

# NEOGOV

## OHC Training Guide

*Created April 2023 v1.0*

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## Section 1: Introduction / Overview

The purpose of this guide is to provide you with the instructions and steps needed to successfully use the Online Hiring Center (OHC) for job requisitions, candidates, and hiring. This document has the following sections:

- Section 1: Introduction / Overview
- Section 2: Creating a Requisition & Requisition Approval
- Section 3: Handling a Referred List of Candidates
- Section 4: Making an Offer / Hiring a Candidate
- Section 5: Resources

Each section will include a brief explanation of the step(s) needed to complete the actions. There will then be a workflow diagram showing the key components/steps. Finally, there will be the detailed step-by-step instructions for successfully completing the action(s).

Section 5 is your resources section. This will include other training resources, general resources, and the acronym/definition table of all the acronyms used in this document.

### 1.1 User Roles

The following user roles are the people who will be utilizing the OHC for job requisitions and locating/hiring candidates.

- HRL – Human Resource Liaison. This person is the HR representative for the agency.
- OHRM TA – Talent Acquisition Analyst. The OHRM TA Analyst sets up the job postings, performs initial candidate screenings, and processes the hired candidate so that the needed data flows into SAP from NEOGOV.
- Hiring Managers – the person(s) who are hiring for their division.

### 1.2 OHRM Systems

As a reminder, the County utilizes two (2) systems for employee self-service (ESS), position management, and requisition management (recruiting and hiring). These are SAP and NEOGOV.

- **SAP** is used for two core functions:
  - Employee Profile Management: Employee's information is housed here (this is the ESS).
  - Position Management: Creating, reallocation, backfilling, and approving positions for recruitment. This process is known as the electronic position board (ePRB). This process also involves the:
    - Office of Management & Budget (OMB) to review positions to ensure that there is funding for the requested position; and
    - OHRM to ensure that the position description matches the classification specifications.
- **NEOGOV** is used for two core functions as well:
  - Requisition Management: This is known as the County's applicant tracking system (ATS). NEOGOV is the system used to post job announcements, receive candidate applications,

update candidate statuses as they move throughout the hiring process and kicking off the hiring process of a selected candidate for hire.

- NEOGOV Online Hiring Center (OHC) is the platform where HRLs, Hiring Managers, Raters, and Subject Matter Experts (SMEs) view and access the requisitions and referred candidates on their prospective agency requisitions.

### 1.2.1 NEOGOV Modules

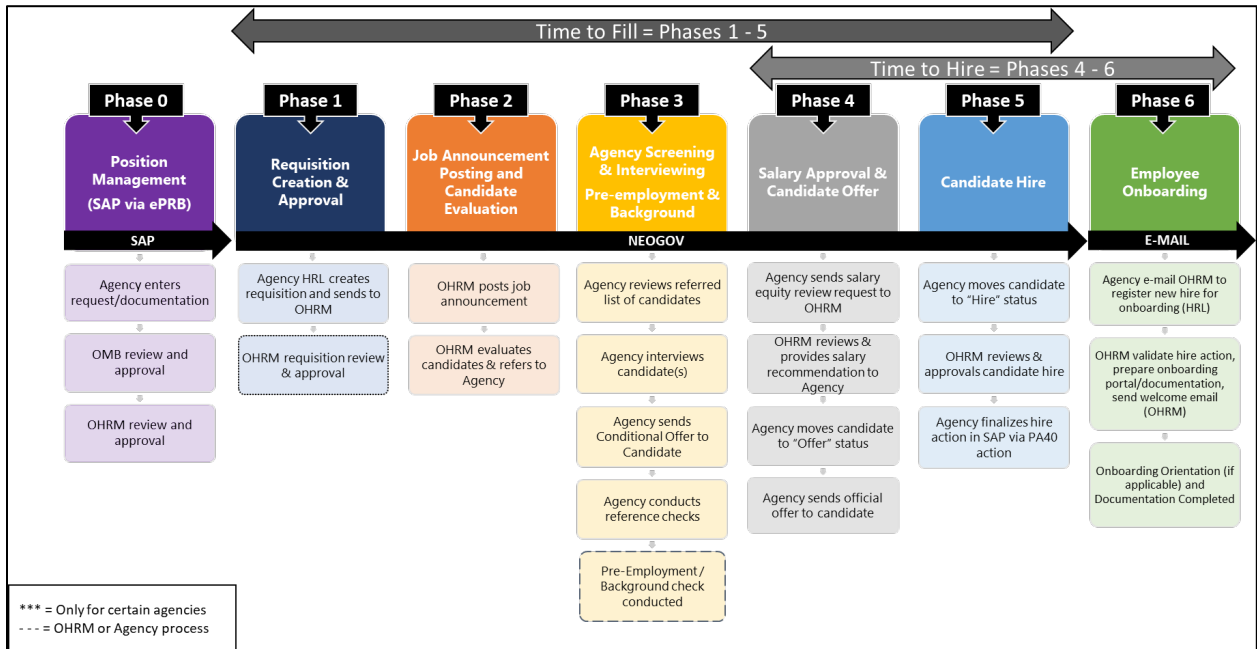
NEOGOV is a module-based software. This means that a company can purchase different modules and it is not necessary to purchase the entire suite of modules in order to have NEOGOV. In Prince George's County, the Recruit and Develop modules are utilized. The Recruit module is what this guide will be focused on.

- **Recruit module:** This is where the OHRM TA utilizes NEOGOV Insight and the OHRM CoreHR utilizes NEOGOV Onboard.
- **Develop module:** This is where we leverage NEOGOV Learn for the County's learning management system (LMS) and NEOGOV Perform for the performance management system.

### 1.3 Overall Workflow for the Hiring Process

The workflow diagram below illustrates the basic steps for each step in the hiring process. In total there are seven (7) phases to the overall process. This can briefly be explained as follows:

- Phase 0 – Takes place in SAP via ePRB. This is where the agency enters their request and accompanying documentation for OMB, OHRM review and approval. After this step, then the time it takes to complete the next steps is tracked in NEOGOV.
- Phase 1 – Requisition is created and approved by OHRM TA.
- Phase 2 – Job announcement posting and candidate evaluation by OHRM TA take place during this phase.
- Phase 3 – Agency screens and interviews candidates, followed by pre-employment activities and background checks.
- Phase 4 – Salary approval and offer is sent to candidate (this is presently done outside of NEOGOV).
- Phase 5 – Candidate is hired in NEOGOV.
- Phase 6 – Agency sends CoreHR all the completed new hire documentation and new employee onboarding takes place. This completes the cycle.



Phases 1 – 5 all take place in NEOGOV, with the exception of sending the salary equity review paperwork to the Classification and Compensation team. When you are ready to hire, you will email CoreHR which kicks off Phase 6.

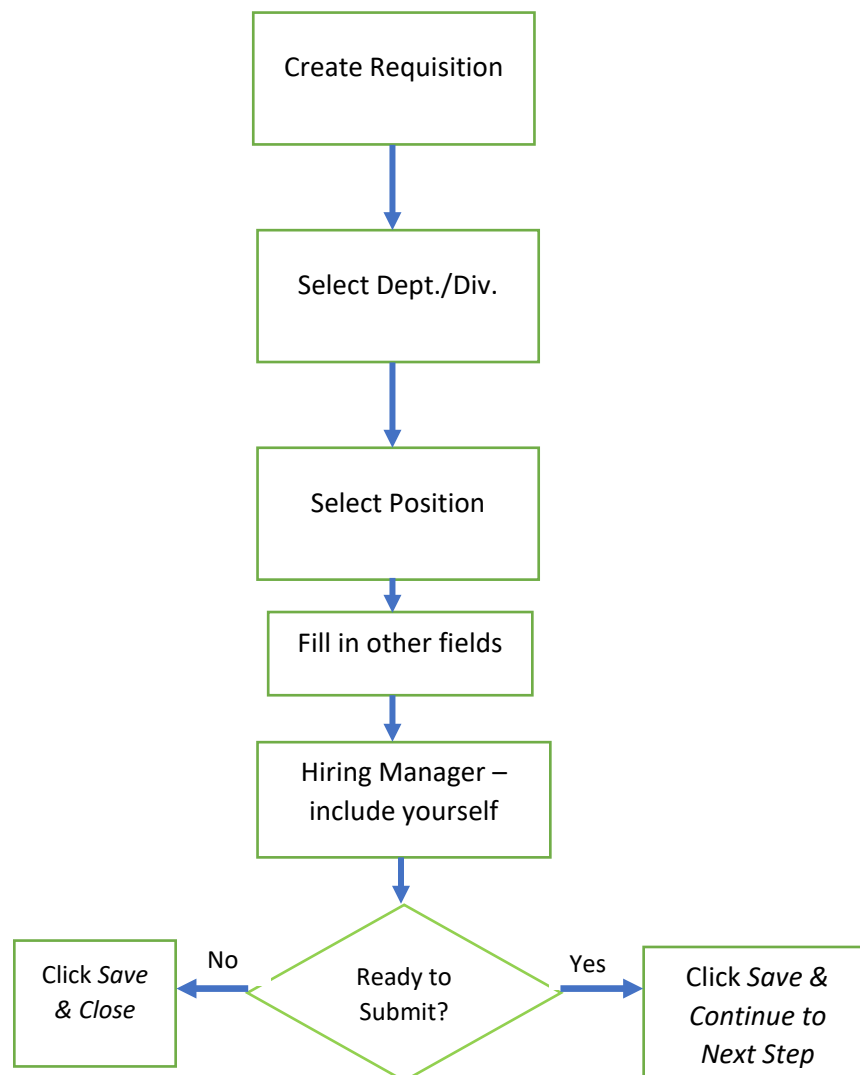
## Section 2: Creating a Requisition & Requisition Approval

