COUNTY OF RIVERSIDE HUMAN RESOURCES DEPARTMENT

RECRUITMENT
ONLINE HIRING CENTER (OHC)

HIRING MANAGER GUIDE

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.

This guide specifically addresses tasks associated with someone in a **Hiring Manager** role. For more information on creating requisitions or approving requisitions please see the OHC Creating Requisition Guide or OHC Approving Requisitions Guide.

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.

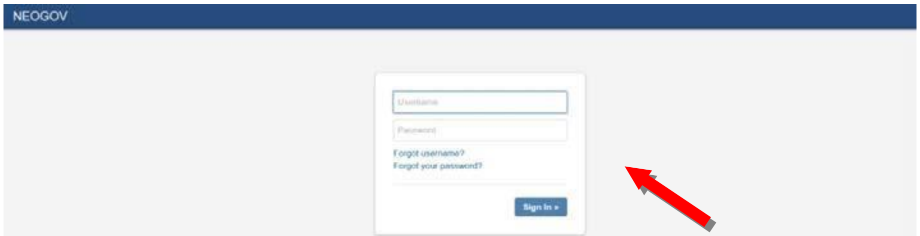
ROLES	PERMITTED TASKS
Originator (i.e., creator)	A user (typically non-HR) that can create requisitions and can only view their own requisitions.
Approver	A user that can review, approve, and deny requisitions that are routed to them for approval.
Department HR Representative	A user who can create/view 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.

Should you require assistance in gaining access to the Online Hiring Center (OHC), or managing your referred candidates, please contact your HR Recruiter.

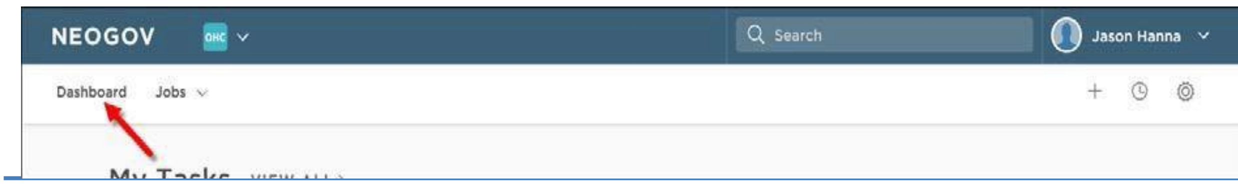
OHC Dashboard

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 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

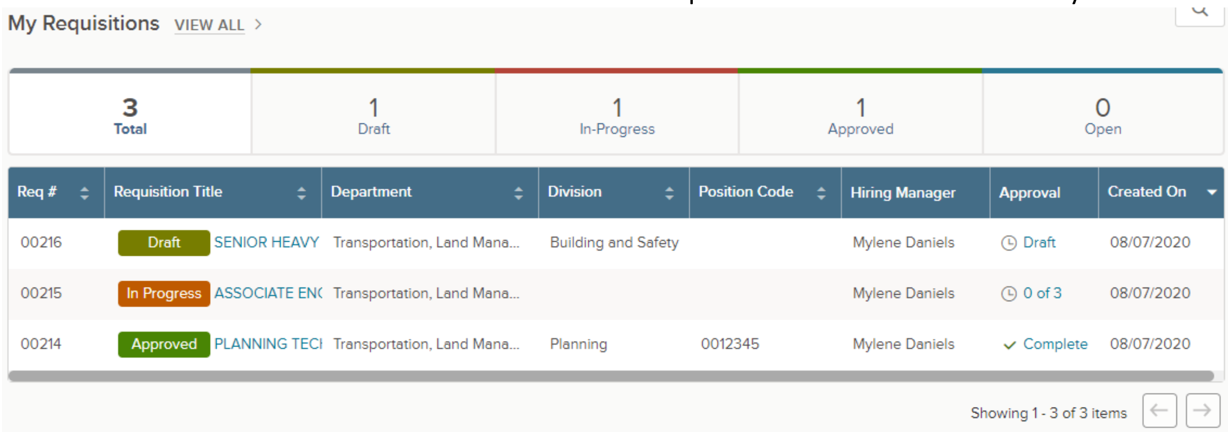
My Requisitions

In the My Requisitions section, the default view displays all draft, in progress, approved and open requisitions where you are the Hiring Manager. 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

* 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.

Milestones in the Requisition Cycle

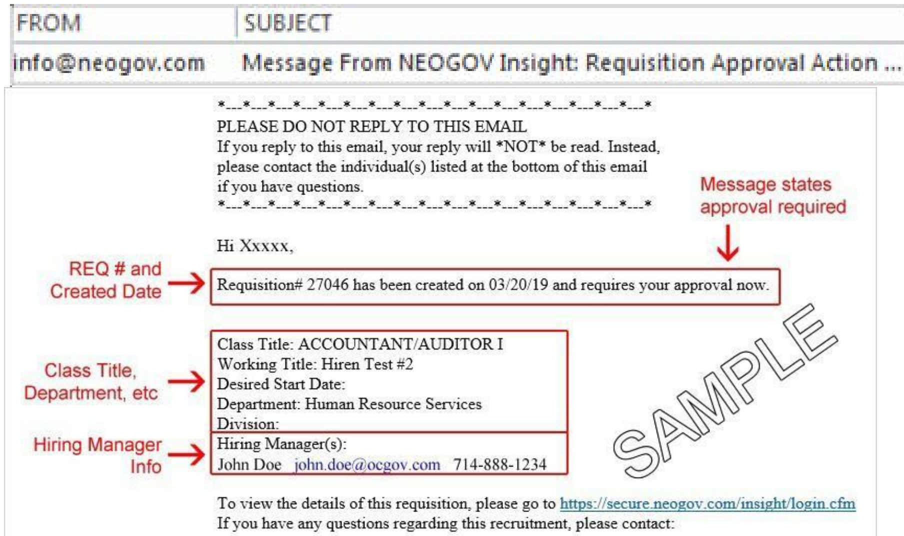
Create Date	The date the hiring manager or department representative first created the requisition. It could be saved in draft or submitted after creation.
Received Date	The date the requisition was fully approved and arrived at Human Resources for assignment to begin the recruitment. Note: Requisitions without approvals go straight to HR for assignment.
Referred	The date a candidate is referred for interview.
Interview	The date interviews were conducted.
Offer	The date an electronic offer was made to a candidate. Electronic offers provide the candidate with an online offer letter which they can accept immediately from within their applicant portal.
Preboarding	The candidate has been sent to Onboarding to complete prehire requirements. Internal candidates will be sent to preboarding to have background, medical verifications, and complete departmental required forms.
Hired	The candidate has completed the requirements.
Filled	A candidate has been hired into the position and the request is complete.

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**.



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.

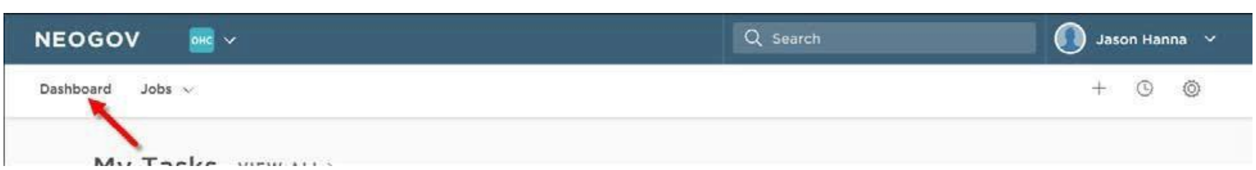
Review the Referred List

Up until now, you've been preparing to work with your referred list of candidates, e.g., schedule and/or confirm interview appointments, conduct interviews, enter results, etc. It's now time to have a closer look at the referred list.

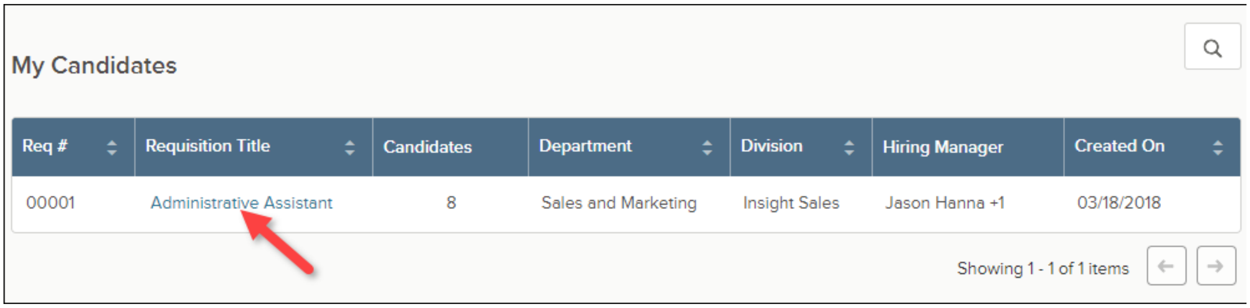
Your HR Recruiter will send an email when candidates have been referred. The Hiring Managers listed on the requisition will also receive a system generated email (see **Error! Reference source not found.** later in this guide.)

