

Bus Operator Recruitment Process					
Steps	Current Process	Timeframe	Current Process	Bottlenecks/Delays	Recommended New Process
1 - 3	Screen	3 days for when an application is submitted	Move applications received in step one (1) in the applicant tracking system NEOGOV to step 2 (two). The applications are auto-scored by the system based on the supplemental responses on the application. If the applicant answers the supplemental questions with a response outside of the correct response, the system will automatically fail the applicant. Applications that are marked "pass" by the auto scoring and are advanced to step 3 (three). If applicants do not meet the minimum qualifications, applicants are sent a "Does Not Meet Minimum Qualifications" email notification through NEOGOV. HR's contact information is included on the notification if applicants have questions regarding not advancing to the interview step. All application status notifications are distributed via email through the NEOGOV (governmentjobs.com) email system. We let applicants know to check email/junk mail/spam folders for status notification updates. HR responds back to applicants by email, phone, or text.	Limited staffing to screen daily, sourcing of qualified applicants	Dedicated HR person to screen daily. Being addressed with HR staffing plan and model
4	Interview	Tuesday- Friday, 44 applicants are scheduled weekly interviews	Applications are screened for best qualified before being considered for an interview. Applicants who are selected for a interview are sent an email to self schedule a virtual interview. If applicants do not self-schedule within a two week period are disqualified. Once scheduled the applicant receives an email confirmation with the interview time and date the day before.	Limited staffing to interview more frequently	Additional HR staff to help interview. Being addressed with HR staffing plan and model
5	K4 Driving Record Request	sent within 1 business day	After the completion of interviews, within one business day emails notifications are sent indicating if an applicant passed or failed the interview. If an applicant has passed the interview, the applicant receives a K4 request email to submit a driving record.	Applicants not submitting K4 in a timely manner	Dedicated HR person to send out. Being addressed with HR staffing plan and model
6	K4 Driving Record Review	Driving inbox is reviewed daily	The K4's inbox is reviewed daily. Once a K4 has been reviewed and meets the district driving standard, applications are advanced placed on the employment certification.		Dedicated HR person to review inbox daily; accept online printouts for K4's. Being reviewed currently.
7	Employment Certification	Up to 30 days for applicants to be added to the certification	Employment certification is sent to EEO and Sr. Human Resources Administrator for signature. HR sends conditional offer to applicants within 2 days.		
8	Send Conditional Offer	Up to 30 days for conditional offers to be sent out	Sent after employment certification has been signed off by the EEO and Sr. Human Resources Administrator.		
9	Fingerprint	1-30 days depending on when the applicant completes his/her fingerprint	Applicants are able to self-select from UPS approved locations.	Applicants not going to the UPS in a timely manner	
10	Criminal Background Investigation (CBI)	1-60 days or longer	Sr. Human Resources Administrator meet and confers with legal to review/approve background results to determine if applicants are cleared.	Delays with Department of Justice	
11	Drug, Alcohol and DOT Physical	3 days or longer	Applicants are sent to one of the vendors to complete drug, alcohol and DOT physical.	Medical clearance, sleep apnea	One location to conduct the sleep study for applicants/free of charge
12	Permit	1 week or longer depending on when the applicant passes the test with DMW	Applicants obtain a Class B permit with passenger air break endorsements from the DMV if the applicant does not have a current class B license with permit with passenger air break endorsements.	Limited resources to help applicants pass the written test	Dedicated staff to help the applicants study and successfully pass the written test
13	Verification of Employment	3 days or longer	HR receives, reviews, and verifies VOE's are satisfactory	Delays with receiving the VOE from applicants	Third party to conduct VOE's
14	Pre-employment paperwork	2-3 days or longer	Required to have a negative PCR result in order to be placed in NBO.	Delays with receiving the test results	Work with MegaLab to conduct all PCR test on a designated day 3 days prior to the start of a NBO class