The first step in this phase is creating the requisition. This is done by the agency HRL. Once the requisition is created, the HRL will submit the requisition. OHRM will then review and approve (or deny) the requisition.

- Note: This section assumes that you have already completed Phase 0 where OMB and OHRM have reviewed and approved the position for this requisition. This process was all completed in SAP via the ePRB.

### 2.1 Creating a Requisition

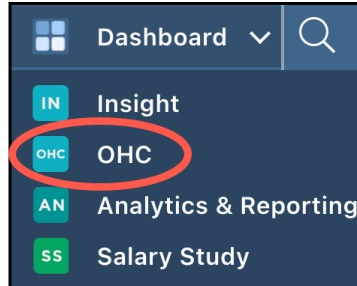
Shown below are the basic steps needed to successfully create a requisition in NEOGOV.



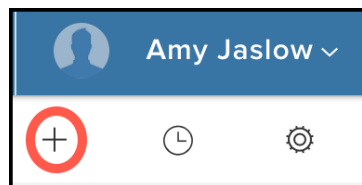
### 2.1.1 Create a New Requisition

Note: All fields marked with an asterisk (\*) are required fields.

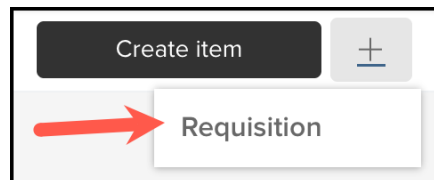
1. Access the OHC from your Dashboard dropdown menu.



2. To start a new requisition, click the plus (+) symbol in the upper right of the window, under your name.



3. Click on the *Requisition* button.



4. You are now in the *Create Requisition* window. There are three (3) parts to creating a requisition.
  - a. Create = Where you create the requisition.
  - b. Approvals = Where you start the approval workflow (next section).
  - c. Attachments = Where you attach the required documentation (next section).

At the top of the screen, you have three (3) actions:

- a. Cancel = Clicking this will cancel the creation of the requisition.
- b. Save & Close = Allows you to save your work so that you can come back later to finish it.
- c. Save & Continue to Next Step = You are creating the requisition and are ready to move to the next step in the process.



### 2.1.2 Completing the Top Half of the Requisition Form

The Requisition form has several fields. It is strongly suggested that you fill them out in a certain order which will save you time. We will tackle these fields in logical clusters. We will start with the fields in the top portion of the form: Department/Division, Position, Requisition #, Class Spec, Desired Start Date, Hiring Manager, Job Type, List Type, and Number of Vacancies.

The screenshot shows a requisition form with the following fields and callouts:

- 1**: Department/Division (Search field)
- 2**: Position (Search field)
- 3**: Requisition # (Text field)
- 4**: Class Spec (Search field)
- 5**: Working Title (Text field)
- 6**: Desired Start Date (Date field)
- 7**: Hiring Manager (Search field)
- 8**: Job Type (Dropdown menu)
- 9**: List Type (Dropdown menu)
- 10**: Number of Vacancies (Text field)

1. Department/Division (#1) – Enter enough search criteria to locate the correct Department/Division and then select.

☛ Notes:

- It is strongly recommended that you fill in this field first! You will not be able to find your created position without the correct Department/Division listed.
- Division = Org Unit in SAP.

2. Position – Click to see the Position numbers available. If you do not see the Position number you are looking for, check that you have entered the correct Department/Division. You will only see the available Position numbers for the Department/Division that you entered in the previous step.

☛ Notes:

- If there is not Position number selected when you submit the requisition for approval, it will be denied. The unique Position number is what ties SAP and NEOGOV together, therefore, this is a critical field.
- It is strongly recommended that you fill in this position after selecting the Department/Division instead of filling out the other fields before getting to the Position field. This way, if you have to change the Department/Division field, you won't have to redo all the other fields.



- If you have multiple positions that are in the same division **and** are in the same classification, you can select them. This will save you the trouble of creating a requisition for each one of those.
3. Requisition # – This will be auto-assigned when you save the requisition.
  4. Class Spec – Select the Class Spec that matches the job title.
  5. Working Title – while this field is not required, it is highly desirable that you put a title in here. This title is what will be posted on the external job boards for prospective candidates to see. Therefore, it should be a title that clearly states to the candidate what will likely be needed in that job.
  6. Desired Start Date – List the desired start date.
  7. Hiring Manager – You can have multiple selections in this field. Therefore, you should select anyone who will be reviewing candidates. Be sure to include yourself (the HRL) and any other HR team members in your agency, even if you are not the hiring manager. You, and your HR team members, need to be listed so that you/them can see the candidates listed in the *My Candidates* section on your Dashboard.
- ☛ Notes:
- It is a good idea to check with your manager on who needs to be included in this list.
  - If the name of the Hiring Manager you would like to select does not appear, you will need to e-mail [OHRMRecruitment@co.pg.md.us](mailto:OHRMRecruitment@co.pg.md.us) to request access for them. Please see *Obtaining NEOGOV OHC Access* in the Resources section for this process.
8. Job Type – Select the job type from the dropdown. Check the [Classification Plan](#) file to find the correct *job type probationary plan*. If the answer is *NA*, then select the appropriate Job type. Otherwise, all other job types will have a specific probationary plan (i.e. Probationary FT, Probationary PT).
  9. List Type – This defines how you want your position to be promoted. For the majority of postings, *Regular* is the selection you will need.
  10. Number of Vacancies – Enter the number of vacancies that there are for this job. If you have listed more than one position in the *Position* field, then the number you put here needs to equal the number of positions listed.

☛ Note: The field titled *EEO/Census Data Template* is not used.

## 2.1.3 Completing the Bottom Half of the Requisition Form

Here are the fields in the bottom half of the requisition form which need to be filled out.

The screenshot shows a requisition form with the following fields highlighted by red circles with numbers 1 through 11:

- 1: Pay Grade (dropdown menu)
- 2: Union (dropdown menu)
- 3: EEO Category (dropdown menu)
- 4: Affirmative Action Objective (dropdown menu)
- 5: Class Code (text input)
- 6: Minimum Request Compensation (text input)
- 7: Maximum Request Compensation (text input)
- 8: Agency/Sub-Agency Activity Number (text input)
- 9: Incumbent First Name (text input)
- 10: Incumbent Last Name (text input)
- 11: Vacancy Date (incumbents last day) (text input)

1. Pay Grade – Select the pay grade for the position.
2. Union – Select the appropriate union for the position (optional).
3. EEO Category – Select the EEO category (optional).
4. Affirmative Action Objective – Select the category for the Affirmative Action Objective (optional).
5. Class Code – If you aren't sure of the Class Code, click on the entry for the Class Spec to see what the Class Code is (red circle in screenshot below).
  - a. To access the Class Spec, click on the Class Spec that you entered in the top half of the screen as shown below (red arrow).

The screenshot shows the 'Requisition Details' section of the form. It includes a 'Requisition #' field with the placeholder text '[Assigned when requisition is saved]'. Below it is the 'Class Spec' field, which is marked as required with a red circle containing an 'i'. The field contains the text 'Account Clerk 2A (20000391)' and a search icon. A red arrow points to the selected text in the 'Class Spec' field.

b. The *Class Spec Details* window will pop out on the right side of your screen.