Steps to Review the Referred List

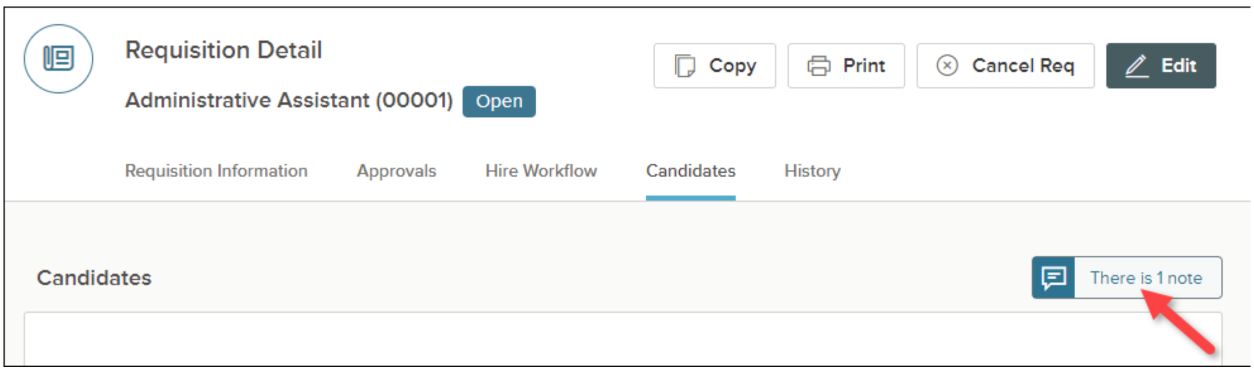
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

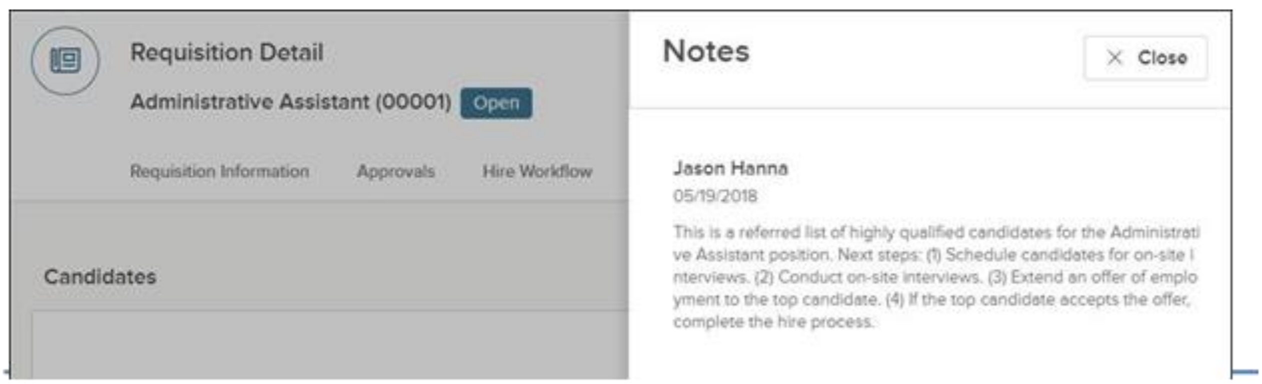


2. From the My Candidates section, click the referred list to review.

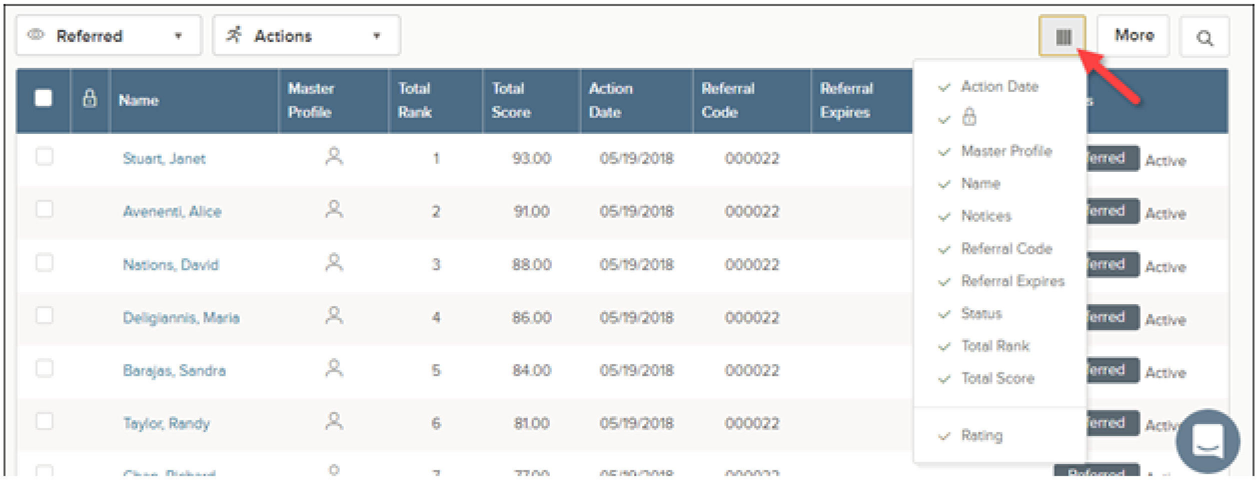


Note: If the HR Recruiter left one or more notes on the referred list for you, a button will display indicating the number of notes available to read.

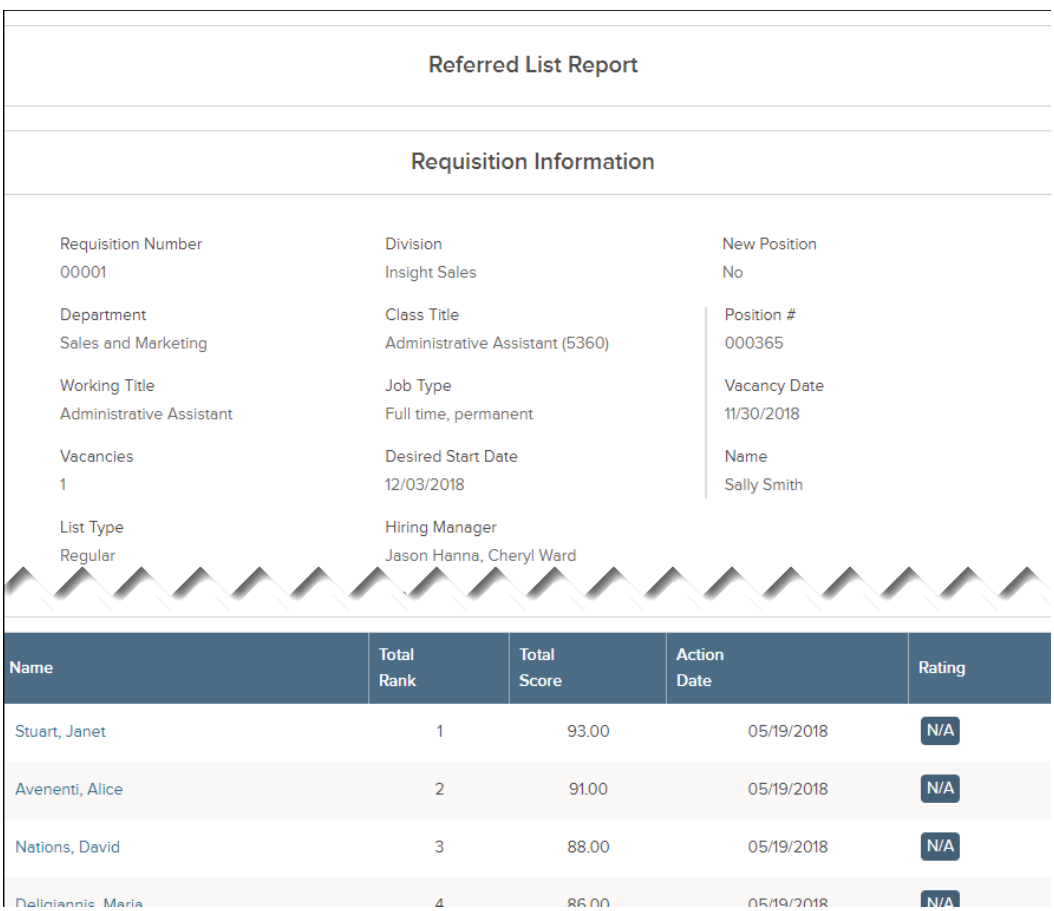




If you prefer to display fewer columns, click, and deselect.



