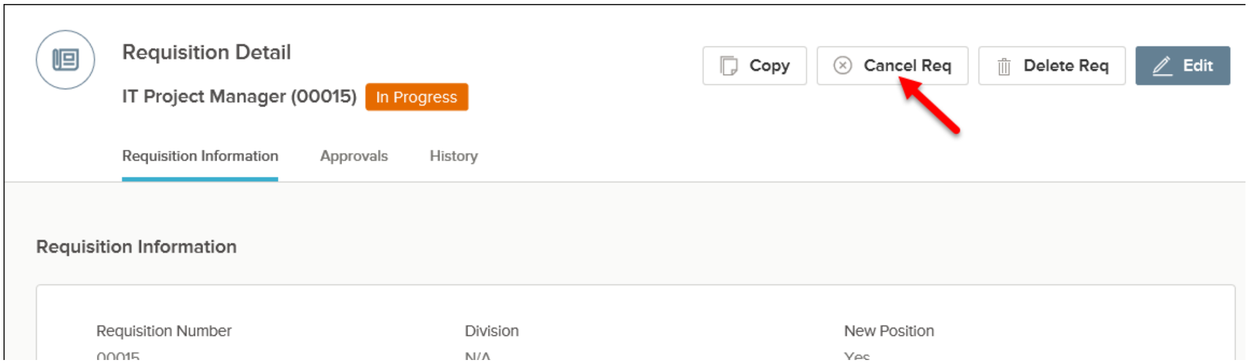


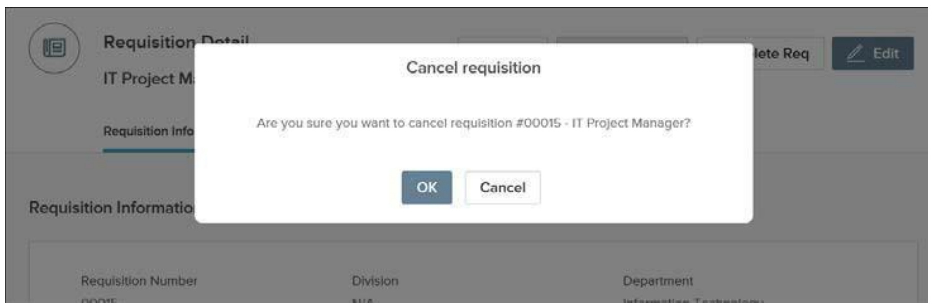
3. Select Edit



4. In the comments section of the requisition, enter a brief reason why it is being cancelled
5. Click Save and Close

6. Click Cancel Req and click OK to confirm cancelling the requisition.

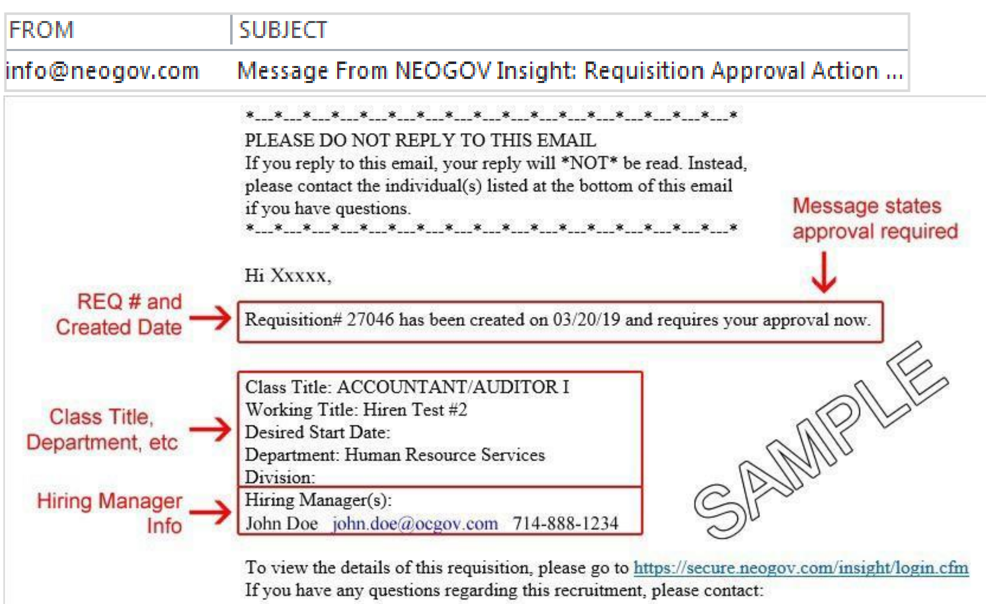




Approve a Requisition