Class Spec Details

Print Close

Description Benefits

Class Code  
20000391

Class Spec  
Account Clerk 2A

Salary  
\$32,056.00 - \$62,065.00 Annually

Established Date Revised Date

6. Minimum Request Compensation – Enter the minimum amount which will be used when posting the compensation range for the position. This should be the budgeted amount your agency has for the position. The full range can be found on the *Class Spec Details* (see green square above).
7. Maximum Request Compensation – Enter the maximum amount which will be used when posting the compensation range for the position. This should be the budgeted amount your agency has for the position. The full range can be found on the *Class Spec Details* (see green square above).
8. Agency/Sub-Agency Activity Number – If you don't know what this number is, refer to the ePRB form for the number.
9. Incumbent First Name – This field is only used if the position is for a backfill and you know when the person is leaving the position.
10. Incumbent Last Name – See explanation above for *Incumbent First Name*.
11. Vacancy Date (Incumbent's last day) – OHRM will check this field, along with the Incumbent's name, if they notice that the position is currently listed as full. If this field (and Incumbent Name fields) are empty, the TA will reach out to you for clarification on why the position is currently listed as full but you are submitting a requisition for this position.

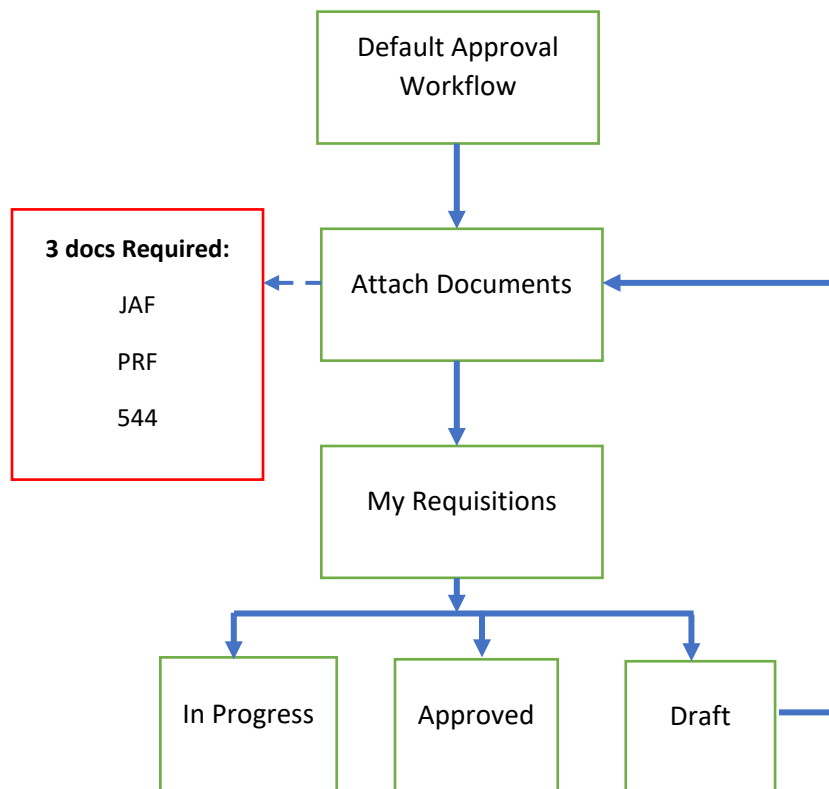
The remaining section of the *Requisition* form is the *Position Details*. This section is currently not used and can be skipped.

You are now ready to move to the next major action – Approval Workflow.

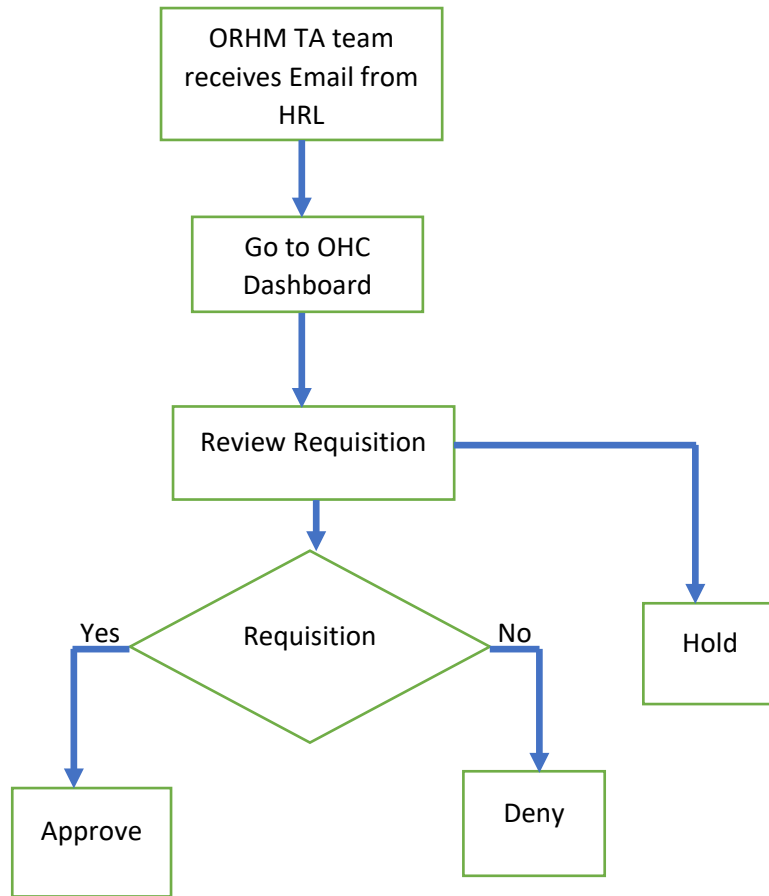
### 2.2 NEOGOV Requisition Approval Workflow: OHRM Talent Acquisition Approvals

The OHRM Talent Acquisition approval workflow is done within NEOGOV. There are two groups who are responsible for the workflow process. The first group is the Human Resource Liaison (HRL) and the second group is the OHRM Talent Acquisition Analyst (TA Analyst). Shown below is an illustration of the workflow steps involved for each group. The specific details, with screenshots, follow the workflow illustrations. These described in the order that the steps need to be executed. The first will be the HRL section (Human Resources Liaison (HRL) Role), followed by the TA Analyst section (Talent Acquisition (TA) Analyst Role).

*HRL Component:*

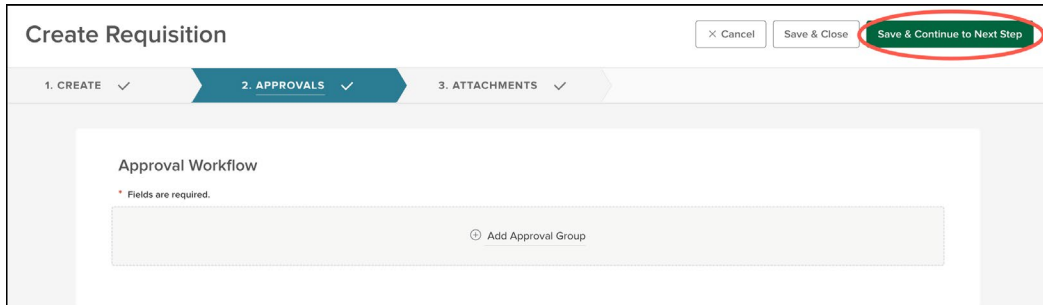


TA Analyst Component:



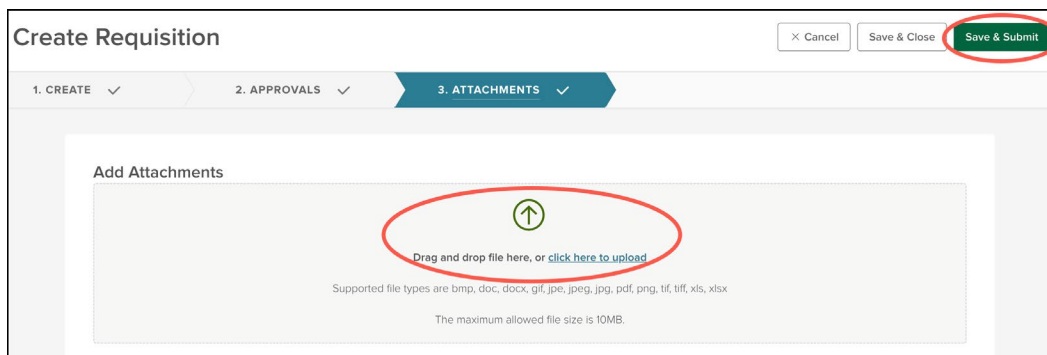
### 2.3 Human Resources Liaison (HRL) Role

1. Once an HRL enters a new requisition, there will be a default Approval Workflow. No action is needed from the HRL at this point. Just click select “Save & Continue to Next Step.”