3. Once you're done, you have the option of either printing or exporting the referred list. To print the referred list, simply click Print. This will render a new web browser page to display the Referred List Report. Pres CTRL on your keyboard to print.


Referred List Report

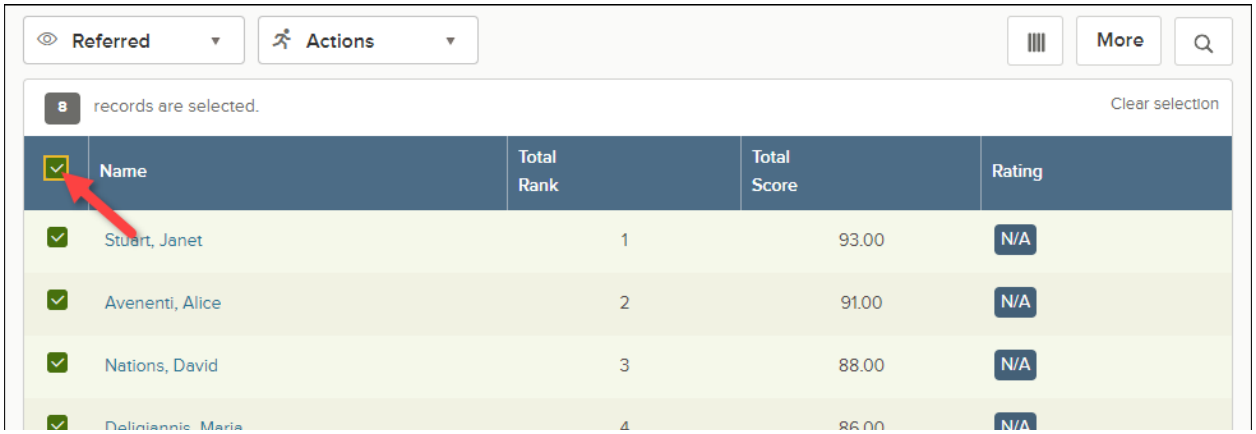
Requisition Information

Requisition Number 00001	Division Insight Sales	New Position No
Department Sales and Marketing	Class Title Administrative Assistant (5360)	Position # 000365
Working Title Administrative Assistant	Job Type Full time, permanent	Vacancy Date 11/30/2018
Vacancies 1	Desired Start Date 12/03/2018	Name Sally Smith
List Type Regular	Hiring Manager Jason Hanna, Cheryl Ward	

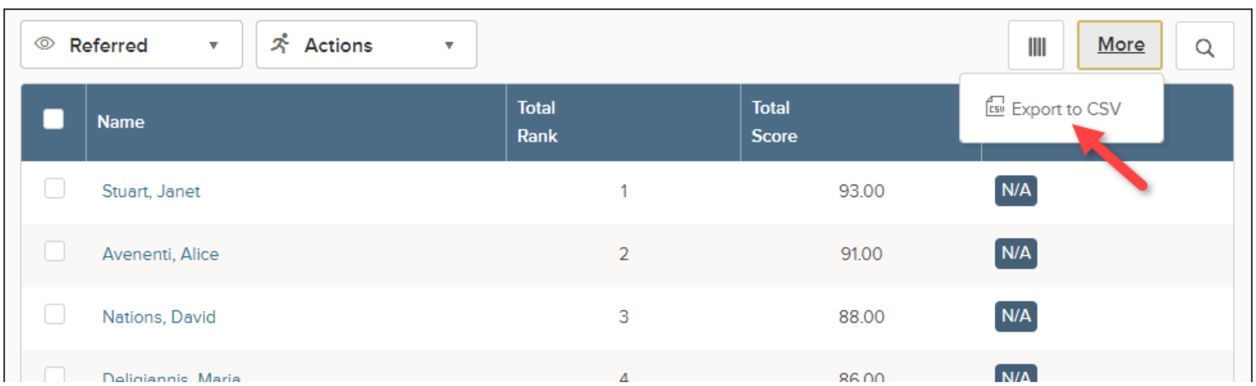
Name	Total Rank	Total Score	Action Date	Rating
Stuart, Janet	1	93.00	05/19/2018	N/A
Avenenti, Alice	2	91.00	05/19/2018	N/A
Nations, David	3	88.00	05/19/2018	N/A
Deligiannis, Maria	4	86.00	05/19/2018	N/A

Note: Close the report page it to return to the referred list.

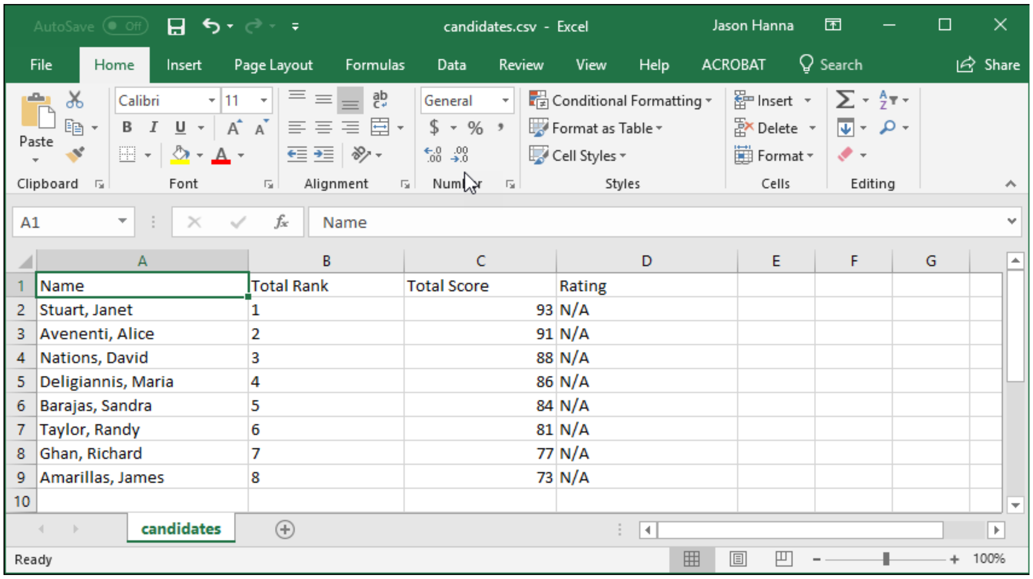
4. Exporting the referred list also takes place from the same page. Select the candidates to be exported.



On the More menu, click Export to CSV.



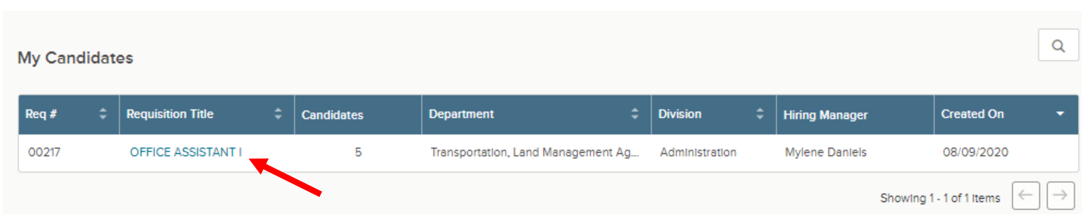
5. Save the export file to your preferred file location.
6. Once you're done, open the export file



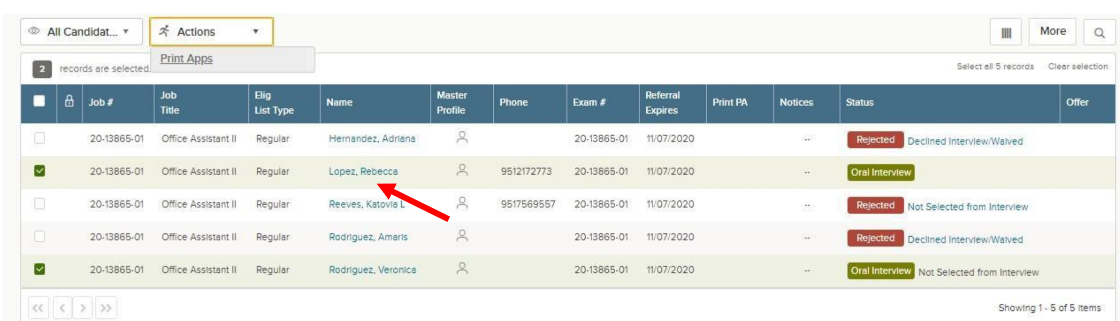
Print Applications

Steps to Print Applications

1. If you're not already viewing the referred list of candidates, return. From the My Candidates section, click the referred list.



