

# Recruitment Policy and Procedure

## Objective

South Central Transit Authority (SCTA) believes that hiring qualified individuals to fill positions at the Authority contributes to the overall strategic success of SCTA. Each employee, while employed, is hired to make significant contributions to SCTA, BARTA or RRTA. The Authority is committed to attracting and recruiting the best possible candidate for available positions. SCTA is further committed to providing equality in employment for all people employed or seeking employment. Each Department Head is responsible to keep the Authority as fully staffed as positions allow and to anticipate potential openings due to retirements to reduce any unnecessary overtime and overwork by existing employees.

The purpose of this document is to ensure that a standard approach is adopted for the recruitment of all vacant positions; the following hiring process should be followed.

These guidelines are developed according to Affirmative Action and Equal Employment Opportunity (EEO) principles. They provide an outline of a process to select personnel in a non-discriminatory manner on the basis of merit. It is important to note that EEO legislation covers all applicants for positions, both internal and external.

## Responsibilities

### **It is the responsibility of Department Supervisors to ensure that:**

- They are familiar with and understand the recruitment policies and procedures, and that they follow them accordingly;
- Staff levels for their department are determined and authorized;
- All roles have current position descriptions that specify role requirements and selection criteria.

### **It is the responsibility of Human Resources to ensure that:**

- A Recruitment and Selection Policy is developed and maintained to support and enhance the Authority's objectives and requirements;
- Recruitment and selection guidelines and procedures are developed and maintained;
- All Department Supervisors are aware of their responsibilities in the recruitment and selection process;
- Department Supervisors are given continuous support and guidance with regard to recruitment and selection issues.

# Hiring Process Steps and Procedures

## Summary

1. Identify the open position and job description
2. Obtain Authorization to fill open position
3. Advertise open position, internally/externally (coordinate with HR)
4. Review applications for qualifications
5. Schedule interviews with top candidates (coordinate with HR)
6. Conduct second interviews, if needed. (coordinate with HR)
7. Conduct pre-employment testing (Operators/Mechanics)
8. Check references/background checks on top candidates
9. Obtain approval from Department Supervisor/E.D. to make job offer.
10. Prepare written job offer to candidate, subject to physical/drug test
11. Prepare employment checklist/schedule orientation.
12. Prepare and submit EEO form to HR.

## Personnel requisitions

Personnel requisitions (form attached) must be completed to fill any position for SCTA, RRTA or BARTA. Requisitions must be initiated by the department supervisor, approved by the executive director and then forwarded to the human resource (HR) department.

Personnel requisitions should indicate the following:

- Position's hours/shifts.
- Exempt or nonexempt status of the position.
- Reason for the opening.
- Essential job functions and qualifications (or a current job description may be attached).

## **Update/Create Job Description**

Review current job description for the position to be filled. Make necessary changes to the position summary/essential job functions/minimum requirements.

## **Job postings**

Department Supervisors need to review job ads with the assistance of HR and make updates as necessary. All regular exempt and nonexempt job openings are posted on the appropriate Authority website. Jobs will remain posted until the position is filled. Job postings are updated as needed.

## **Recruitment advertising**

Positions are advertised externally based on need and budget requirements. The HR department is responsible for placing all recruitment advertising.

## **Affirmative Action/EEO Policy Statement**

There shall be no discrimination of employees or applicants for employment based on race, color, creed, religion, ancestry, national origin, sexual orientation, disability, marital status, status with regard to public assistance, political affiliation, sex or age (except where age is a bona fide occupational qualification). The Authority will take Affirmative Action to ensure that all employment practices are free of such discrimination.

Such employment practices include, but are not limited to, the following: hiring, reclassification, demotion, transfer, recruitment, selection, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training.

The Authority will commit the necessary time and resources, both financial and human, to achieve the goals of Equal Employment Opportunity and Affirmative Action. The Authority will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these goals as well as other established criteria. Any employee of the Authority who does not comply with the EEO Policies and Procedures as set forth in the Statement and Plan will be subject to disciplinary action.

The Authority has designated the Director of Administration & Human Resources to manage the EEO Program. The Director's responsibilities will include monitoring all EEO activities and reporting the effectiveness of this Affirmative Action Program, as required by Federal, State and Local agencies. If any employee or applicant for employment believes he/she has been discriminated against, please contact the Director of Administration & Human Resources, Laura A. Hopko, internal extension 2225, or call (610) 406-4502.

## **Application Review**

All applications must be fully completed and signed by the applicant. The applicant must also have the application for the appropriate Authority completed in which the position they are applying is being filled. Example, an applicant should not fill out a RRTA application when applying for a CSR position. They would need to complete a SCTA application for this position.

Applications will be reviewed by the following positions:

### Driver Applications

Fixed Route – Manager of Safety & Training/Operations Supervisor  
(FR Department Supervisor reviews)

Shared Ride - Manager of Safety & Training/Operations Supervisor  
(SR Department Supervisor reviews)

### Maintenance

Department Supervisor

### Finance

Department Supervisor

### Administrative

Human Resources

## **Applicant Qualification**

All applicants must completely fill-out application form and applicable authorizations, including date and signatures.