The screenshot shows the 'Create Requisition' interface. At the top right, there are three buttons: 'Cancel', 'Save & Close', and 'Save & Continue to Next Step'. The 'Save & Continue to Next Step' button is circled in red. Below the buttons is a progress bar with three steps: '1. CREATE', '2. APPROVALS', and '3. ATTACHMENTS'. The 'APPROVALS' step is currently active. The main content area is titled 'Approval Workflow' and contains a message: '\* Fields are required.' Below this is a large, empty rectangular box with a plus icon and the text 'Add Approval Group'.

2. The HRL attaches the required documents. This is accomplished by either dragging the documents onto the box in the window or clicking the “Browse” link to locate and attach the documents. Once this is completed, select “Save & Submit” to move to the next step.
  - Required documents are:
    - i. Job Announcement Form (JAF)
    - ii. Approved ePRB Position Request Form (PRF) – this form must show that both OMB and OHRM approved the ePRB request.
    - iii. Position Description (544)



The screenshot shows the 'Create Requisition' interface at the 'ATTACHMENTS' step. At the top right, there are three buttons: 'Cancel', 'Save & Close', and 'Save & Submit'. The 'Save & Submit' button is circled in red. Below the buttons is a progress bar with three steps: '1. CREATE', '2. APPROVALS', and '3. ATTACHMENTS'. The 'ATTACHMENTS' step is currently active. The main content area is titled 'Add Attachments' and contains a large, empty rectangular box with a plus icon and the text 'Drag and drop file here, or click here to upload'. Below this box, it lists supported file types: 'Supported file types are bmp, doc, docx, gif, jpeg, jpeg, jpg, pdf, png, tif, tiff, xls, xlsx'. At the bottom, it states 'The maximum allowed file size is 10MB.' The entire 'Add Attachments' box is circled in red.

3. Once the requisition is submitted, it will show up under the “My Requisitions” Tab in the OHC Dashboard. The following options will be displayed:
  - In Progress: If a requisition is pending OHRM approval.
  - Approved: If a requisition was approved by OHRM.
  - Draft:
    - i. If a requisition was denied by OHRM, it will be directed back to the HRL’s OHC dashboard and the HRL will receive an e-mail.
    - ii. A requisition can also be in this status if the HRL has not submitted it to OHRM.

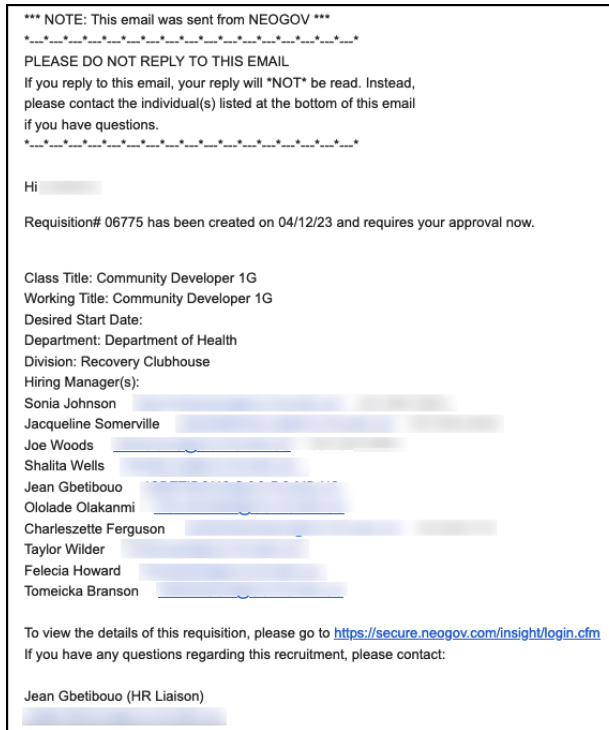
My Requisitions <span style="float: right;">VIEW ALL &gt;</span>									
4 Total		0 Draft		0 In-Progress		3 Approved		1 Open	
Req #	Requisition Title	Department	Division	Position Code	Hiring Manager	Approval	Created On		
06524	Approved Financial Analyst	Department of Health	Accounts Payable	30000108 +1 More	Amy Jaslow	✓ Complete	03/24/2023		
06523	Approved Project Manager	Office of Human Resources Mgmt	HR Agency Operations	30004841	CHRISTI CRIST	✓ Complete	03/17/2023		
06465	Open Construction Standards In...	Permitting Inspections Enforce	Residential South District	30050281	Chonnie Harper	✓ Complete	12/13/2022		
06444	Approved Public Safety Emergency ...	Office of Homeland Security	New Hire Unit	30004816 +2 More	Kelly Marshall	✓ Complete	12/07/2022		

4. If a requisition is denied by OHRM, the HRL will need to select the requisition under “My Requisitions.” Once the Requisition Details page appears (shown below), go to the “Approvals” tab. There you will be able to review the comment left by the OHRM TA Analyst.
  - Click “Edit” and make the necessary adjustments. Then follow steps 1 & 2 to resubmit the requisition to OHRM.

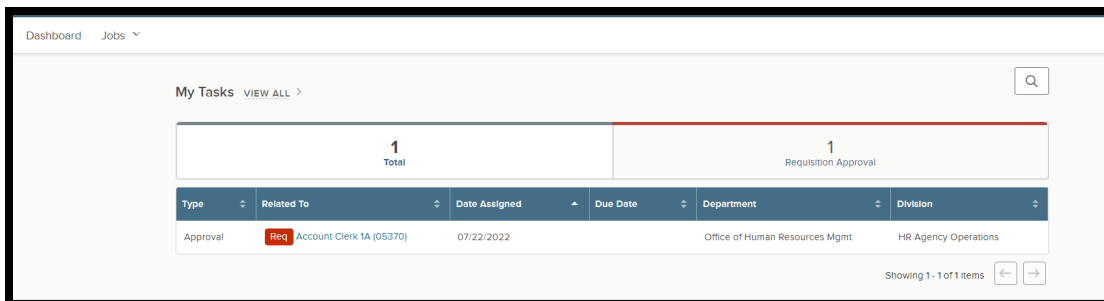
The screenshot shows the 'Requisition Detail' page for 'Human Resources Generalist (03567)' in a 'Draft' status. The 'Approvals' tab is selected and circled in red. Below it, an approval card for 'OHRM Talent Acquisition' by 'CHRISTI CRIST' is shown as 'pending'. To the right, the 'Approval Timeline' shows a denial on '06/23/2022' by 'CHRISTI CRIST', with a comment: 'CHRISTI CRIST denied and sent back to CHRISTI CRIST'. The 'Edit' button is also visible in the top right corner.

2.4 Talent Acquisition (TA) Analyst Role

1. Once the requisition is submitted, the OHRM TA team that is within the approval group will receive an e-mail from NEOGOV letting them know they need to log into NEOGOV OHC and approve the requisition. Below is a sample email of what the OHRM TA Analyst will receive.