2. Select the candidates for which you need printed applications. On the **Actions** menu, click **Print Apps**.

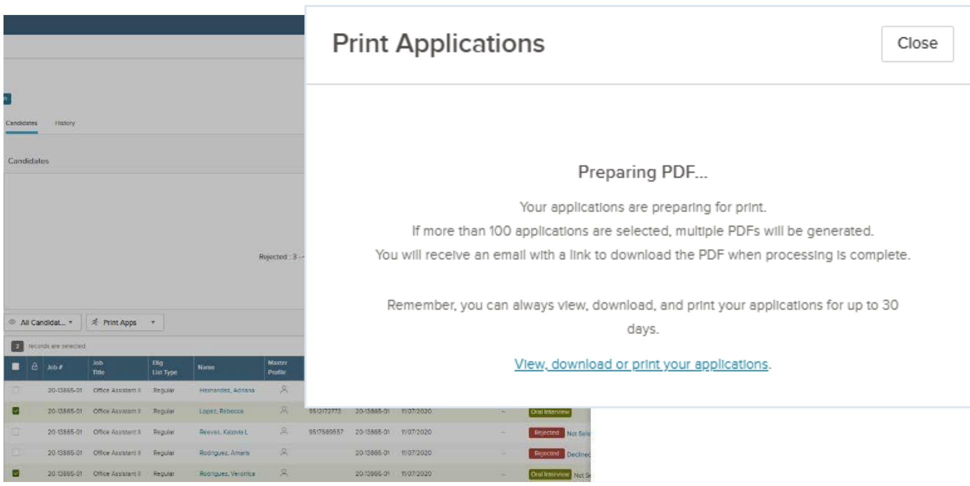


3. The Print Applications window will display. You have three options from which to choose:

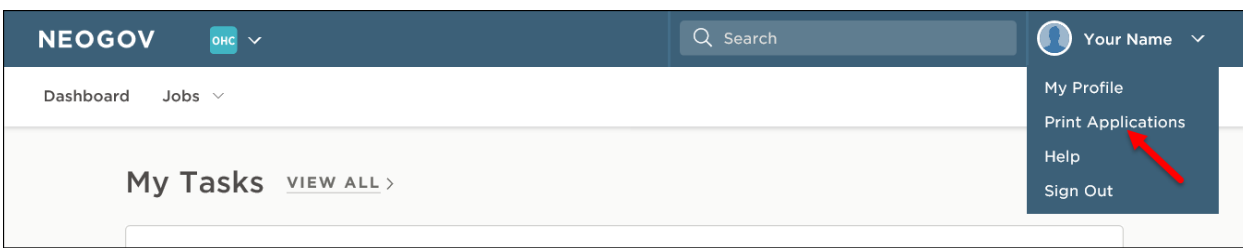
    1. Print Applications Now: Limited to 25 applications and requires a direct print from your web browser.

2. Create a PDF with Applications: Creates a PDF of applications without candidates' uploaded attachments.
3. Creates a PDF **with** Applications and **Attachments**: Creates a PDF of applications with candidate's uploaded attachments (e.g., **resumes**, cover letters, college transcripts).
4. Select your preferred printing option and click **Continue**.

If you selected either PDF download option, a confirmation window will display. You'll receive an email from support@neogov.com once your PDF is ready for download.



4. Go to your saved PDF. On the Profile menu, click Print Applications.



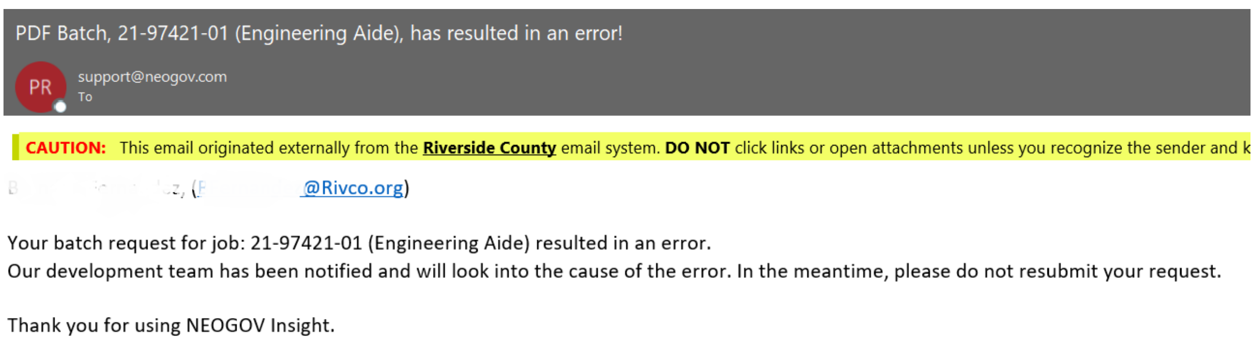
5. From the PDF column, click View for the saved PDF you want to download and/or print.

EMPLOYMENT APPLICATION		
	County of Riverside County Admin. Center P.O. Box 1569 4080 Lemon St., 7th floor Riverside, California - 92502-1569 http:\\rc-hr.com Lopez, Rebecca Office Assistant II	Received: 7/5/20 10:24 PM For Official Use Only: QUAL:________ DNQ:_________ ☐ Experience ☐ Training ☐ Other:_______

PERSONAL INFORMATION	
POSITION TITLE: Office Assistant II	**Job Number:** 20-13865-01
NAME: (Last, First, Middle) Lopez, Rebecca	**PERSON ID:** 5397195

Error During Batch Printing

The error will occur if PDF documents are copy protected, fillable PDF or are locked. Applicants aren't usually aware that their PDF document is locked. Most often this is seen with eTranscripts or eDiplomas.



PDF Batch, 21-97421-01 (Engineering Aide), has resulted in an error!

PR support@neogov.com
To

CAUTION: This email originated externally from the **Riverside County** email system. **DO NOT** click links or open attachments unless you recognize the sender and k

@Rivco.org)

Your batch request for job: 21-97421-01 (Engineering Aide) resulted in an error.
Our development team has been notified and will look into the cause of the error. In the meantime, please do not resubmit your request.

Thank you for using NEOGOV Insight.

The work-arounds are: 1) Select batch print for applications, and do not include the attachments. 2) Batch print all docs in smaller groups, so that when the process comes across the “locked” document, it will fail and you’ll know which applicant has the locked document. 3) If the desire is to print the resume, once you figure out which has the locked document, you will need to go into the individual applicant record, find the resume and print from there.

Oral Interviews

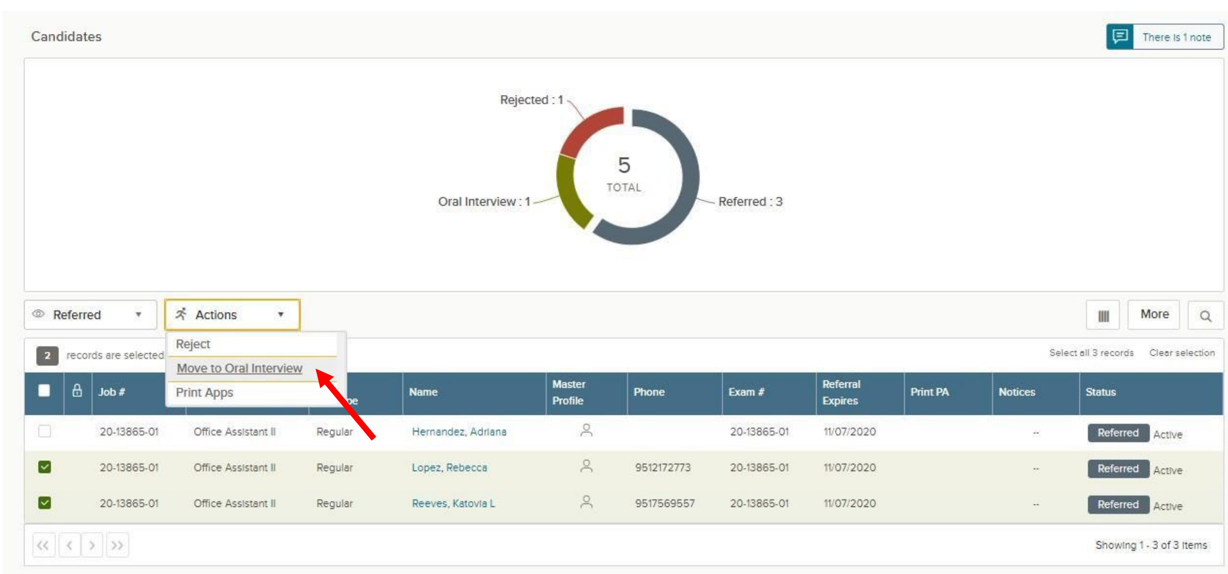
It's now time to move the candidates to the interview step! You will need to schedule candidates after moving them to the Oral Interview step. Interview scheduling will be managed outside of the OHC.

