

Human Resources Customer Service Standards Recruitment and New Hire/Rehire

All customer services standards are calculated using business days and begin once all required information is received from the Department. All information should be sent to the central email account to ensure timely processing.

Central HR Email address

human.resources@juneau.org

RECRUITMENT

Draft Job Announcement: Departments will receive a draft job announcement within one day of HR receiving a complete job requisition through workflow in Lawson.

Job Announcement Posted: Job announcements will be posted to the CBJ Employment Website and Indeed.com within one day of the Department approving the final draft job posting.

Selection Process and Training Plans will be reviewed by HR within 4 days.

Applicant Files Available: Applicant files will be available to Departments within one day provided HR has approved the selection process, training plan and current PD.

NEW HIRES/REHIRE

Approval to Hire: Departments will receive hire approvals within one day of submission of a complete and accurate appointment form and application submitted to the central HR email.

New employee requests submitted in SharePoint will be processed within one day.

New Hire and Rehire SharePoint tickets submitted three business days prior to the employees start date will have Time Clock and Lawson access on their first day.