Approvals will vary by department. Check with your Department Representative if your department desires to include requisition approval workflow, and which groups and individuals should be included in the approval workflow.

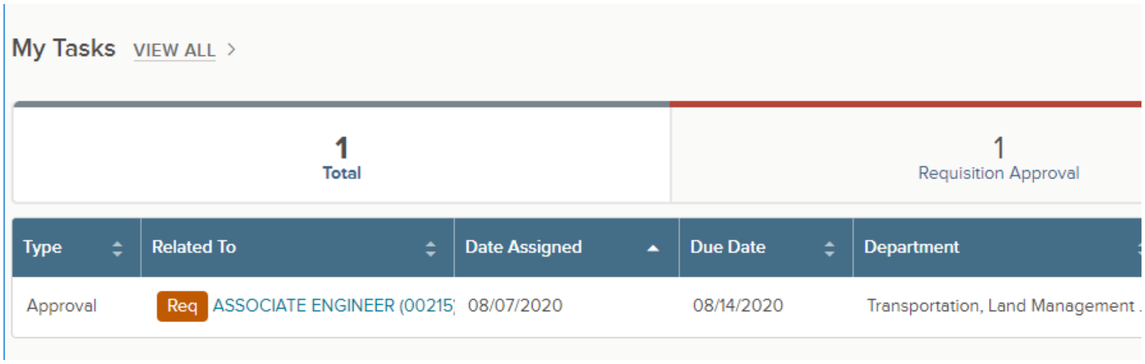
With the OHC role of **Approver**, you can review a requisition sent to you for approval. When your action is required, you will receive a system generated email from NEOGOV such as the following:



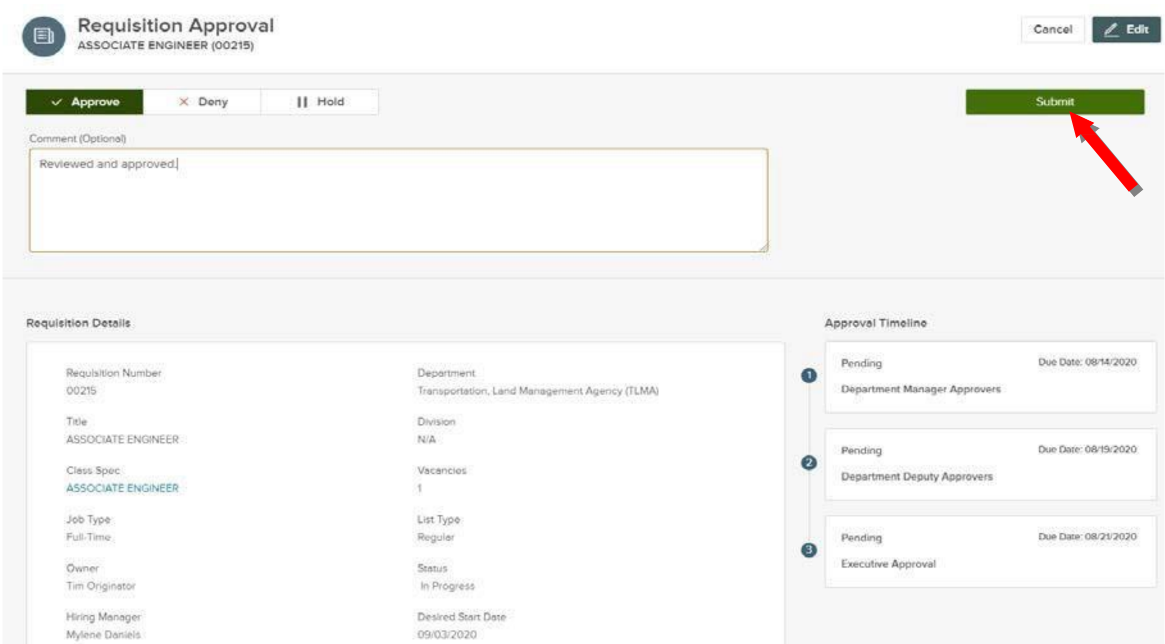
Steps to Approve a Requisition

1. Login to NEOGOV at https://login.neogov.com.

2. From the **My Tasks** section, click the requisition pending your review.



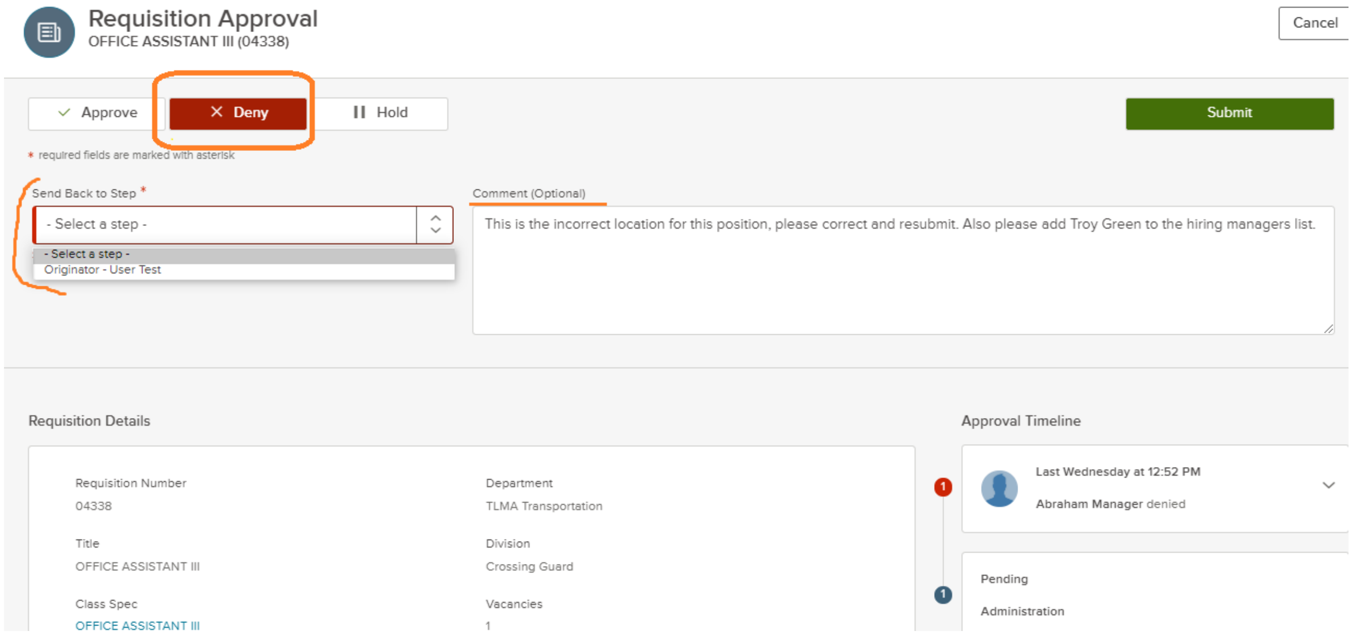
3. Review and click **Approve** and type a comment and click Submit.