Steps to Move Candidates to Oral Interviews

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

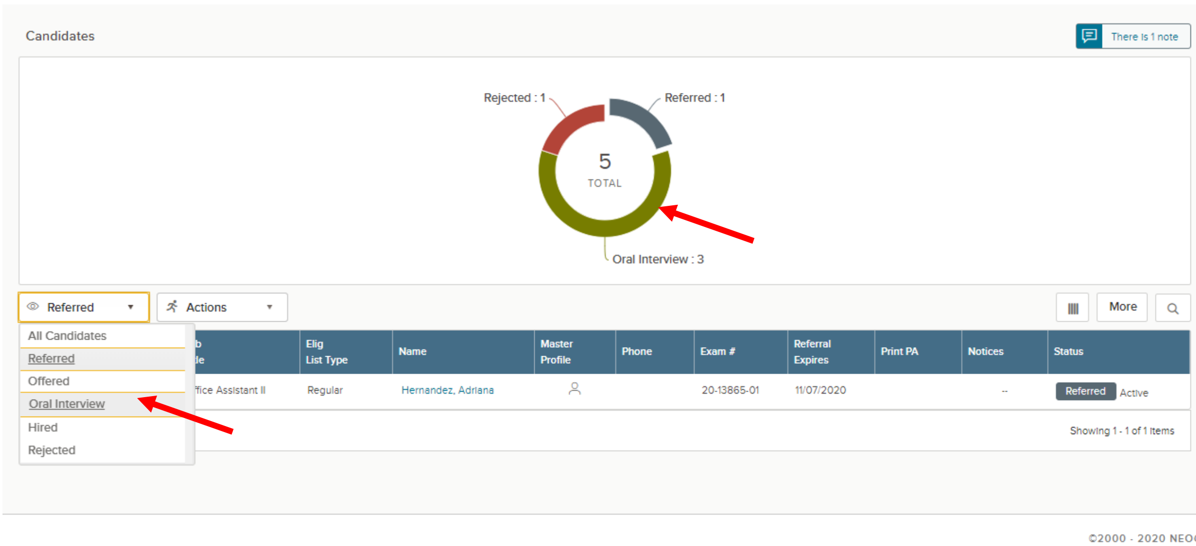
2. From the My Candidates section, click the referred list for review.

3. Select the candidates that will be moved to the Oral Interview step and on the **Actions** menu, click **Move to Oral Interview**.



4. Click OK to confirm moving the candidates.

5. The selected candidates have been moved from the Referred step to the Oral Interview step. To see them again, the view must be switched to the Oral Interview step candidates. On the doughnut chart, click Oral Interview, or on the Candidates menu, click Oral Interview.



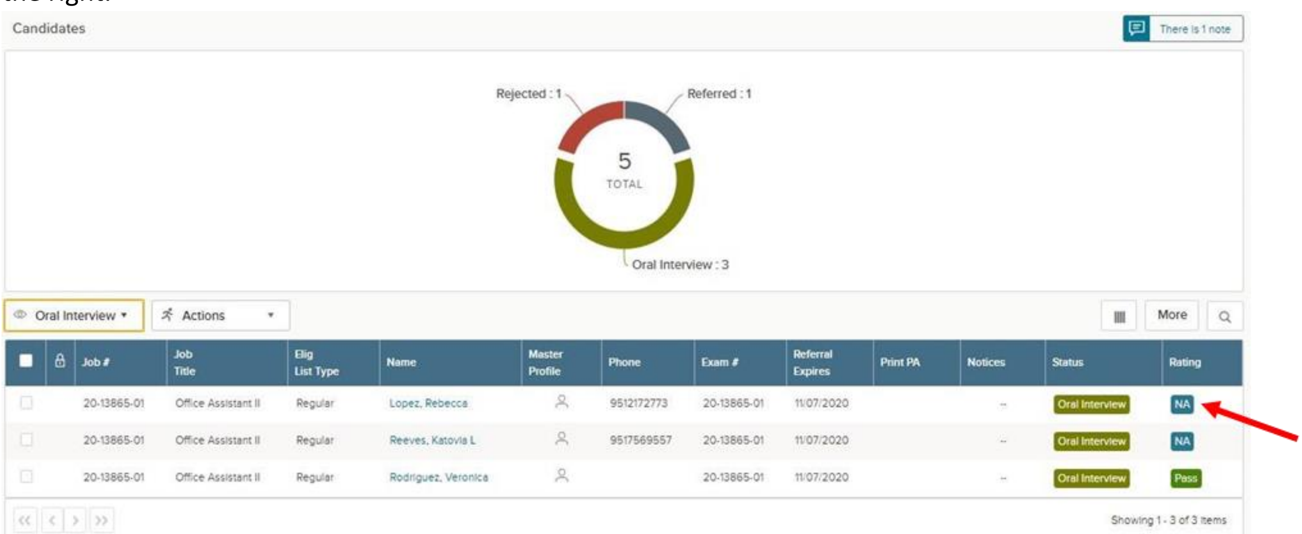
Complete Oral Interview Rating

Oral Interviews are rated as a pass or fail. The candidate passing the interview is the selected candidate who the recruiter will proceed to conditional offer. Candidates not selected, waived or who did not participate will be considered failing the interview.

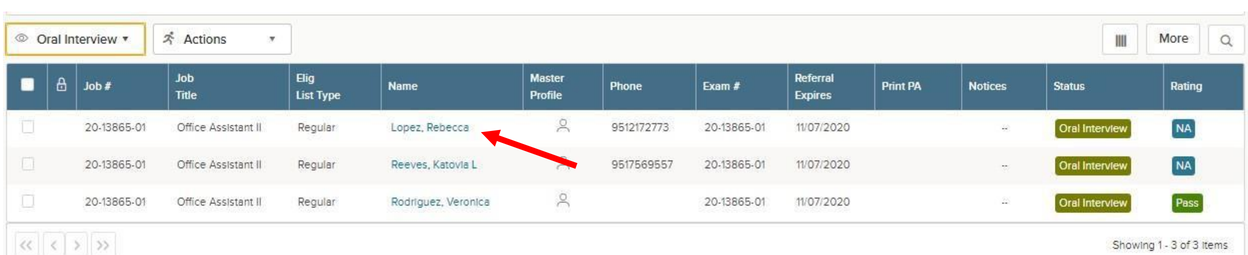
Steps to Complete an Oral Interview Rating

There are two ways to update the oral interview rating. Option 1: directly from the candidate list view and Option 2: From within each separate candidate record.

1. Option 1, Click the 'NA' link on the Rating column for first candidate to be rated.
Please note, if the Rating column is not visible on the candidate grid, be sure and scroll all the way to the right.

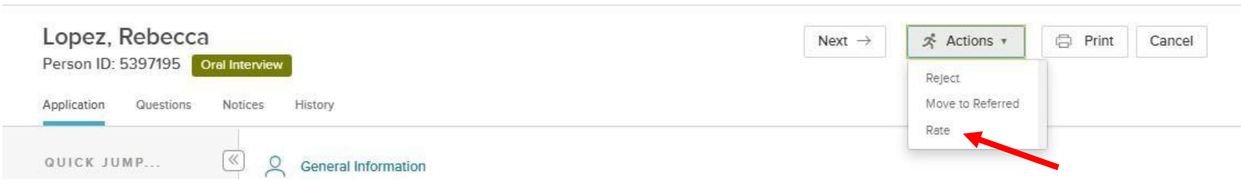


2. Option 2, Click on the name of the first candidate to rate.

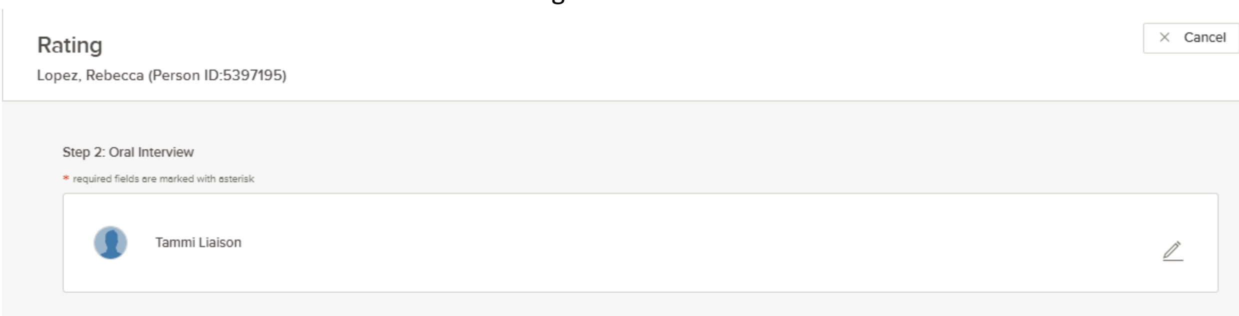


The application will display including contact information, work experience, education, and other information.

