



Santa Clara County
Office of Education

Karen Bacica

**HR 101:
Certificated
Hiring Process**

**CHAMPIONS FOR LEADERSHIP
JUNE 21, 2011**

GOALS

- ⇒ **Broaden my scope of work and contribution**
- ⇒ **Become a future CfL Mentor**
- ⇒ **Rethink a current Human Resource process**
- ⇒ **Make a positive difference for Human Resources customers**

HR 101 CERTIFICATED HIRING PROCESS

Objective:

How Human Resources (HR), can better meet its internal/external customers' certificated hiring needs.

Customers include everyone in our organization who is involved in the hiring process as well as the candidates.

HR 101 CERTIFICATED HIRING PROCESS

Steps Taken:

- 1. Designed and distributed a survey**
- 2. Organized data received**
- 3. Conducted a small Focus Group to review data, identify Issues and brainstorm for improvements**

HR CERTIFICATED HIRING PROCESS SURVEY QUESTIONS

PRE-HIRE PROCESS
Overall, I would rate my experience w/pre-hiring paperwork procedure
Overall, I would rate my experience w/pre-hiring interview panel procedure
Overall, I would rate my experience w/pre-hiring reference check procedure
Overall, I would rate my experience w/pre-hiring timelines
ON-BOARDING (COE OFFICE ORIENTATION)
Overall, I would rate my experience w/on-boarding procedure
Overall, I would rate my experience w/fingerprinting procedure
Overall, I would rate my experience w/TB Test procedure
Overall, I would rate my experience w/HR Benefits Specialist meeting
Overall, I would rate my experience w/HR Specialist meeting
Overall, I would rate my experience w/on-boarding timelines
COMMUNICATION
Do you always know who to contact in HR with hiring questions?

Pre_Hire Certificated Ratings

QUESTION: Overall, I would rate my experience w/pre-hiring paperwork procedure:

Position	Average Rating
Administrative Support	2.75
Chief	2.00
Director	2.75
Principal	2.75
School Office Coordinator	
Grand Total	2.69

QUESTION: Overall, I would rate my experience w/pre-hiring interview panel procedure:

Position	Average Rating
Administrative Support	2.80
Chief	3.00
Director	3.33
Principal	2.75
School Office Coordinator	
Grand Total	2.92

ACCOMPLISHMENTS

- ✓ Defined a Statement of Work (SOW)
SMART: specific, **m**easurable, **a**ttainable, **r**esults-oriented with **t**imelines
- ✓ Created an action plan to achieve the objectives
- ✓ Developed a survey
- ✓ Formed a Focus Group
- ✓ Learned about myself in the process!

SUCSESSES

- 👍 Stayed committed to my project objectives
- 👍 Pushed myself out of my comfort zone
- 👍 Built new relationships (Mentor and other CfL mentees)
- 👍 Conducted a Focus Group 6/15/2011
- 👍 A feeling of personal accomplishment and appreciated support from Leadership

KEY LEARNINGS

- ⚡ **Commit to a timeline!**
- ⚡ **Break tasks into manageable steps**
- ⚡ **Take a risk – try a new approach**
- ⚡ **Relationships and trust are everything to working together toward a common goal.**



WHAT I REALLY LEARNED!

- ☑ I don't have to have all the answers
- ☑ Committing to a specific date keeps you on track
- ☑ We have great resources in our organization: people, technology and knowledge – use it!
- ☑ Taking a risk is like learning to tie your shoes for the first time

“ I did it!”

