

Staffing Organization and Optimizing Systems

Organization and Personnel Committee

Item 7b

April 12, 2010

ORGANIZATION AND PERSONNEL COMMITTEE

Item # 7b

Subject: Update on Staffing Organization and Optimizing Systems. Report of process improvements and partnerships for recruitment programs with respect to workforce planning (i.e., community colleges, non-profit programs, apprenticeship programs and advertising outreach in media)

Purpose: To improve process efficiencies and to increase recruitment outreach with an eye to attracting the best qualified and diverse candidates from labor pool to fill current and future workforce needs of the District.

Staffing Unit Changes...since 2007

- Reduced staff from 10 to 4
- Reduced advertising expenses from \$700K to under \$120K
- Increased internet presence by posting openings to JobFox, EDD, AWWA, etc,.
- Completed several recruitments under 45 days
- Supported SFCWA Executive Director selection

Outreach Activity since November 9, 2009

Attended 11 Job Fairs

Cal State Fullerton

Cal State Dominguez Hills

Cal Poly Pomona

EDD Community Jobs, Dodger Stadium

ABC Adult School, Cerritos

Hire-a-Vet, El Monte

Louisville Girls School

Veterans Fair at Long Beach

Ontario/Inland Empire, Ontario

Orange County, Anaheim

LA Career Fair

Expanded Internship Program

- Supports future workforce planning strategy
 - Builds on Engineering and WQ Co-Op programs
 - Open to Juniors, Seniors and Graduate students
 - 2.75 GPA, relevant major, streamlined selection process, pre-employment screening
 - Real Property, Information Technology, Business Support, External Affairs and Human Resources
 - Genuine interest from area universities
- Ready to move forward; awaiting release of staffing requisitions

Recruitment Activity since Oct 1, 2008

- 70 service retirements
- 23 voluntary/involuntary separations
- 48 new regular full-time employees hired
- 24 promotions and 4 lateral transfers
- Currently 21 Recruitments Open
 - Includes Pre-Apprentice Program (17 positions)

Pre-Apprentice Program

10 Mechanical, 7 Electrical

Announcement sent to 26 member agencies,
44 school districts, 20 ROP Career Centers,
66 EDD offices and posted on www.mwdh2o.com

- 2 Prep Classes on May 8 – Ontario Convention Center
- Testing in June – Ontario and Blythe
- Interviews in July
- Anticipating 1300 Applicants
- ‘New’ automated online application system
- Implemented by May for ‘pilot’

Automated Recruitment and Selection

1. Quick response to hiring needs
2. Ease of use for potential applicants
3. Internal processing efficiencies
4. Flexibility and cost savings in advertising
5. Wider outreach for diversity
6. Expanded sourcing options
7. Improved Applicant Tracking
8. EEO/AA compliance

Quick Response and Ease of Use

- Build *stronger relationships* with hiring managers
- Share résumés and allow managers to *provide feedback* to Staffing on their preferences.
- *User friendly* career sites that create an unmatched candidate experience
- *Consolidated* monthly billing for job posting activity

Outreach and Expanded Sourcing

- Send job postings to *thousands* of career boards
- Post a job to the sites that are right for water jobs
- Recruiters can *manage* job board subscriptions from one central location, *optimizing* Advertising dollars
- "Layer" our sourcing *strategy* to appropriate sites
- *Automatically* recommends the right sites
- Media research library to *evaluate* job boards

Improved Applicant Tracking

- Online approvals, accountability and streamlined process for accepting hiring manager requests for recruitment
- Pre-screen with job-specific questionnaires, knockout questions, and configurable scoring
- *Data mining*: system "learns" what skills we are looking for and returns résumés through keyword searches for later use.

Internal Efficiencies

Improve Workflows

- 100% configurable interview status and automated email triggers to communicate with candidates and panel members

Reporting & Metrics

- Actionable metrics, best-practices, many standard reports, and a complete ad hoc reporting system

EEOC Compliance

- Supports EEO/AA compliance and enables direct posting to State job boards
- Complies with tracking and reporting requirements
- Fully supports Internet Applicant standards to generate applicant flow logs and recorded searches
- Allows gathering of race/gender information
- Secure system: ensures maximum privacy for candidates while providing MWD with valuable information about diversity in recruiting

Benefits of Automated Recruitment

1. Enable just-in-time web publishing of jobs
2. Personalization and custom landing pages
3. Reduce time for internal approval process
4. Improve time-to-hire metrics
5. Scheduling and coordination efficiencies
6. Better record-keeping and tracking capability
7. Improve diversity outreach and quality of hires
8. Green – less cost, less paper