



## Seasonal Recruiting and Onboarding Process

Sponsor(s):	Abby Cochran, Shannon Sorrell	Date:	August, 2016
Department:	Human Resources	Status:	Implementation Plan in Progress

### Background/Problem Statement

The City's pools, daycamps and recreation programming require the addition of approximately 165 seasonal employees each spring.

Recruiting and onboarding time for recreation seasonal staff is not optimal. Tasks and processes may be over-processed, with a duplication of effort and time spent on tasks that are not value added. Responsibilities within the process may be not clearly delineated.

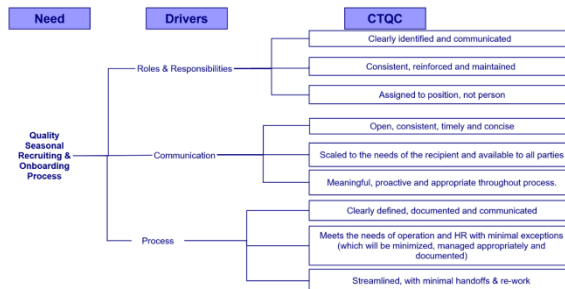
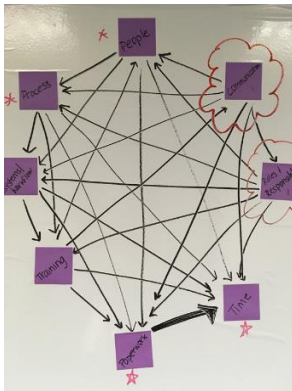
### Current Condition

Process suffers from lack of clear roles & responsibilities and good communications. There are numerous handoffs, frequent occurrences of batching and significant manual processing.

The group used the SIPOC tool to understand the current process and used an affinity diagram to brainstorm and categorize issues with the process.

### Analysis

The group used a clock diagram to identify the interrelationships between issues and a CTQ Tree to develop Critical to Quality Characteristics.



### Solution/Implementation Plan

A detailed solution set and action plan were developed by the group, with the bulk of the improvements expected to be completed in Fall 2016. Solutions include:

- Developing a Standard Operating Procedure for the process
- Developing a Recruiting Kickoff Meeting
- Developing a draft Timeline and Checklist
- Streamlining paperwork and orientation documents in NeoGov

### Results

Streamline the employment process of summer seasonal employees, which will:

- Reduce the administrative burden on Recreation Supervisors, HR and Payroll
- Provide a positive and efficient recruitment experience for the employee.

While data did not previously exist for this process, a data collection plan has been developed to ensure results are able to be tracked over time

### Follow Up

Meetings will be held every two weeks with the project team to continue collaborating on the solution set and action plan, address issues as they arise and track progress.

These meetings will continue into the recruiting season in order to maintain effective and positive communication throughout the year.