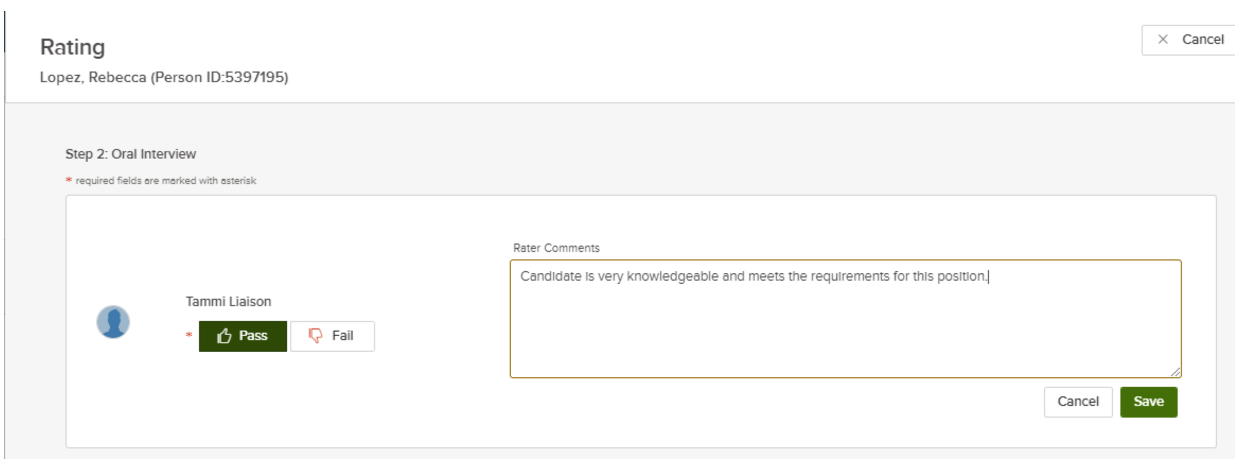
- On the **Actions** menu, click **Rate**.



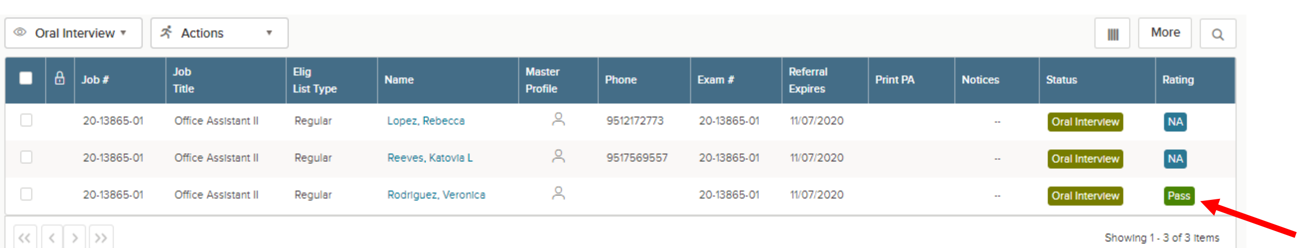
3. Click on the edit button to add the rating.



4. Click on the Pass or Fail button to rate the candidate. Optional, enter comments providing more details then click **Save**.



5. Repeat these rating steps for all remaining candidates. Click Cancel or click anywhere to the left of the last candidate's application review to exit the view.



Job #	Job Title	Elig List Type	Name	Master Profile	Phone	Exam #	Referral Expires	Print PA	Notices	Status	Rating
20-13865-01	Office Assistant II	Regular	Lopez, Rebecca		9512172773	20-13865-01	11/07/2020		--	Oral Interview	NA
20-13865-01	Office Assistant II	Regular	Reeves, Katovia L		9517569557	20-13865-01	11/07/2020		--	Oral Interview	NA
20-13865-01	Office Assistant II	Regular	Rodriguez, Veronica			20-13865-01	11/07/2020		--	Oral Interview	Pass

Showing 1 - 3 of 3 items

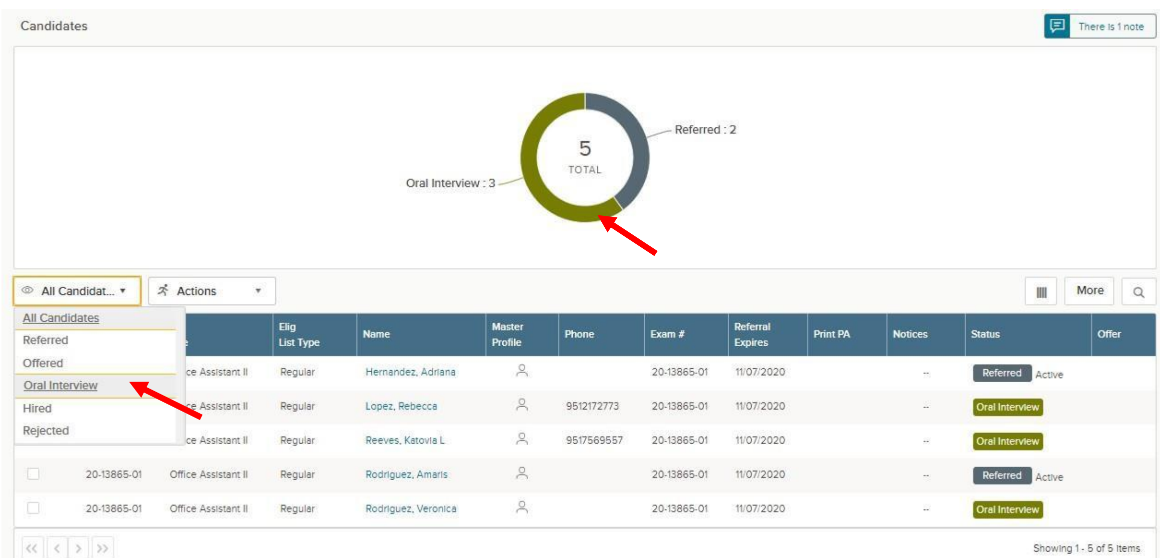
Reject a Candidate

Candidates failing the interview will need to be dispositioned to reject status.

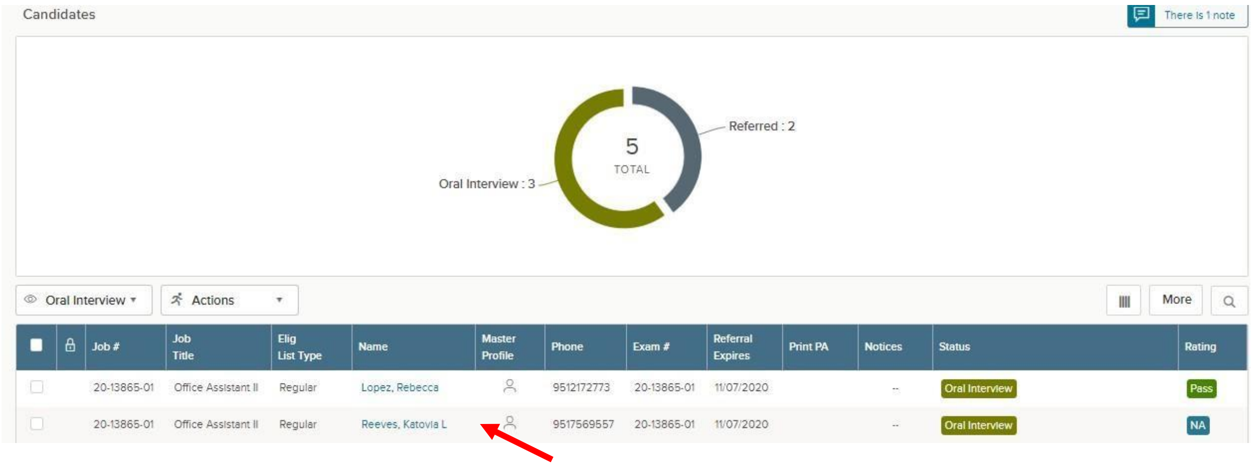
Steps to Reject a Candidate

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

2. On the doughnut chart or on the Candidates menu, click the step name, Oral Interview, where you have determined one or more candidates will be rejected.

