

Office Manager Coordinates Bureau Recruitment/Hiring Activities SOP# 106

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the Bureau Office Manager uses to coordinate the recruitment and hiring of bureau staff. This procedure has the following goals:

- Identify qualified candidates;
- Conduct effective interviews;
- Onboard new hires.

1.2. Scope

This procedure includes all of the actions taken by the Bureau Office Manager to identify, interview, evaluate and hire new employees.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

1.3.1. NCDOL Equal Employment Opportunity Plan

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Office Manager	<ul style="list-style-type: none">• Recruit candidates;• Arrange interviews;• Conduct interviews;• Onboard new employee.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered when the Bureau Office Manager becomes aware that there is need to recruit and hire a new staff member.

4.2. Primary Procedure

The Bureau Office Manager performs the following actions:

4.2.1. Recruit candidates by doing the following:

- 4.2.1.1. Request that HR advertise the position
- 4.2.1.2. Send Request for Advertising Job Vacancy with signatures to NCDOL HR
- 4.2.1.3. Advertise on Office of State Personnel website for 5-30 days
 - 4.2.1.3.1. Note: All forms can be found on Intranet site under Human Resources (HR) Department.

4.2.2. Obtain a qualified applicant list and applications from HR

4.2.3. Arrange interviews:

- 4.2.3.1. Schedule interviews by calling each interviewee to setup date and time.
- 4.2.3.2. Setup conference room for interviews
- 4.2.3.3. Setup or assist with interview panel (depending upon position) and insure each panel member has a packet of information for each applicant.
 - 4.2.3.3.1. The panel usually consists of Bureau Chief, Deputy Bureau Chief, and Office Manager

4.2.4. Conduct interviews (together with interview panel)

- 4.2.4.1. Ask same questions (list) to all applicants
- 4.2.4.2. Take notes for information to review later when deciding on best candidate
- 4.2.4.3. Rate each interviewee and discuss each panel participants' rating

4.2.5. After candidate is chosen:

- 4.2.5.1. Call chosen candidate references
- 4.2.5.2. Prepare all HR forms needed for hiring the chosen candidate. Do not make any offers until notified by HR
- 4.2.5.3. Fill out and send the following forms to HR:
 - 4.2.5.3.1. Form 103 – Reference Check
 - 4.2.5.3.2. Form 101 – Personnel Action Recommendation (PAR)
 - 4.2.5.3.3. Form 101AB - Hiring Recommendations

4.2.6. AFTER all forms are verified and discussed with HR:

- 4.2.6.1. If this is a non-administrative position, relevant supervisor complete remaining steps

- 4.2.6.2. If administrative position, call to offer position and setup start date
 - 4.2.6.2.1. On the start date, onboard new employee by:
 - 4.2.6.2.1.1. Reviewing with them items in the Management Checklist
 - 4.2.6.2.1.2. Send the Acceptable Use Policy form to IT after new employee signs it.
 - 4.2.6.2.1.3. Introducing employee to all NCDOL departments
- 4.2.7. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Employee	<ul style="list-style-type: none"> • Interviews are conducted in a professional manner • Onboarding process is effective

6. DATA AND RECORD MANAGEMENT

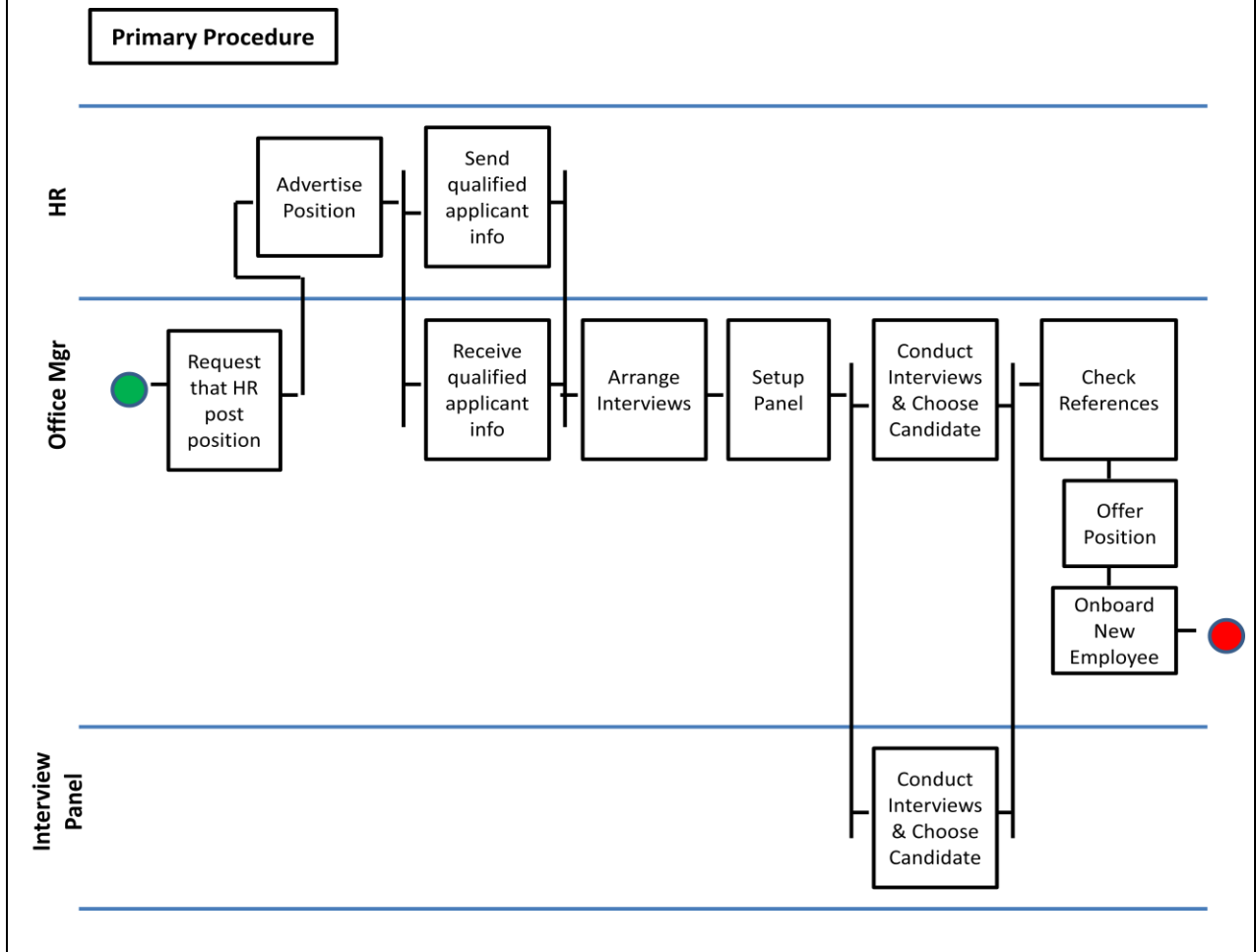
6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. New hire forms are stored by HR

Bureau Office Manager Coordinates Bureau Recruitment/Hiring Activities



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.