

Applies to: Operations & Facilities Management Department (OFMD) Supervisors and Hiring Managers

GUIDELINES:

Issued: May 2019
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PURPOSE:

To establish guidelines for hiring, onboarding, promoting and termination of staff with the goal of developing a process that is aligned with the mission and core values of the department. The supervisor's approach to the conversations with the employees should always be professional and empathetic.

DEFINITIONS:

AVC/AD – Assistant Vice Chancellor/ Assistant Dean

OFMD – Operations and Facilities Management Department

JD – Job Description

HR – Human Resources

FISC – Facilities Integrated Service Center

OFMD HR Liaison – Michelle Lewis (Paul Banda is back-up)

PROCESS:

This process provides a guideline for job posting, interviewing, hiring, onboarding and termination. [Guidelines and templates](#) can be found on the OFMD website.

Job Posting

Before posting any positions, please make sure the position is in the budget and you have received permission from your Director, Associate/Assistant Director or AVC/AD as well as the Associate Director of Finance to post.

1. If you have a brand new position to be posted, follow this step. Otherwise, skip to step 2. Use the [HR job description template](#) to draft a new job description. Review the draft with the applicable Director and then send the draft to the OFMD HR Liaison. The OFMD HR Liaison will then review and forward to HR compensation for grading. Move to step 5.
2. If you have a replacement position to be posted, review the JD. If it needs to be updated, move to step 3. If it doesn't need to be updated, move to step 4.
3. Update the JD and send to the applicable Director for review. Once approved, send the JD to the OFMD HR Liaison who will contact HR compensation for grading.
4. Contact the OFMD HR Liaison with the JD and [job requisition form](#) and ask them to contact HR recruiting to post the position.
5. Use the [internal posting template](#) to reflect the duties of the position. Send it to the Director (as appropriate) for approval. Then, send an email to the OFMD HR Liaison to post internally.

Interviewing & Hiring

1. Once the position has been posted, check HRMS daily for applications. Review applications and take appropriate steps for each one (route for interview, deny, etc.).
2. OFMD recommends interviewing at least 3 candidates. Ask candidates similar questions for each interview.
3. Once you have narrowed down your choices, use the [reference check template](#) to check references on the candidate(s) or contact HR recruiting at recruitmentservices@wustl.edu to perform a skills assessment (costs will be incurred for this).
4. After you have selected the best candidate, conduct other interviews as appropriate (i.e. if Director wants to interview as well).
5. Once the final candidate has been selected, contact HR to ensure the candidate is eligible for hire.
6. Contact the OFMD HR Liaison to do an equity review and a salary recommendation. Confirm this number with HR before offering it to the candidate.
7. Once the OFMD HR Liaison, Director and HR have approved the salary, contact the candidate and offer the position verbally contingent on a clear background check and drug screen.
 - a. If the candidate accepts, move to step 8.
 - b. If the candidate doesn't accept, contact the OFMD HR Liaison, Director and HR as appropriate.
8. Once the candidate accepts, determine a start date and discuss other logistics.
9. Email HR and copy the Director and the OFMD HR Liaison with the pertinent information (candidate name, position, salary, start date, etc.) and send the [hire form](#). The new hire form must be completed and signed by an authorized OFMD leader.
10. HR will then develop the offer letter and will route to you for signature. Once signed, you should send the letter back to HR who will then send it to the candidate for signature. HR will also do appropriate screening (drug test, background check, etc.), will schedule the candidate for new employee orientation and will order a badge.

Onboarding

1. Once the candidate has been hired, follow the steps below. Most items below are "as applicable" depending on the employee's role.
 - a. Order laptop/docking station/monitor/mouse/sound bar through ServiceNow
 - b. Order cell phone/case (see *cell phone, radio and pager guidelines*) through the Supply Room
 - c. Order desk phone and voicemail through TFC – see [BJC billing numbers](#) for more information
 - d. Order keys for workspace and/or door
 - e. Arrange physical work space – desks/tables/chairs/data lines/phone/recycle can
 - f. Provide necessary desk supplies
 - g. Set up accounts through WashU IT – email/accounts/VPN/G: drive
 - h. Request access to CAS, AIS, PMWeb, OSIS, ManageSpace and ServiceNow
 - i. Obtain badge on first day at the FISC
 - j. Show employee how to get U-Pass in HRMS
 - k. Make parking arrangements through the FISC
 - l. Provide introductions to OFMD employees and walk through space
 - m. Review HRMS time sheet process or time clocks
 - n. Add printer selections to computer
 - o. Order business cards through the Supply Room
 - p. Order workstation name plate (holder is from BJC Sign Shop and the name tag from FedEx)
 - q. Set up delegate access for Outlook calendar

**Operations & Facilities
Management**

*Hiring, Onboarding and Termination
Guidelines*

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- r. Email Communication & Program Coordinator to add names to OFMD mailing lists
 - s. Send calendar meeting invites as needed
 - t. Provide organizational charts/phone lists/campus map
 - u. Arrange training meetings/new employee orientation meetings
2. Important contact numbers
- a. TFC – 314-362-2888 / IT Service Desk bjcprod@service-now.com
 - b. IT – 314-362-7798 / ITHelp@wustl.edu
 - c. Sign Shop – 314-362-1843 / signshop@bjc.org
 - d. FedEx – 314-367-2626 / mickey.whitby@fedex.com
 - e. Service Now – Rudo Gray rudogray@wustl.edu

Promotion

1. If you are promoting a current OFMD employee, please send the employee's name, the new position title and your recommendation for salary rate to the HR Liaison or Director of Finance for an equity review. They will send back the salary rate to you to ensure consistency within the whole department. Email HR and copy the Director and the OFMD HR Liaison with the pertinent information (candidate name, position, salary, start date, etc.) and send the [hire form](#). The new hire form must be completed and signed by an authorized OFMD leader.

Termination

2. Termination presentation (after following steps in the [performance management guidelines](#))
 - a. If the issue warrants notifying Protective Services for assistance, the supervisor should contact Protective Services at 314-362-4357 to assist with the termination meeting.
3. The supervisor should set up a meeting with the supervisor, his/her supervisor, Protective Services and HR (if warranted), and the employee to present the termination letter.
4. The supervisor will present the document to the employee.
5. Meeting documentation
 - a. After presenting the document to the employee, the supervisor should scan the document and send it to his/her supervisor and Human Resources employee relations.
6. Supervisor should collect any University property including keys, U-Pass, badge, uniforms, cell phone, etc.
7. Supervisor should email Protective Services to turn off badge access