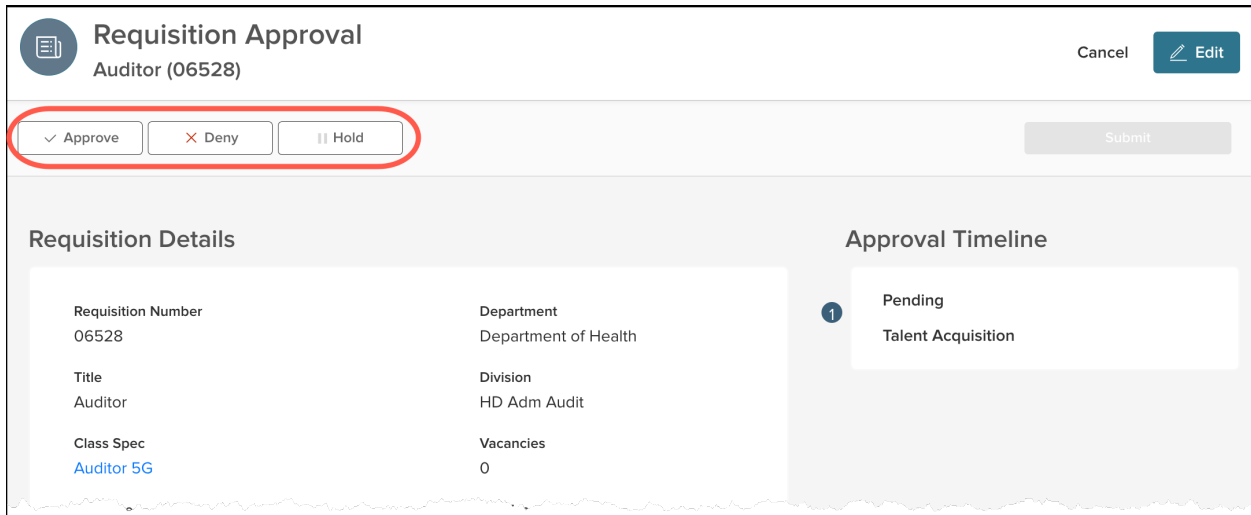


2. The designated TA Analyst will go to the OHC dashboard and locate the requisition in question under “My Tasks.”

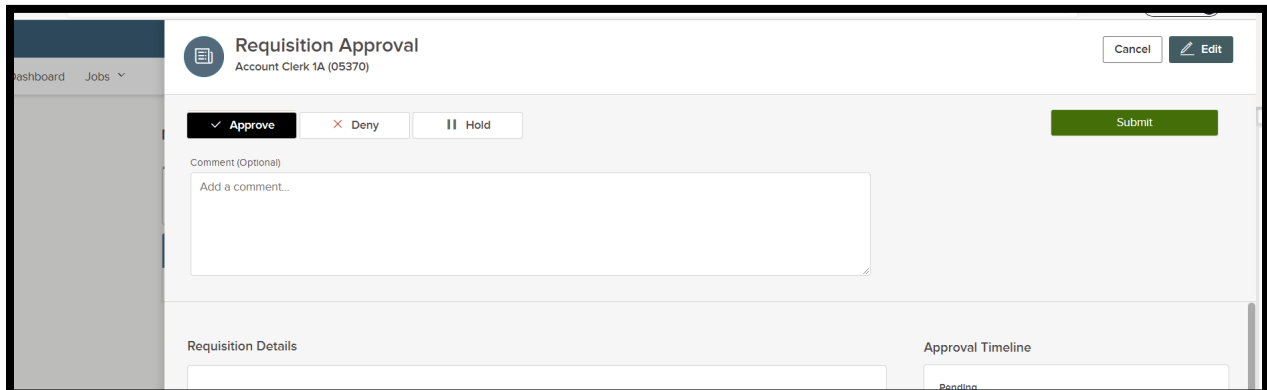


3. The TA Analyst will need to click on the requisition title under “Related To.” A Requisition Approval window will appear. The TA Analyst will be able to review the requisition details and attachments and then approve, deny, or hold the requisition.
  - Before approving, the TA Analyst must ensure that the requisition has the following:
    - i. Position Number
    - ii. Accurate Classification Specification
    - iii. Required Attachments (as listed in Step 2 of the HRL role)
    - iv. The position is listed as vacant. If not, the incumbent information must be entered.

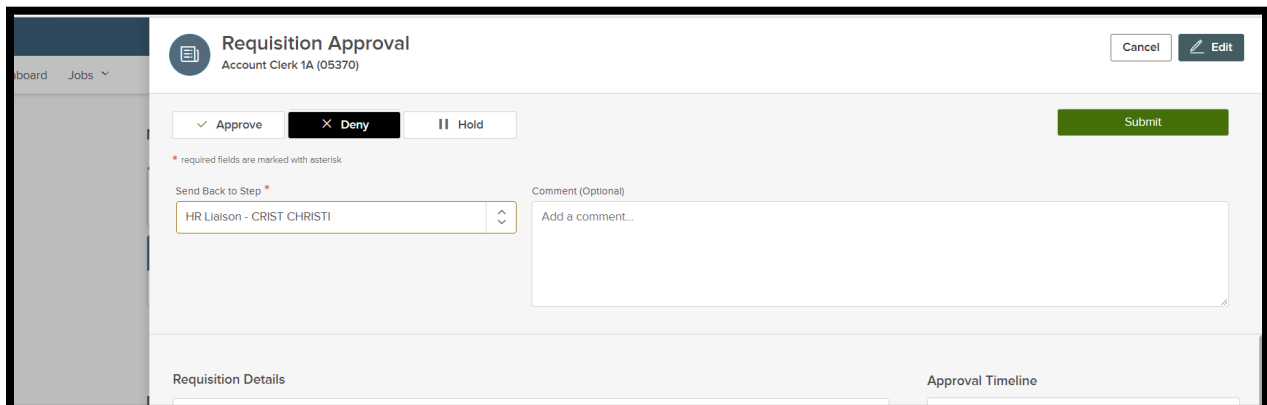




2A. *If Approved:* The TA Analyst will have the option to add comments and then will select “Submit.” Once approved, the task will be removed from the “My Tasks” list and the requisition will show up on the Insight site under “Approved” requisitions.



2B. *If Denied:* The TA Analyst will select to send it back to the HR Liaison who created the requisition and add specific comments as to why it was denied.

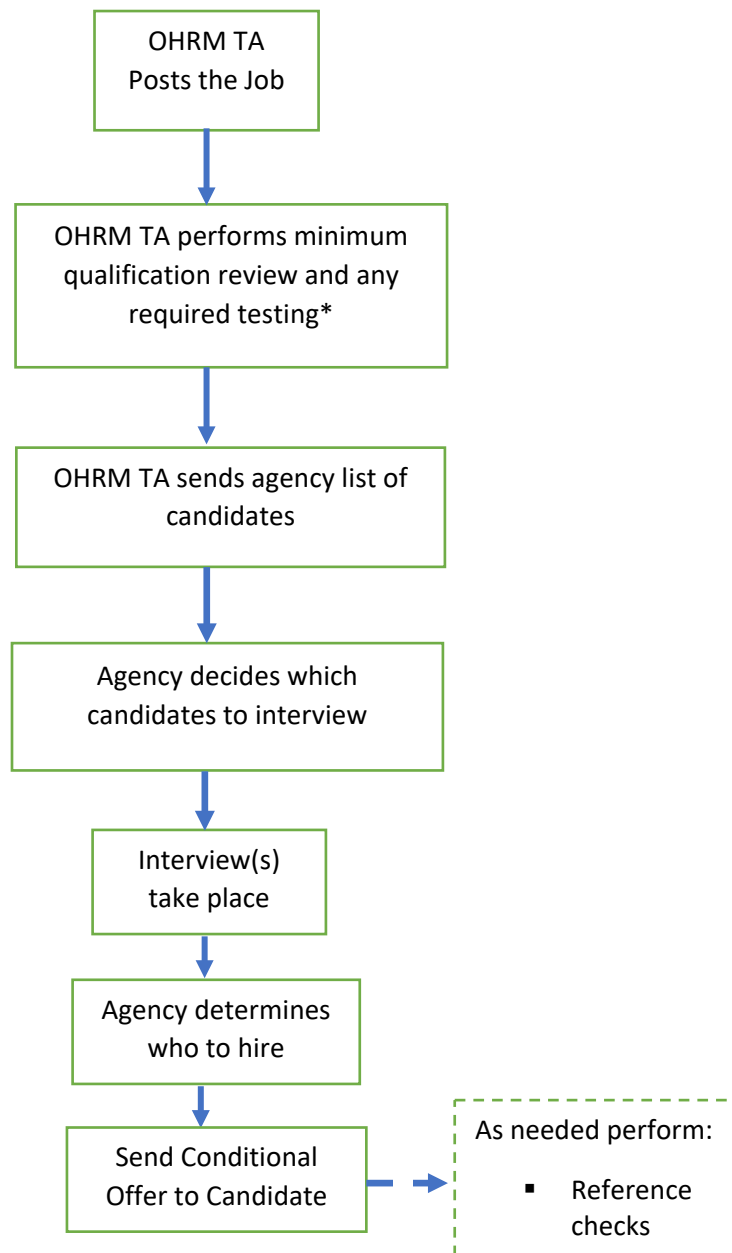


2C. *If on Hold:* This option should only be marked if the HR Liaison reaches out directly to the TA Analyst and asks to put the requisition on hold. This status also will require OHRM Director approval before allowing it to be selected.