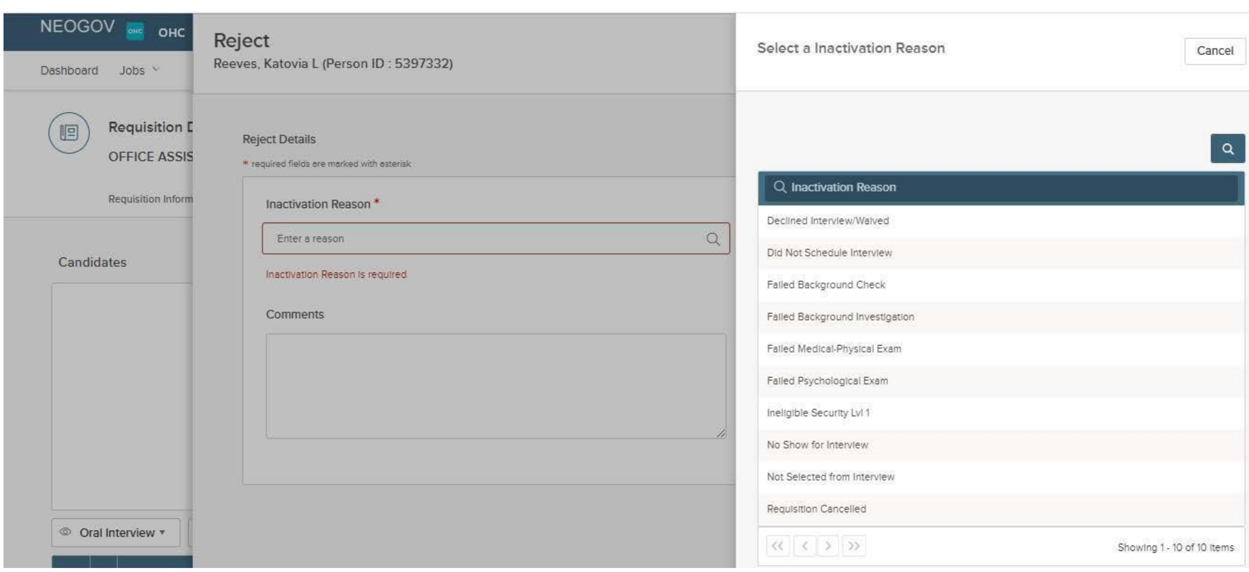


3. Click the name of the first candidate to be rejected.



4. On the Actions menu, click **Reject**.

5. Enter an '**Inactivation Reason**' related to the Interview.



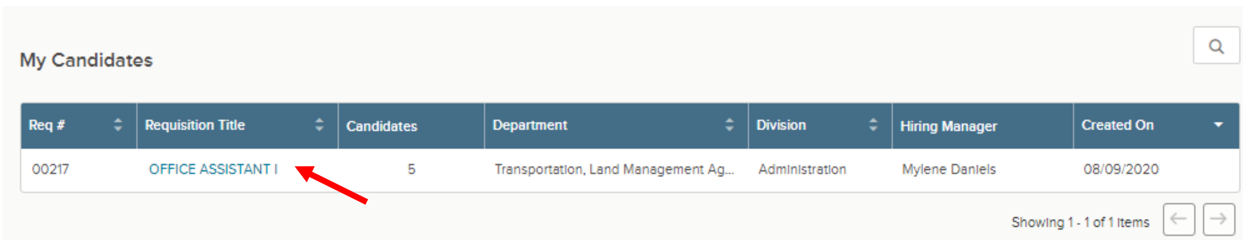
6. Optional, enter comments providing more details then click **Save**.
7. Repeat these steps for any remaining rejected candidates.
8. Please notify your HR Recruiter either by email or phone call that you have completed updating the interview results. Your HR Recruiter will facilitate the job offer and the pre-employment process to get your selected candidate processed.

Steps to Reject Candidates in Bulk

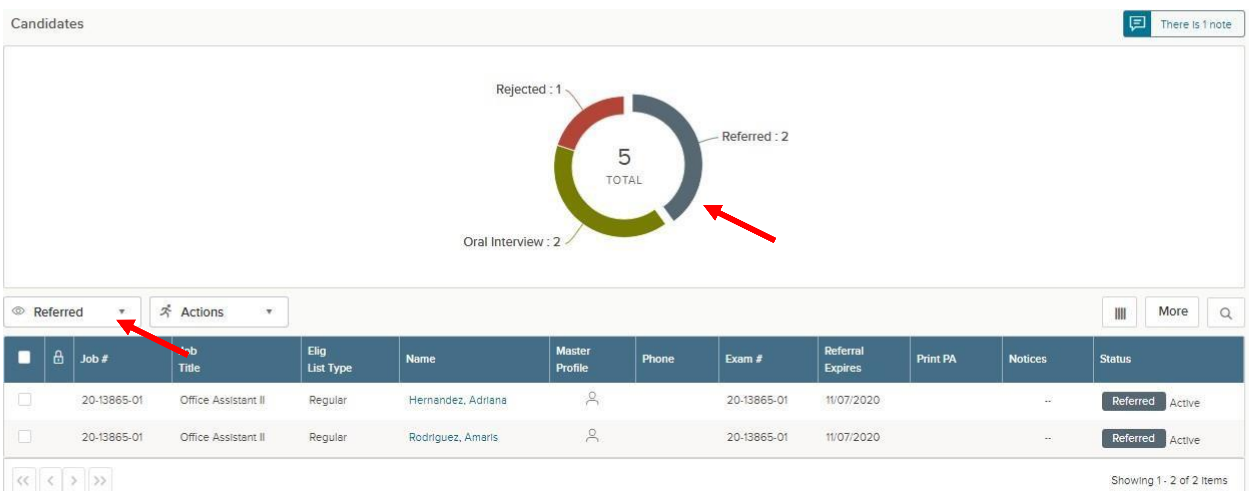
Alternatively, you can reject multiple candidates at the same time. This process will designate the same reject reason and comments for all selected candidates. Therefore, you may have to complete a few rounds of bulk rejecting if candidates have different reject reasons and/or comments.

IMPORTANT: Be certain to select the candidates with the same Fail Reason when rejecting candidates in bulk.

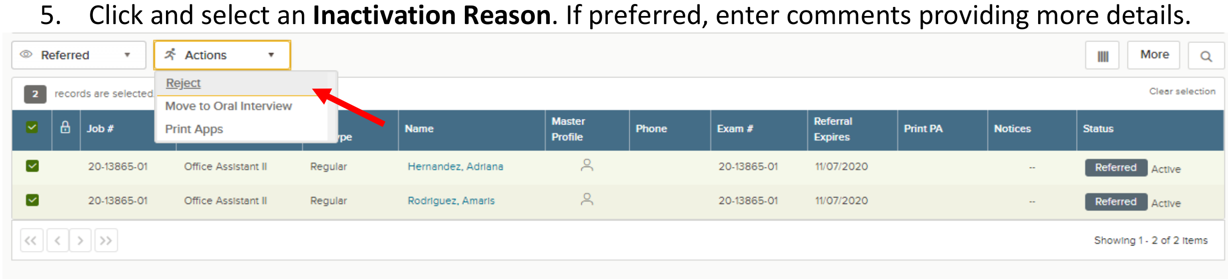
1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