Steps to Deny a Requisition

Approvers have the option of denying or placing a requisition on hold.

If denied, the requisition record can be sent back to any one of the previous approval groups, or all the way back to the creator. Depending on the circumstances of the denial (e.g., additional justification), the requisition approval process can be restarted.



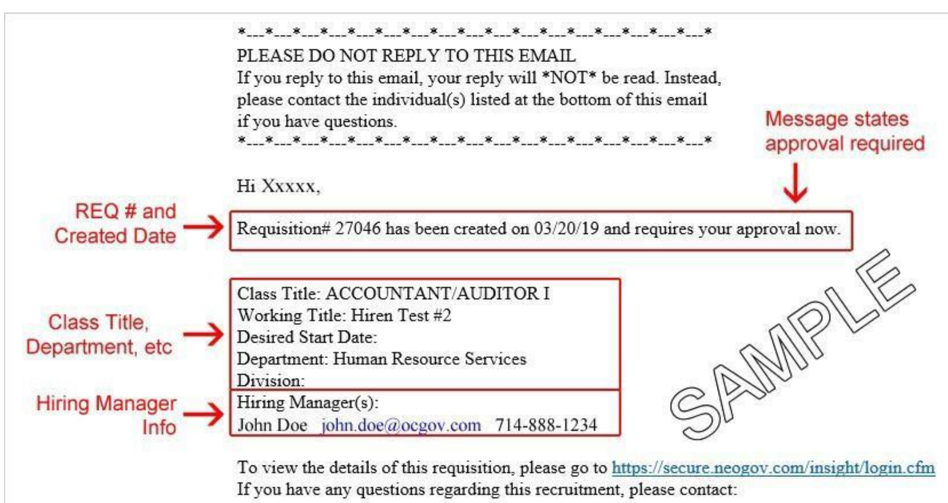
Email Notifications

When action is required, approvers will receive a system generated email from NEOGOV such as the following:

Action	A system generated email is sent to . . .
Creating REQ	▪ The **Approver(s)** in the 1st approval level of the workflow. ▪ The **Originator** of the REQ. ▪ The **Hiring Manager(s)** listed on the REQ.
Approvals	▪ The **Approver(s)** in the next approval level of the workflow, when their action is required (i.e., to review and approve/deny REQ). ▪ The **Originator** will also receive an email, informing him/her that the REQ has been approved by the 1st level Approver. ▪ The **Hiring Manager(s)** listed on the REQ.
Final Approval	▪ The **Originator** and all **Approvers** in the workflow, stating REQ has been approved. ▪ The **HR Analysts** that are subscribed to receive email notifications from the agency the REQ is associated to. ▪ The **Hiring Manager(s)** listed on the REQ.
Denial	▪ The **Originator** of the REQ. ▪ The **Approver(s)** prior to the Approver that denied the REQ. ▪ The **Hiring Manager(s)** listed on the REQ.
Hold	▪ The **Originator** of the REQ. ▪ The **Approver(s)** prior to the Approver that denied the REQ. ▪ The **Hiring Manager(s)** listed on the REQ.

Below is a sample requisition email. The email always has the subject line of "Requisition ###..." and sent from **info@neogov.com**.

FROM	SUBJECT
info@neogov.com	Message From NEOGOV Insight: Requisition Approval Action ...



Issues with Notifications

Are you not receiving notifications?

More than likely the system-generated emails from info@neogov.com, are going to your Junk/Spam folder in outlook. Please check in these folders and have your agency RCIT assist you with configuring it so that these emails get routed to your regular Inbox or other specified folder.

