
MANAGEMENT DIRECTIVE

580.12
Amended
Number

COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE

Subject:

Recruitment for Classified Service Positions

By Direction Of:



Jeffrey T. Wallace, Executive Director, State Civil Service Commission

Date:

March 28, 2007

This directive contains policy and procedures for recruiting applicants for classified service positions. This directive contains major changes; therefore, marginal dots have been excluded.

1. SCOPE. Applies to all classified service positions in state agencies identified in § 3(d), *Civil Service Act of August 5, 1941, P.L. 752, as amended*, and political subdivisions of the Commonwealth that have contracts with the State Civil Service Commission (SCSC) for services and facilities as provided for in § 212, *Civil Service Act*.

2. POLICY. §§ 2, 207, and 504, *Civil Service Act*, and 4 Pa. Code §§ 95.11, 95.31, 95.32, and 95.33.

3. RESPONSIBILITIES.

a. Agency heads, through appropriate staff, are to:

(1) Be responsible for all recruitment activities for classes unique to their operations.

(2) Consult with the Recruitment and Workforce Diversity Division (RWDD), Bureau of Employment Services (BES), SCSC, regarding anticipated recruitment advertising and provide copies of all paid and unpaid advertisements.

(3) Pay for advertising costs incurred for special recruitment efforts; as appropriate, cost sharing arrangements may be coordinated with the RWDD for advertising in media with a diverse readership.

(4) Provide, within available resources, appropriate specialists to counsel and assist the SCSC or other agencies in recruiting qualified applicants for job titles involving scarce skills.

(5) Project workforce requirements and inform the SCSC of anticipated human resource needs. Identify those classes for which recruitment assistance is needed and notify the RWDD.

(6) Provide general counseling and resume evaluation services for customers seeking employment in their respective agencies. Refer specific inquiries to SCSC for counseling and evaluation services.

(7) Refer customers to the SCSC website, www.scsc.state.pa.us, for information on additional civil service covered jobs for which they may qualify.

(8) Recommend to the Bureau of Personnel Assessment (BPA), SCSC, the need for the development of testing programs to meet actual or anticipated agency employment needs.

b. Commonwealth policymaking offices responsible for ensuring equal employment opportunity are to:

(1) Refer customers to the Bureau of Employment Services (BES), the SCSC Eastern Regional Office in Philadelphia, or the SCSC Western Regional Office in Pittsburgh for counseling and evaluation of education and/or work histories to recommend specific job titles for which they may test.

(2) Refer resumes to BES for evaluation of education and/or work histories to recommend specific job titles for which they may test, and for possible placement in the SCSC Human Resources Bank (HRB).

(3) Collaborate and consult with the SCSC and other agencies, upon request, concerning recruitment and equal employment opportunity.

c. BES, SCSC will:

(1) Provide consultative services, guidance, and assistance to agencies concerning civil service recruitment, employment, and workforce diversity initiatives. The Bureau will serve as the central point for administering and coordinating the statewide program for recruitment through counseling, visitation programs (e.g., job fairs, career days, on-campus presentations, conferences, and other pertinent venues), the use of public media campaigns directed to general or selected populations, the use of recruitment resources and techniques that will attract qualified applicants, interagency referrals, and other related actions.

(2) Share responsibility with employing agencies for recruitment efforts involving job titles used by more than one agency and will consult with and assist agencies unable to recruit to meet their workforce needs on their own.

(3) Coordinate recruitment activities and initiatives with staff of the SCSC Eastern and Western Regional Offices.

(4) Recruit qualified candidates for Commonwealth classified service positions.

(5) Ensure that all persons interested in employment are afforded equal opportunity to apply and be tested.

(6) Assist agencies in recruiting applicants for job titles that are hard-to-fill or require scarce skills.

(7) Provide focused services for general and diversity recruitment. Examples of focus areas include college, nursing/allied health, intern, clerical, secondary school, bilingual, and other specific recruitment programs, and will include outreach to as diverse an applicant pool as possible.

(8) Consult with agencies and BPA, SCSC, regarding the timing and duration of examination periods in order to coordinate application periods with scheduled recruitment events.

(9) Keep abreast of recruitment “best practices” and trends and, where possible, institute such practices into recruitment strategies and initiatives.

(10) Provide leadership and offer education in recruitment practices to Commonwealth recruiters through ongoing development of the Commonwealth Recruitment Website, the offering of appropriate seminars to the recruitment community, and the development and maintenance of the Recruitment Resource Library.

4. PROCEDURES.

a. Agencies.

(1) Request recruitment services by contacting assigned Recruitment Specialist in the RWDD, BES, SCSC, at the following address:

State Civil Service Commission
Recruitment and Workforce Diversity Division
2nd Floor, Strawberry Square Complex
320 Market Street
Telephone: 717/787-6127 or 717/787-6652

Or, for U.S. Postal Service deliveries:

P.O. Box 569
Harrisburg, PA 17108-0564

If the assigned Recruitment Specialist is not known, please contact the Chief, RWDD, at one of the listed numbers.

(2) Review the Commonwealth Recruitment Website Calendar of Events to coordinate visits at college and community job fairs, career days, and related events; also, provide input for this Calendar of Events by completing and submitting the Job Fair template for college or community events, as appropriate.

(3) Coordinate recruitment and EEO strategies with the BES, SCSC, and with other Commonwealth agencies via personal contact with fellow recruiters and participation in networking activities in groups such as the Unified Commonwealth Recruitment Committee.

b. Commonwealth policymaking offices responsible for ensuring equal employment opportunity.

(1) Assist the BES, SCSC, and other SCSC work units in applying EEO criteria.

(2) Assist the SCSC and agencies in identifying potential diverse recruitment resources.

c. BES, SCSC.

(1) Develop individualized recruitment plans/campaigns to publicize all current or anticipated vacancies, and especially those that are unique or are considered hard-to-fill. As needed, enlist the assistance of agency-assigned Recruitment Specialists to develop and implement specific recruitment plans, in consultation with their respective client agencies.

(2) Apply EEO criteria when conducting recruitment efforts. Provide consultation to requesting agencies concerning their diversity recruitment efforts.

(3) Maintain the Commonwealth Recruitment Website Calendar of Events to coordinate visits at college and community job fairs, career days, and related events; serve as the central point of contact for agencies that submit Job Fair templates for college or community events, to avoid duplication of effort.

(4) Coordinate recruitment and EEO strategies with the Bureau of State Employment, Bureau of Equal Employment Opportunity, Office of Administration, SCSC regional offices, and with other Commonwealth and local government agencies via personal contact with fellow recruiters and participation in networking activities in groups such as the Unified Commonwealth Recruitment Committee.

(5) Identify any duplication of effort and consult/coordinate with agencies involved.

d. SCSC points of contact:

(1) Harrisburg:

Bureau of Employment Services
P.O. Box 569
Harrisburg, PA 17108-0569
Telephone: 717/ 787-6127
TTY: 717/772-2685

(2) Philadelphia:

Eastern Regional Office
Fifth Floor
110 North 8th Street
Philadelphia, PA 19107
Telephone: 215/560-2253
TTY: 215/560-4367

(3) Pittsburgh:

Western Regional Office
Room 410
411 Seventh Avenue
Pittsburgh, PA 15219
Telephone: (412) 565-7666
TTY: (412) 565-2484

This directive replaces, in its entirety, *Management Directive 580.12*, amended October 15, 1987.