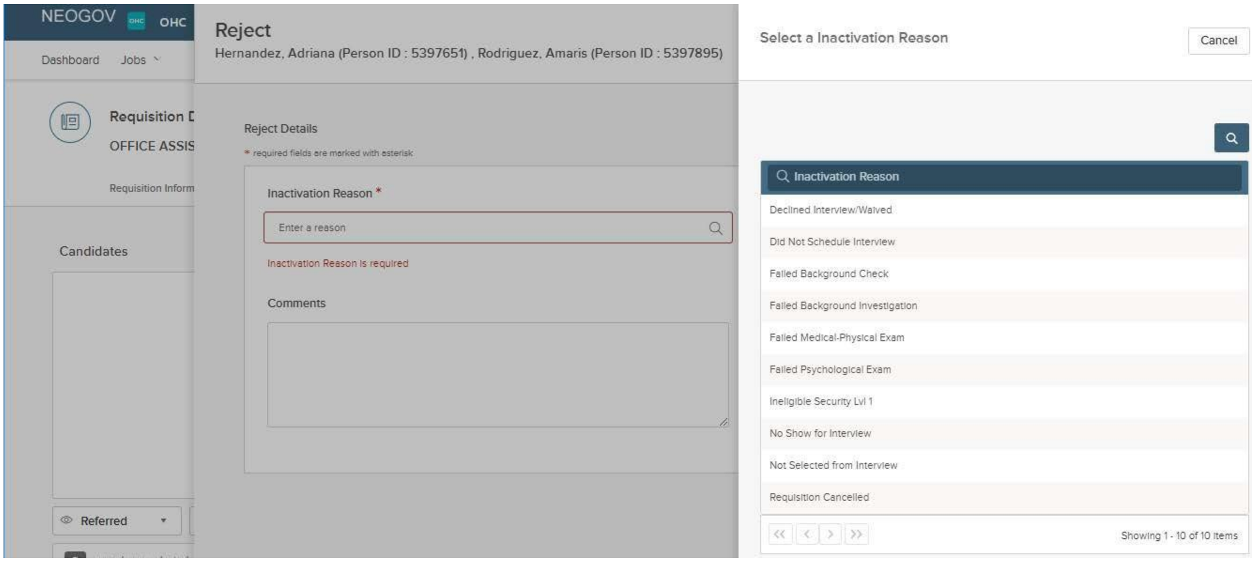


2. On the doughnut chart or on the Candidates menu, click the step name, Oral Interview, where you have determined one or more candidates will be rejected.

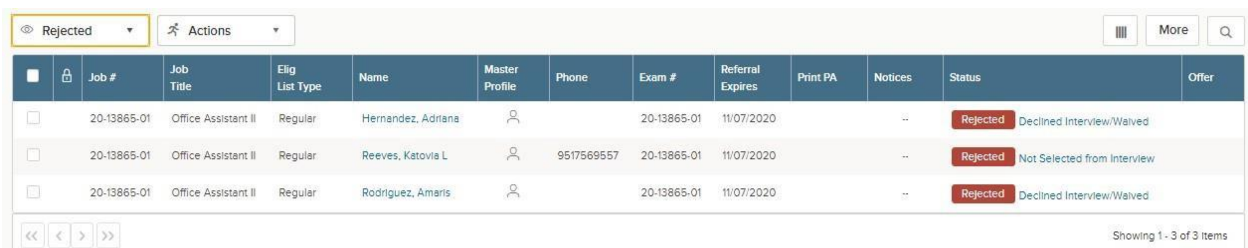


3. Select the candidates that will have the same reject reason.
4. On the **Actions** menu, click **Reject**.
5. Click and select an **Inactivation Reason**. If preferred, enter comments providing more details.





6. Once you are done, click **Save**. The **Status** column will update with the reject Inactivation Reason selected.



Rejected | Actions | More

	Job #	Job Title	Elig List Type	Name	Master Profile	Phone	Exam #	Referral Expires	Print PA	Notices	Status	Offer
	20-13865-01	Office Assistant II	Regular	Hernandez, Adriana			20-13865-01	11/07/2020		--	Rejected Declined Interview/Waived	
	20-13865-01	Office Assistant II	Regular	Reeves, Katovia L		9517569557	20-13865-01	11/07/2020		--	Rejected Not Selected from Interview	
	20-13865-01	Office Assistant II	Regular	Rodriguez, Amaris			20-13865-01	11/07/2020		--	Rejected Declined Interview/Waived	

Showing 1 - 3 of 3 items

7. Repeat these steps for any remaining rounds of rejected candidates.
8. Please notify your HR Recruiter either by email or phone call that you have completed updating the interview results. Your HR Recruiter will facilitate the job offer and the pre-employment process to get your selected candidate processed.

View Hires

Steps to View Hires

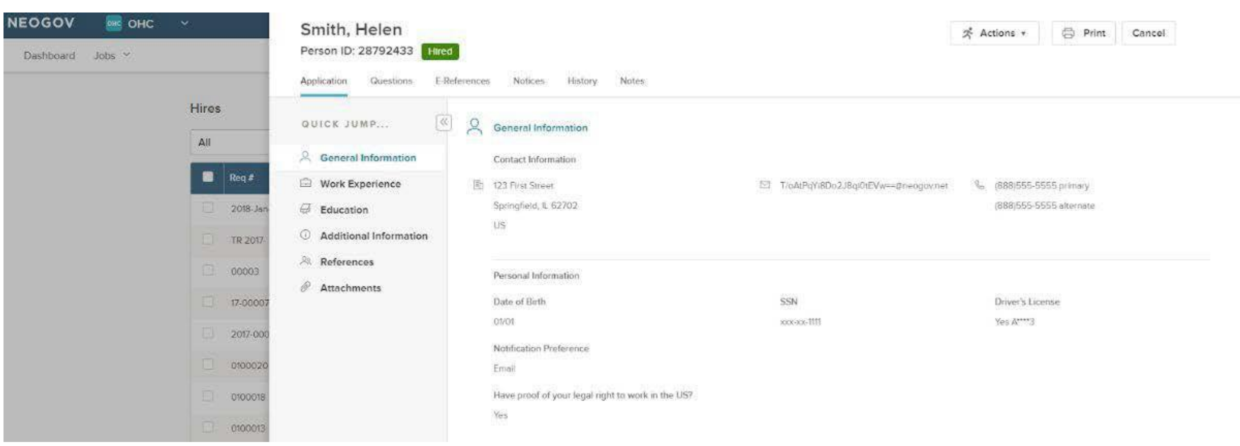
Note: Hired candidates are only available to view from the Hires list until the requisition is filled.

- On the Jobs menu, click Hires.

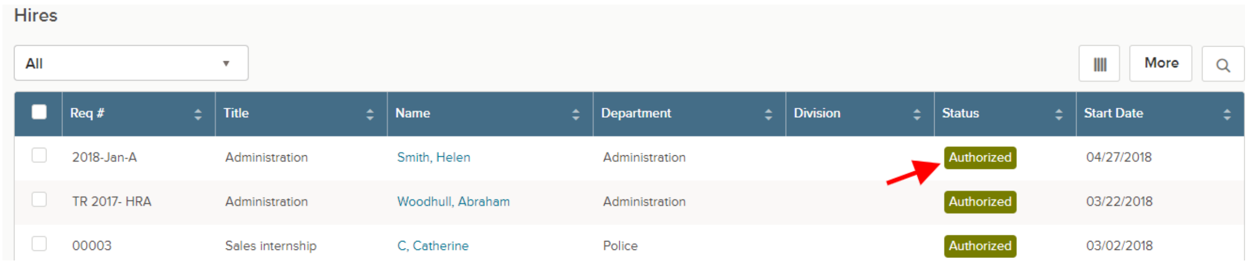
- A listing of hires will display.

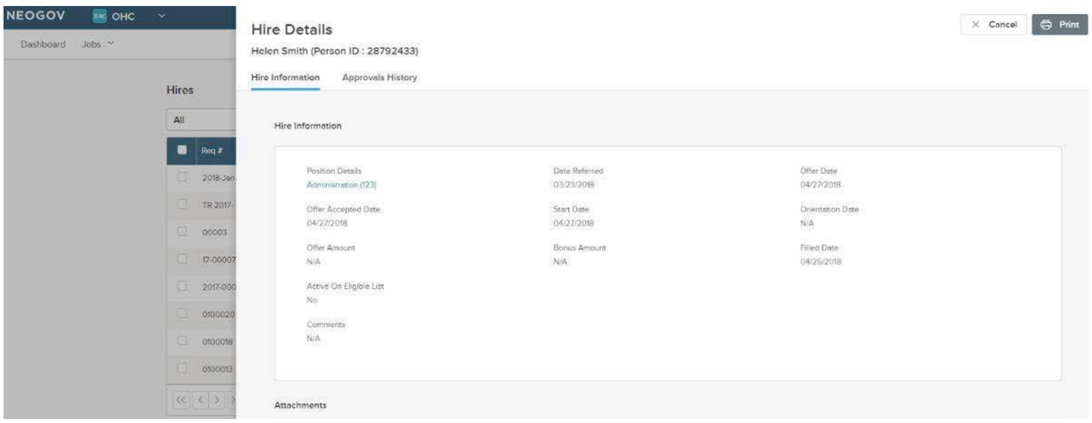
You have four available features:

1. On the Candidates menu, click the status of hired candidates for which you want to view.
    a. Click and select columns you want to view.
2. On the More menu, click Export to CSV.
3. Click to search by various data including requisition number and title, candidate's name, department, division, and candidate's date.
4. Click the candidate's name to view their application.



a. Click the hired candidate's status to view the Hire Details page.





Sign Out OHC

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