Once the requisition has been approved, the process moves to Phase 2 – Job Announcement Posting and Candidate Evaluation. This phase is handled entirely by ORHM; therefore, we will now move to Phase 3 – “Handling a Referred List of Candidates.”

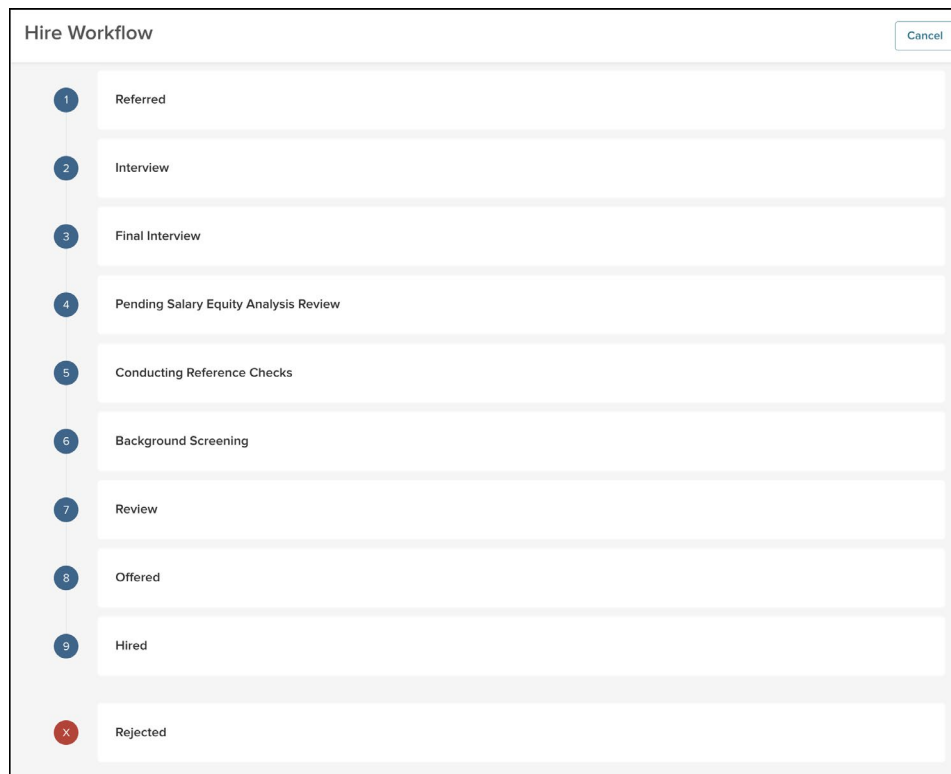
### Section 3: Handling a Referred List of Candidates

Once ORHM has completed the posting of the job announcement and has prequalified the candidates, you will receive the list of referred candidates from OHRM that have met minimum qualifications. You will now continue the Phase 3 section by determining which candidates to interview and who to hire. Shown below is the basic workflow for the process of handling the referred list of candidates.



\*All Administrative Aide (I-IV) and Public Safety Call Taker/Dispatcher (I-III) positions are required to pass an exam before being referred to the hiring agency.

Within the OHC Dashboard, there is a workflow (shown below). You do not need to complete all the suggested steps listed there, nor do you have to perform them in the order that they are listed. These are suggested steps for you to follow. Keep in mind that these steps could vary depending on the job position that needs to be filled.



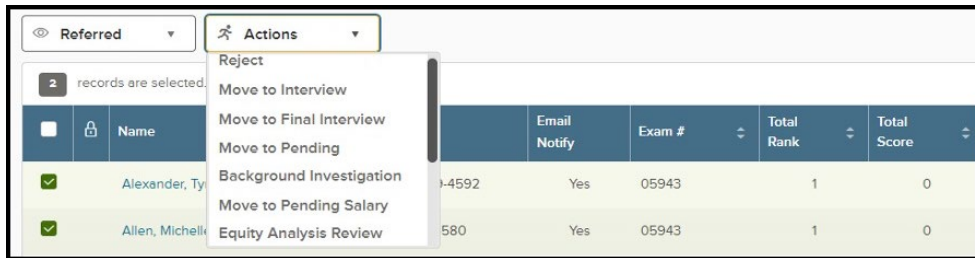
### 3.1 Update Candidate Status

1. To view the list of referred candidates, go to your OHC Dashboard and look for the *Requisition Title* column listed in the *My Candidates* section. Click on the appropriate Requisition Title to see the list of candidates from OHRM.

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
06075	Senior Talent Acquisition & Employmen	10	Office of Human Resources Mgmt	Recruitment	Shawn Stokes	07/21/2022

Showing 1 - 1 of 1 items

2. All candidates are initially in the *Referred* status. You can change their status by selecting the candidate(s) and then selecting a different status under the *Actions* dropdown. Repeat this action as often as needed as the candidates move through the interview/offer/hire process.



The table below defines each *Action* status.

Action Name	When to Move to Action
Reject	When you have decided that you do not want to proceed to the next step with this candidate. This can occur at any point in the interviewing process.
Interview	When a candidate is selected for their 1 <sup>st</sup> interview.
Final Interview	When/if your agency has multiple interviews and this is the final one before selecting a candidate for the conditional offer.
Pending Salary Equity Analysis Review	When you send the salary equity packet to OHRM Classification & Compensation for review.
Conducting Reference Checks	When your agency begins the reference check process on a candidate(s).
Pending Background Investigation	When/if your agency has a candidate in a classification that requires a background investigation through the *OHRM Background & Compliance Division.
Offer	When you get the approved salary equity analysis back from OHRM and make the offer to the candidate.
Hired	When the candidate has accepted the offer and you are ready to hire the candidate.

\*Contact [PSI@co.pg.md.us](mailto:PSI@co.pg.md.us) if you have questions about if your position requires a background investigation.

3. There are three (3) additional *Actions* which can be performed on the list of referred candidates. These are actions for notifying candidates or printing out applications in mass quantity.
  - a. Send Notices
  - b. Send Text Messages
  - c. Print Apps

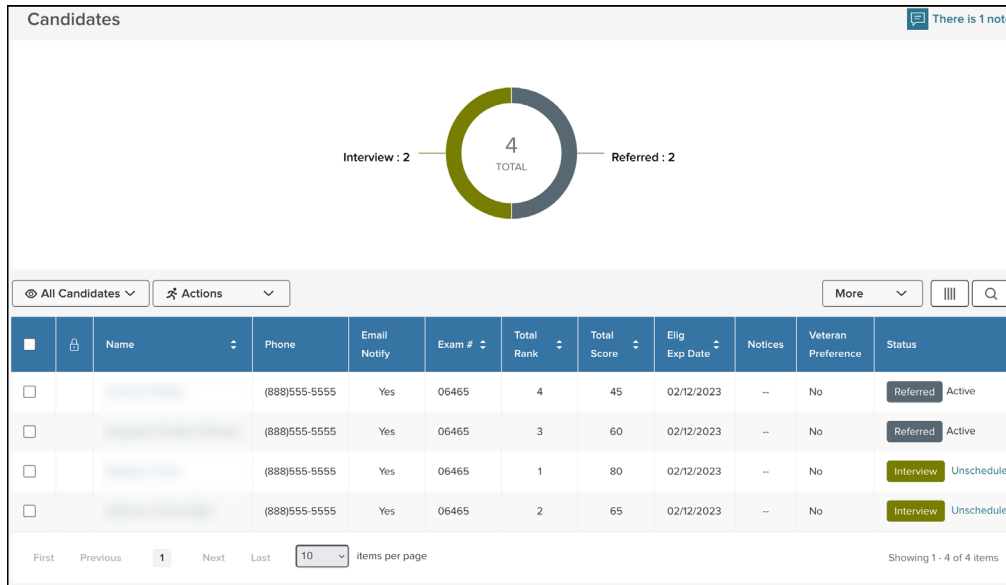
☛ Note: If you find that there is not a Notice or Text Message available from the options that relates to the message you want to send out, please email [OHRMRecruitment@co.pg.md.us](mailto:OHRMRecruitment@co.pg.md.us) to request that a new template be added. You will need to supply in the body of the e-mail the verbiage you would like to send out.

### 3.2 Moving Candidates through the Workflow

Now that you have the basics for this phase, you will go through the steps explained below.

☛ Note: If you notice that there is a lock icon next to a candidate’s name, that means the candidate’s profile has been locked and you are unable to move the candidate(s) to the next step in the hiring process. You will need to reach out to your designated OHRM TA Analyst or send an email [OHRMRecruitment@co.pg.md.us](mailto:OHRMRecruitment@co.pg.md.us).