High school diploma or GED equivalent (as specific to position);

US Citizen or permanent Visa;

Must be physically capable to perform the essential job functions;

Must have no conviction of a felony (as specific to position; consult with HR);

Applicant must comply with all other applicable qualifications for employment established by the organization.

Operator and Mechanic Qualifications:

- Must be at least 23 years of age;

- Must have CDL vehicle driver's license for at least 2 years;
- Must have acceptable driving record (MVR) - see "Background Checks" section;
- Prefer at least 2 years of experience driving CDL type of vehicle or other type of vehicle as required for the position;

Apprentice Mechanics:

- Must be at least 18 years of age;
- Must be at least 21 years of age to drive a CDL vehicle unsupervised on public streets;
- Must have vehicle driver's license

**Interview process**

Initial interviews must be conducted by either the department supervisor and/or a department manager (Safety and Training Manager/Operations Supervisor).

Once interviews are scheduled, HR should be notified via email of the candidates pending interview. Information should include candidates name; position filling; status of position (full-time or part-time).

Team interviews may be conducted as needed for some positions. If a team interview is conducted, a structured interview process is recommended. Interview questions should be compiled by the interviewing team and reviewed by the HR department prior to the interview. After the team completes the interview process, the results of the interview should be forwarded to the department supervisor for review. The department supervisor has the authority to make the hiring decision.

**Pre-employment Testing for Top Candidates**

For Operator and Mechanic positions, the top candidates resulting from the initial interview should be given the written behavioral test and record a minimum score (T-Score of 50 or higher) before being offered a position.

**Background Checks (License/Criminal/Reference)**

The Safety and Training Manager/Operations Supervisor will be responsible for conducting the necessary background checks for potential candidates.

- The Authority shall request motor vehicle records (MVR).
- Require medical qualification through a DOT or other appropriate physical exam. If candidate does not pass physical, do not employ.

- Require pre-employment drug test, using appropriate specimen collection and testing facilities. If candidate does not pass drug test, they cannot be employed by the Authority.
- Experience reference checks of previous employers for at least the past 3 years will be conducted.
- Background check of criminal activities must be performed.
- Checks for positive drug tests for at least the past two years from previous employers must be performed (if CDL drivers).

Applicant should not be considered for employment for a driving position if the MVR contains:

- 2 or more moving violations in last 3 years;
- More than 1 accident in last 3 years;
- DUI/DWI conviction (consult w/HR or ED for consideration)

**Motor Vehicle Record Criteria (last 3 years)**

Number of Violations	Number of At-Fault-Accidents			
	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Borderline	Poor
3	Borderline	Borderline	Poor	Poor
4	Poor	Poor	Poor	Poor

**Definitions**

- Any major violation is a "poor" MVR.
- "Clear" MVR - no points or violations. "Acceptable" MVR - one at-fault accident and two moving violations in last three years, or less.
- "Borderline" MVR - zero at-fault accidents and three violations, or, one at-fault accident and two violations, or, two at-fault accidents and one violation in last three years.
- "Poor" MVR - one or more major violations; or, one at-fault accident and four or more violations; or, two at-fault accidents and three or more violations; or, three or more at-fault accidents in the last three years.
- "At-Fault Accident" - Any accident where driver is cited with a violation, or negligently contributes to the incident, or any single vehicle accident where the cause is not equipment related.

### **Major Violations:**

- Driving under the influence of alcohol or drugs.
- Driving while impaired.
- Failure to stop/report an accident.
- Reckless or careless driving.
- Making a false accident report.
- Homicide, manslaughter or assault arising out of the use of a vehicle.
- Driving while license is suspended or revoked.
- Attempting to elude a police officer.
- Not stopping at the scene of an accident in which you are involved.

### **Minor Violations:** Any moving violation other than a major, except

- Motor vehicle equipment, load or size requirement.
- Improper/failure to display license plates (if they exist).
- Failure to sign or display registration.
- Failure to have driver's license in possession (if valid license exists).
- Any parking or standing violation.

The Safety and Training Manager/Operations Supervisor will notify the Department Supervisor and HR via email whether the candidate passed or failed the pre-employment drug test and physical and the results of the background/MVR checks when the results come back.

### **Second Interview (if Needed)**

When required, a second interview will include additional staff members from the first interview. A second interview with a job candidate can tell you much that you need to know to assess your candidate's qualifications and cultural fit. The second interview is to increase knowledge about the candidate and to further the feeling that the Department Supervisor and other company employees can work with the individual successfully.

### **Written Employment Offer**

An offer of employment will be made only after an applicant has been deemed qualified for the position based on the applications qualifications and the outcome of the applicants pre-employment testing scores; satisfactory completion of reference checks; criminal background checks and the pre-employment physical/drug testing.

The Department Supervisor will forward a written employment offer to the eligible candidate (see attached sample).

### **Complete EEO Form – Forward to Human Resources**

In accordance with the Authority EEO Plan, Supervisors must use the applicant summary tracking form (EEO form attached) and notify the HR department of all interviews conducted. All applications and resumes of applicants not selected must be forwarded to the HR department for retention.

### **Initial start date and orientation**

On an employee's start date, the employee will complete required paperwork and an orientation with the Safety & Training Manager and/or HR department. The new employee's manager or supervisor is responsible for providing a department orientation for the new employee.

The employee's supervisor will complete the New Hire Checklist with new employees and review department policies and procedures.