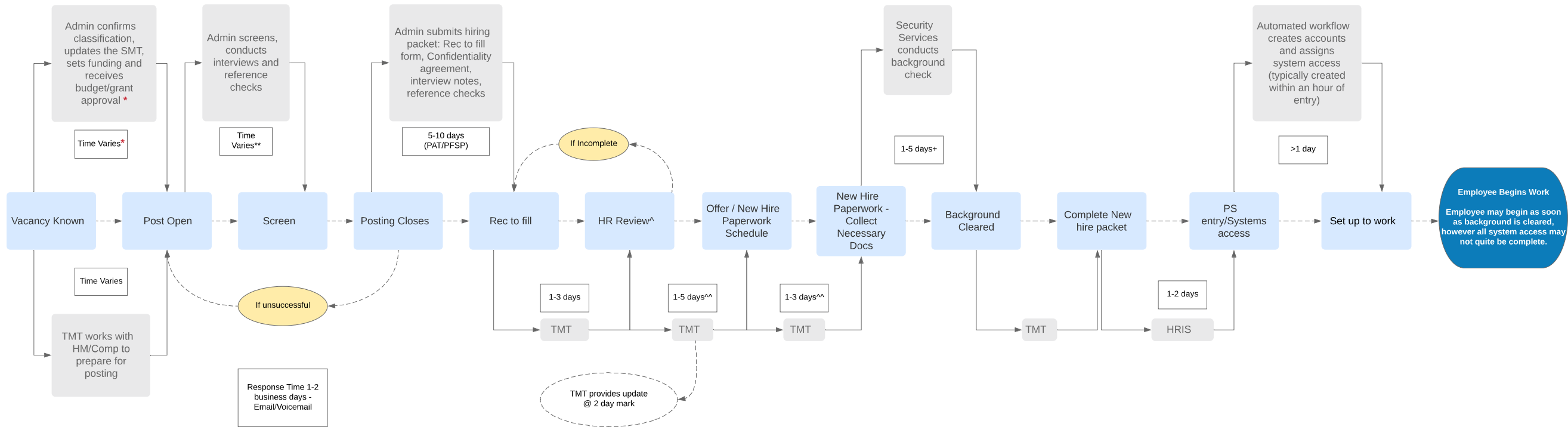# Talent Management Team
Customer Service Expectations

Human Resources
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Process flow boxes (gray notes):

- Admin confirms classification, updates the SMT, sets funding and receives budget/grant approval * — Time Varies*
- Admin screens, conducts interviews and reference checks — Time Varies**
- Admin submits hiring packet: Rec to fill form, Confidentiality agreement, interview notes, reference checks — 5-10 days (PAT/PFSP)
- Security Services conducts background check — 1-5 days+
- Automated workflow creates accounts and assigns system access (typically created within an hour of entry) — >1 day

Main flow (blue boxes):

Vacancy Known → Post Open → Screen → Posting Closes → Rec to fill → HR Review^ → Offer / New Hire Paperwork Schedule → New Hire Paperwork - Collect Necessary Docs → Background Cleared → Complete New hire packet → PS entry/Systems access → Set up to work → Employee Begins Work

Employee Begins Work — Employee may begin as soon as background is cleared, however all system access may not quite be complete.

Decision/annotation ellipses:
- If Incomplete
- If unsuccessful
- Time Varies
- TMT works with HM/Comp to prepare for posting
- Response Time 1-2 business days - Email/Voicemail
- TMT provides update @ 2 day mark

Timing annotations:
- 1-3 days — TMT
- 1-5 days^^ — TMT
- 1-3 days^^ — TMT
- 1-5 days+ — TMT
- 1-2 days — HRIS

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*Time varies as this step requires that the position be classified and receive funding approval. Please consult with Budget and/or Grant Accounting prior to requesting a position be posted.

If position is new within PPS, it must be reviewed and classified by Employee & Labor Relations and Class /Comp. Note: This process can add anywhere from a few weeks to a couple months to the process.

**Time varies as posting timelines vary. Posting timelines can be determined based on a number of factors including the CBA, time of year, and hiring manager preference.

^HR review & process includes but is not limited to:
 - ensuring appropriate candidates were interviewed based on CBAs, veteran's preference and more
 - reference checks were completed, includes a current supervisor and are favorable/positive recommendations
 - review of licensure requirements and proper endorsement
 - determining salary placement based on CBA, consulting with Comp
 - review of personnel file if a current/previous employee

^^Time variance is based heavily on the candidate. Including the ability for HR staff to connect with candidate to offer the position, the candidate's time to think about and accept/decline the offer, and their schedule for attending new hire paperwork. During the school year new hire paperwork sessions are scheduled by individual as quickly as their schedule allows.

+background checks typically take longer when a candidate has moved a lot or has lived out of state.

Key
CBA = collective bargaining unit
Comp = Sr. Mgr of Classification & Compensation
Day(s) = business days
HM = Hiring Manager
HR = Human Resources
HRIS = Human Resources Information Systems Team
IT = Information Technology
PAT = Portland Association of Teachers
PFSP = Portland Federation of School Professionals
PS = PeopleSoft
SMT = Staffing Management Tool in PeopleSoft
TMT = Talent Management Team

Last Updated: December 15, 2019