1. Select the candidates that you wish to interview. To move the candidates to the *Interview* stage, select the candidate's name and then *Move to Interview* from the *Action* dropdown menu. Repeat for each candidate who will be interviewed. The wheel showing the number of candidates will update as you move the candidate through the process.



2. (Optional) Now that you have candidates to interview, you need to schedule the interview time. Click on the *Interview* button on the far right and the *Schedule Interview* window will open on the side. Fill in the appropriate information for the interview and save. Repeat for each candidate being interviewed.

The 'Schedule Interview' form contains the following fields:

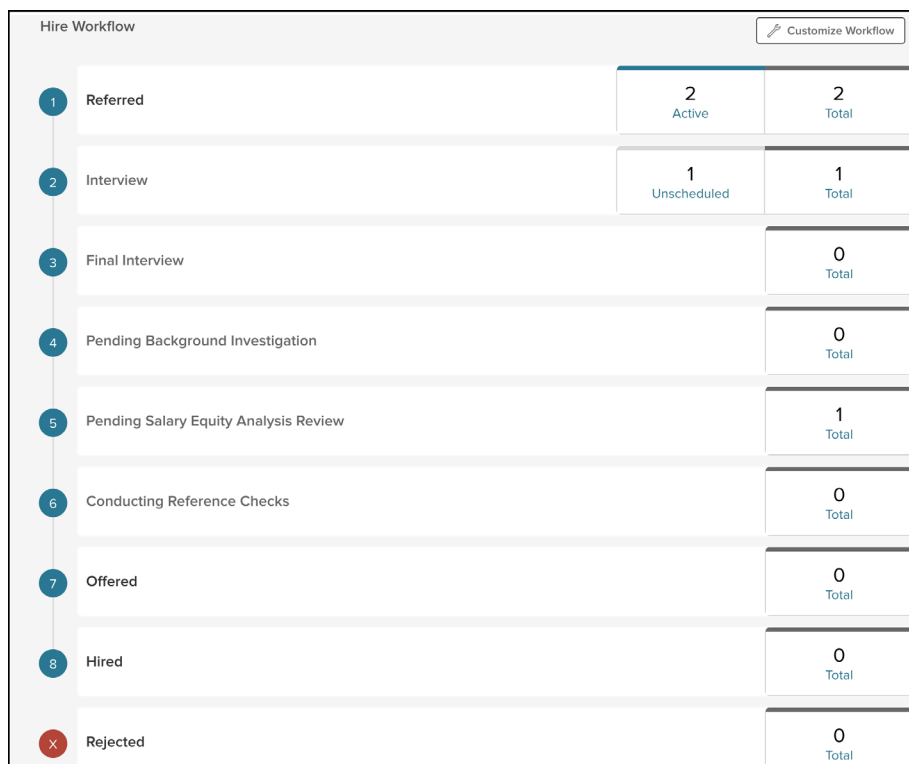
- Interview Date:** 04/10/2023
- Location:** RMS Building
- Start time:** 01:00 PM
- End Time:** 02:00 PM
- Interviewer:** Search interviewer(s)

3. For any candidates who you are not interviewing, they can be moved to the *Reject* status now or later in the process.

- Once you have your successful candidate, you can make a tentative selection. At this point, the agency HR team can send the candidate a conditional offer. This is where an agency will also do the background and reference checks (if needed).

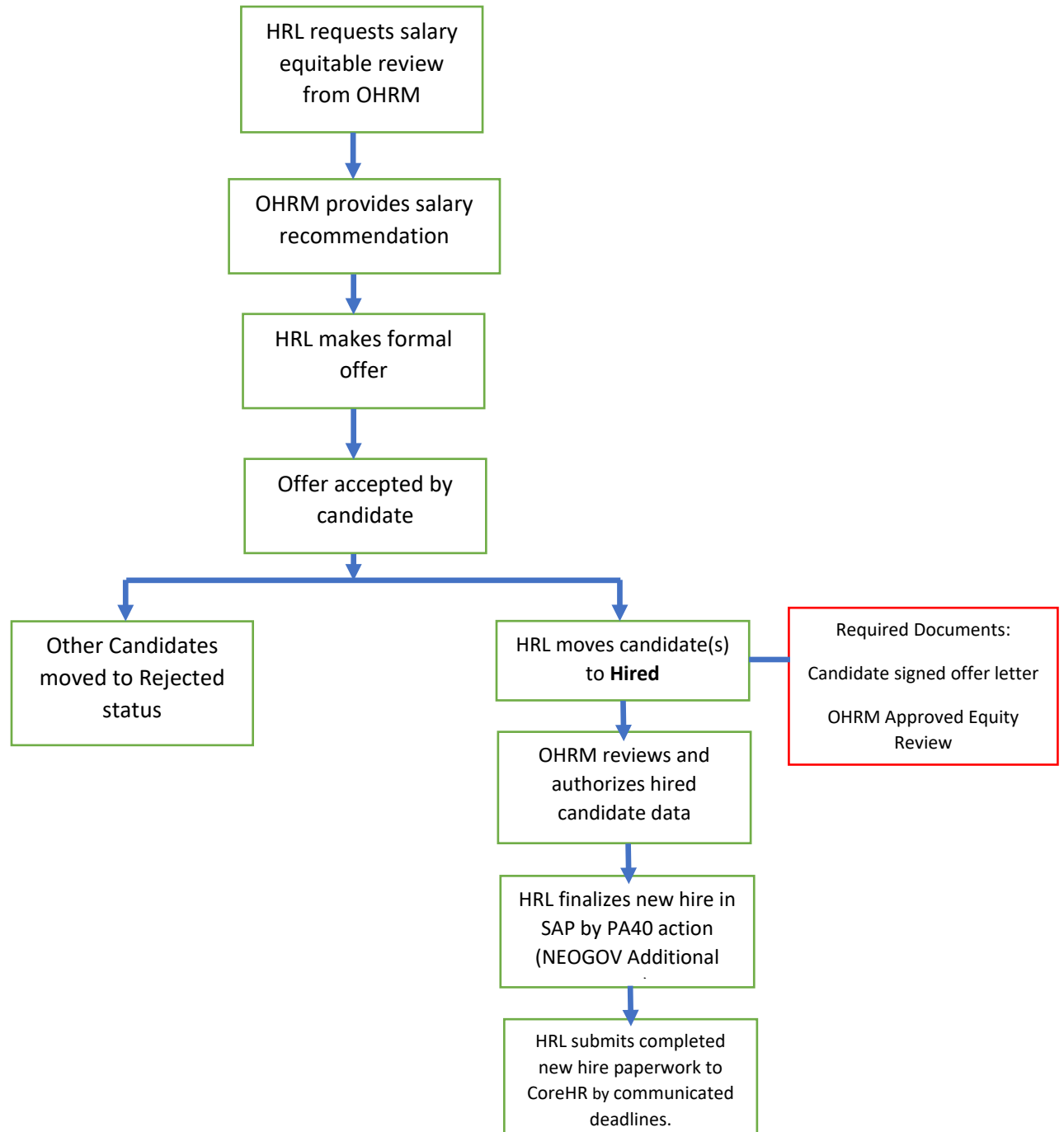
Notes:

- A conditional offer is one that notifies the candidate that they've been selected but there is no confirmed salary. A salary analysis and background screening will be done. After the analysis and background screening are completed, the formal offer will go out.
- If you decide to utilize the *Hire Workflow* that is part of your OHC Dashboard, you can see a summary of how the candidates are moving through the workflow. A sample of this is shown below.



## Section 4: Making a Formal Offer / Hiring Candidate

This section covers Phases 4-6 of the overall timeline. As the workflow below shows, you will be requesting a salary equitable review, receiving approval to hire the candidate(s), making the formal offer, then completing the final paperwork, sending out the new hire paperwork, and cleaning up of the referred candidate list.





## 4.1 Making an Offer

Congratulations, you are ready to make a formal offer! Before making the formal offer, you must request that OHRM perform an equitable salary review, then you can make the formal offer.

1. Submit a request to [OHRM](#) to perform the equitable salary review by moving the candidate to the *Pending salary Equity Analyst Review*.
2. When you receive the approval from OHRM, you can now make the formal offer. Select the *Action* status of *Moved to Offered*. Once you do this, the *Offer Approval Form* will pop out. Fill in the required fields and any others that you need to fill out for the position. Click *Save & Continue to Next Step* green button.