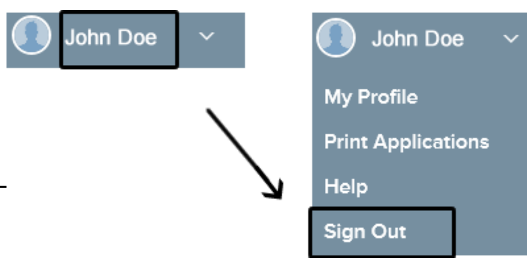
Inundated with Notifications

→ Route notifications to a specific folder in Outlook

If you feel your Inbox in Outlook is getting inundated with email notifications from info@neogov.com, you can follow the steps below to create a folder in Outlook and have these emails automatically routed to this specific folder. This way they can be more manageable. Please be cognizant with checking this folder frequently as these emails will no longer go your regular Inbox folder.

Sign Out OHC

To sign out of OHC, mouse-over your name (located in top right section of page) and select **Sign Out**.



HUMAN RESOURCES RECRUITING DEPARTMENT ASSIGNMENTS

Recruiting Portfolio	Central Recruiting (Countywide)	RUHS Medical Assignment Program	Public Safety	Human Services	Public Works & Community Services, Land Use & Environment, Finance, and Government Services Economic and Community Development
Departments within Portfolio	Temporary Assignments **Centrally Recruited Classifications** Accounting Assistant I/II Senior Accounting Assistant Accounting Technician I/II Office Assistant I/II/III Administrative Services Assistant	Behavioral Health Community Clinics Correctional Health Medical Center Public Health	District Attorney EMD Fire Probation Public Defender Sheriff/Coroner PA	Child Support Services DPSS/IHSS First Five Office on Aging Veterans' Services Assessor Clerk-Recorder Housing and Homelessness Treasurer-Tax Registrar of Voters Auditor-Controller	Ag Commissioner Animal Services Board of Supervisors Building & Safety Business & Community Clerk of the Board Code Enforcement County Counsel Environmental Health Executive Office Facilities Management Flood Control Human Resources Parks and Open Space Planning Purchasing/Fleet RCIT TLMA UC Coop Extension Waste Resources
Recruiters	Ahjah Davis Alma Espinoza Andrew Tsang Ashley Thomas Brian Arcinas Cindy Mendez Deneen Culberson Tracy Felton Joseph Miller Veronica Rodriguez **Vacant HR Analyst**	Angela Levinson Alyssa Padilla Jeremy Holforty Jillaine Eastman Lisette Jimenez Marisela Campos Sarah Teegarden Star Metoyer Veronica Garcia **VACANT HR Analyst** **Vacant HR Technician** **Vacant HR Technician**	Andrea Evans Brittney Mathis Carmen Posey Joe Olivares Letisia Jimenez Mary Miller Ulysses Gerardo Stephanie Rodriguez	Amanda Valentine Cameron Hacker Jammie Smith Vanessa Diaz Beaird **Vacant HR Technician** **Vacant HR Technician**	Ebelyn Skinner Alyssa Wallace Amanda Campos Angela Tavaglione Edgar Chavez Silvia Trammell Sonya Portillo **Vacant HR Technician**
Internships	Coty Wellott Linda Silvia internship@rivco.org				
Recruiting Leads	**VACANT x52586** **Brian Arcinas - Interim (Mass Recruiting)** **Alma Torres Elizalde – Interim (TAP)**	**Ashley Siegfried x55564** **VACANT x32567**	**Dean Tran x55343**	**Anabel Mulhern x59993**	**Maria Ledesma x53405**
Recruitment Principals	**VACANT X**	**Noreen Somontan x65483**	**Natalie Hagen x54277**	**Marni Fitzpatrick x56537**	
Recruitment Managers	**Chandrika Richardson x59488**		**VACANT x59209**		
HR Business Partners		**Kevin Cobb x59428** **Carly Obenberger x64653** **Fabiola Thomas x59408**	**Coral Quijada x55445** **Ryan Schulte x53552**	**Kathy Byrd x84266** **Jennifer Sosa x55447** **Veronica Veal x56979**	**Julia Luna x54957** **Jennifer Sosa x55447** **Veronica Veal x56979**