3. The “Approval” step is not utilized at this time. Click *Save & Continue to Next Step* green button.
4. Attachments are not needed for this step. Click the *Save & Submit* green button.



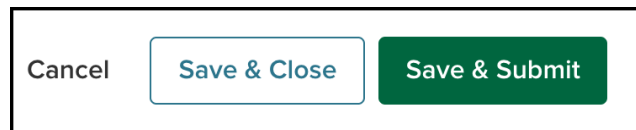
## 4.2 Processing a New Hire

Now that your candidate has accepted the offer, it is time to process them as a new hire. All hire actions **MUST** be processed in NEOGOV prior to any SAP actions. The deadline for submitting hire actions in NEOGOV can be found [HERE](#).

1. Change the candidate's status to New Hire by selecting the candidate and the *Action* status of *Hired* in the dropdown.
2. A side window will pop out. Fill in the required fields and any others that you need to fill for the position. Fill in the fields as described below.

- Select the position that you want to hire the candidate into.
  - Note: The Position title will already be filled in if you only have one (1) position on the requisition Check to make sure that the correct position is listed.
- #1 – Enter the offer date (or click on the date and a calendar will pop out, select the correct date). This is the date that the offer was extended to the candidate.
- #2 – Enter the date that the offer was accepted (or click on the date and a calendar will pop out, select the correct date).
- #3 – Enter the offer amount (commas are not needed). The offer amount is either the annual salary or the hourly rate.
- #4 – (optional) If there is a bonus amount, enter it here.
- #5 – Enter the start date (or click on the date and a calendar will pop out, select the correct date). Check the available orientation dates as the start date must be on an orientation date.
- #6 – Enter the orientation date (or click on the date and a calendar will pop out, select the correct date). This should be the same as the start date.
- #7 – Enter the date that the position was filled (or click on the date and a calendar will pop out, select the correct date). This is the date the candidate returned their offer.

- #8 – You must enter a *Transfer Reason*. Most of the time, this will be *Hire/Rehire/Promotion*.
  - #9 – Select the appropriate *Personnel SubArea* from the dropdown list. This should be the same as the bargaining unit for the position.
  - #10 – (optional) If needed, select the *MailDistributionCode* from the dropdown.
  - #11 – Select the appropriate *OfferAmountType* from the dropdown.
  - #12 – Select the correct radio button to state if the applicant is a current Prince George's employee.
3. Once you have completed filling in the necessary fields, click the *Save & Continue to Next Step* green button.
  4. The "Approval" step is not utilized at this time. Click *Save & Continue to Next Step* green button.
  5. The following attachments are required in order for the hire to be authorized. Once the attachments have been added, click the *Save & Submit* green button.
    - a. **Signed Offer/Welcome Letter** – the official offer letter that the candidate signed that states their salary, position title, and start date. This should have both the Appointing Authority and new onboarding employee's signature.
    - b. **OHRM Approved Salary Equity Analysis** – attach the OHRM approval documentation that was supplied to the agency for the candidate(s) being recommended for hire.



6. OHRM ensures that all the information is in sync and authorizes the hire. The Candidate's information will not flow over into SAP until OHRM has authorized the hire. If after 48 hours you do not see the Candidate's information in SAP, please contact your designated OHRM TA Analyst or the OHRMRecruitment inbox.
    - a. Note: OHRM does their best to have the new hire authorized within two (2) business days. If a shorter turnaround time is needed, reach out to your designated TA Analyst.
  7. OHRM will mark the position as filled once all candidates have been dispositioned to a final status (either reject or hired).
    - a. Note: All candidates not selected for the position should be moved to a *Rejected* status at the same time that the selected candidate is being moved to the *Hired* status.
- ☛ Note: It is imperative that the candidate's personal information matches what is already in the system. Also, the job core details (salary, hourly or annual) must match and the start date = orientation date.
8. Your final step is to go into SAP and complete the *PA40 NEOGOV Additional Hire Data* action. Follow the [instructions](#) for that form.

### 4.3 Cleaning the Referred Candidates List

Now that you have your new hire(s), your final step is to clean up the referred candidates list. This requires you to move all the other candidates to the *reject* status.

1. You can do this as a bulk action by selecting all those candidates, then the *Reject* status.
2. Select the reason for rejecting the candidates.

3. Then select those candidates again and select *Send Notice* in order to send them a notice explaining that they were not selected for the position.
4. Select the notice that will be sent to those candidates.

### 4.4 Candidate Rejected / Rescinded Acceptance

If at any point after a candidate has accepted offer and have been moved to *Hired* then decides to rescind their acceptance you must do the following:

- Notify both CoreHR and your OHRM TA Analyst
- Delimit their employee profile in SAP (if they have been entered there)
- Move them from *Hired* status to *Rejected – Withdrew From Consideration* in NEOGOV

If you would like to revisit and make an offer to another candidate on that requisition's referral list, you may do so and follow the process again for that candidate, starting at [4.1 Making an Offer](#). If there are no other eligible candidates on that referral list, a new requisition will need to be created and the position will need to be reposted.

#### 4.5 New Hire and Orientation Onboarding

New hire orientation happens every two (2) weeks. The new hire start date should equal the orientation date. Be sure that all completed new hire documentation has been delivered to the CoreHR no later than 5 pm the Monday before a new hire orientation. This provides enough time for the information to be compiled and pushed to SAP.

All documentation related to employee onboarding can be found at: [Employee Onboarding | Prince George's County, MD \(princegeorgescountymd.gov\)](https://princegeorgescountymd.gov/employee-onboarding)

## Section 5: Resources

This section provides useful resources and additional information for using the OHC system.

### 5.1 Obtaining NEOGOV OHC Access

In order for an HRL, hiring manager, or other personnel member of an agency to gain access to OHC, the present HRL, or appointed authority, will need to submit an email request to [OHRMRecruitment@co.pg.md.us](mailto:OHRMRecruitment@co.pg.md.us), with a subject line of: **NEOGOV Access Request – Employee Name - Agency**, with the following information for the requested employee.

- **Access Request Type** (if an HRL access type is requested they will automatically be assigned a Hiring Manager access):
  - HRL
  - Hiring Manager
- **First and Last name**
- **Working Title / Classification Title**
- **County email address** (must be a Prince George's County email)
- **List of divisions within their Agency that they need access to** (if the access request is for an HRL they will automatically be assigned all divisions within their agency)

**Note:** Anyone obtaining HRL access will need to go through a mandatory NEOGOV OHC training before gaining access.

### 5.2 LMS Training for HRLs

In addition to the NEOGOV OHC training, the following are required trainings are for HRLs. These can be found on the [LMS](#) aka NEOGOV Learn module.

- SAP ePRB (Position Management): In order to gain access to the ePRB workflow in SAP, you must complete the [SAP ePRB training](#).
- SAP for HRLS (Employee Actions: [SAP Online Training for Agency HRLs](#))
- Job Posting Process – Introduction to the Job Announcement Form (JAF)
  - [Learner Catalog - Standardized - HR Community Training: Job Posting Process - Session details \(neogov.com\)](#)

### 5.3 Resources

The following resources are available:

- [Recruitment & Hiring Resources | Prince George's County, MD \(princegeorgescountymd.gov\)](#)
- As of October 31, 2022, the following SLA guideline(s) were effective:
  - [Service Level Agreement \(SLA\) - OHRM](#)

### 5.4 Acronyms & Definitions

This table provides the acronyms and NEOGOV specific terms that were used in this document, along with their definitions.

Acronym	Definition
544	Form 544 is one of three (3) required forms needed when creating a requisition.
ATS	Applicant Tracking System
CoreHR	Lead HR designate for each agency
EEO	Equal Employment Opportunity
ePRB	Form used for job requisition in SAP
ESS	Employee Self Service module
FT	Full Time
FYI	For Your Information
HR	Human Resources
HRL	Human Resource Liaison
JAF	Job Announcement Form
LMS	Learning Management System
MD	Maryland
NA	Not Applicable
NEOGOV	Software used by Prince George’s County for recruiting, candidate, tracking, learning for employees, etc.
OHC	Online Hiring Center
OHRM	Office of Human Resources Management
OMB	Office of Management & Budget
Org	Organization
PA40	New Hire completion form used in SAP by agencies.
PRF	Position Request Form
SAP	Software product used by Prince George’s County
SLA	Service Level Agreement
SME	Subject Matter Expert
TA	Talent Acquisition