



**California Department of Human Resources
Merit System Services
Memorandum**

TO: Department Directors

SUBJECT: Service Level Commitments for Selection Process Activities	REFERENCE NUMBER: 2023-002
DATE ISSUED: March 17, 2023	SUPERSEDES:

This memorandum should be forwarded to:

Human Resources Directors
Personnel Officers
HR Analysts

FROM: California Department of Human Resources
Merit System Services (MSS) Program

CONTACT: MSS Program
Email: MSSProgram@calhr.ca.gov

The MSS Program is pleased to announce the release of our updated Service Level Commitments.

The purpose of this document is to provide Service Level Commitments between the MSS Program and Interagency Merit System (IMS) counties on processing time frames for selection process activities.

Please direct questions regarding information provided in this memorandum to MSSProgram@calhr.ca.gov.

/s/Alysa Stockdale-Hollis

Alysa Stockdale-Hollis, Manager
MSS Program



SERVICE LEVEL COMMITMENTS FOR SELECTION PROCESS ACTIVITIES

Revised 03/2023

Introduction The purpose of this document is to provide Service Level Commitments between the Merit System Services (MSS) Program and Interagency Merit System (IMS) counties on processing time frames for selection process activities.

It is the goal of MSS to provide timely and helpful service to all counties. MSS relies heavily on the collaboration and communication from counties and their representatives to provide efficient service. If, at any time, a county's service needs are not being met, counties are encouraged to reach out to program management at MSSProgram@calhr.ca.gov.

Roles and Responsibilities

The MSS team is responsible for consulting with IMS counties on their selection and recruitment process. The MSS team may also work with IMS counties on determining the appropriate classification and duties for each position and help identify the appropriate screening criteria and hiring assessment tools to select the best candidate for vacant positions.

The MSS Analyst's responsibilities include, but are not limited to:

- Identifying and recommending appropriate testing tools
- Developing and administering examinations in partnership with county Subject Matter Experts (SMEs)
- Reviewing and approving job analyses and task and knowledge, skill, and ability (KSA) linkage
- Reviewing and approving requisitions
- Drafting job bulletins
- Posting job bulletins to MSS GovernmentJobs website
- Conducting an initial minimum qualification (MQ) evaluation for all applicants
- Scoring examinations and establishing the eligible list
- Referring the eligible list to the county
- Consulting with the County on classification issues, including reclassification requests

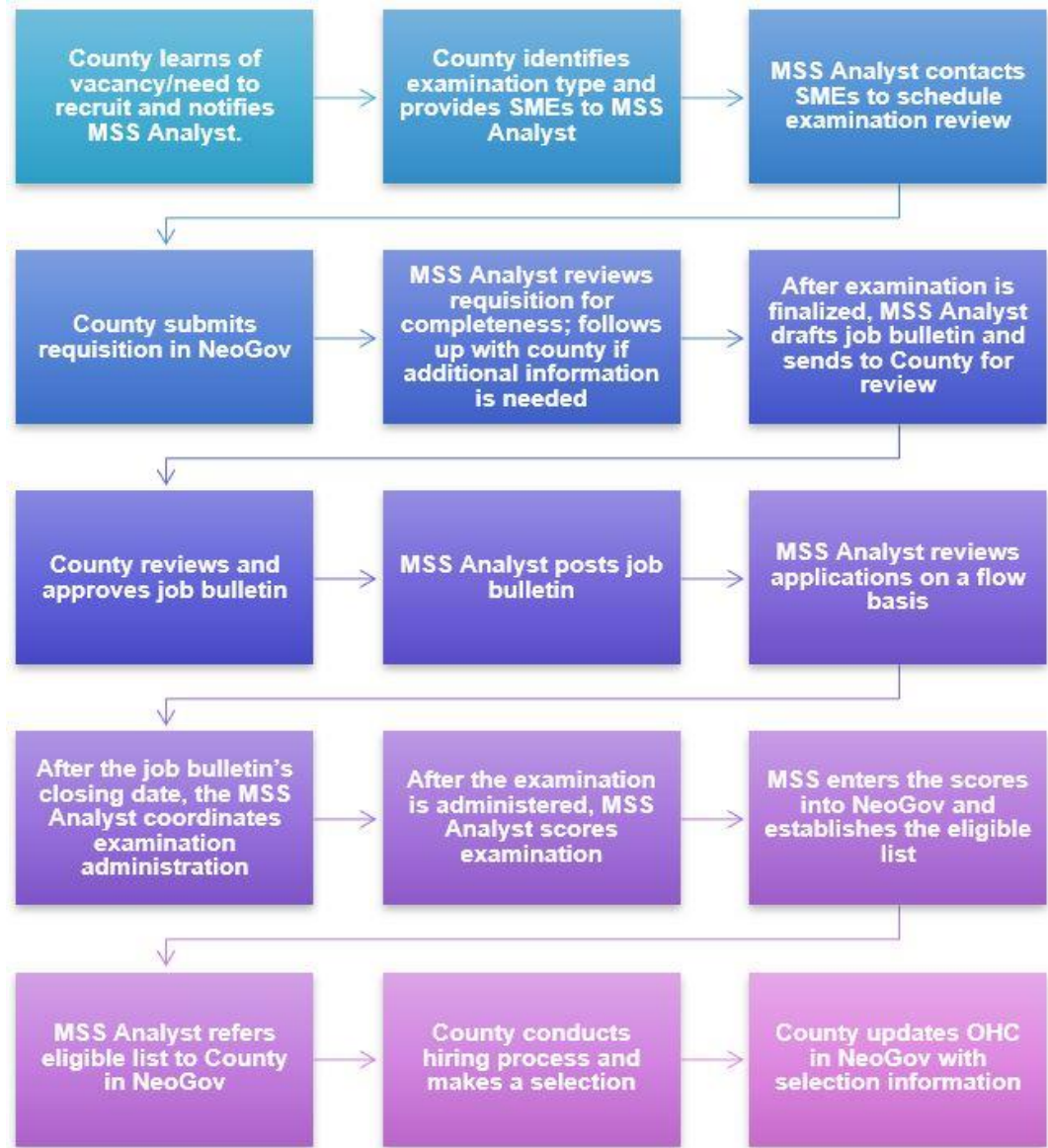
The County's responsibilities include, but are not limited to:

- Notifying MSS of upcoming recruitment needs prior to submitting a requisition.
- Working in partnership with MSS to identify recruitment timelines
- Identifying the type of examination for each recruitment prior to submitting a requisition
- Providing MSS with SMEs for the selected classification
- Submitting completed requisitions through NeoGov
- Responding to requests for information from MSS
- Reviewing job bulletins prior to posting
- Updating OHC in NeoGov after a selection has been made



**Recruitment
Process**

The following flowchart provides a general overview of the recruitment process. Depending on the type of recruitment, there may be additional steps required in the process. The MSS Analyst will consult with the county in those situations.



**Target
Response
Timeframes**

Depending on the recruitment activity (below), either the MSS Analyst or the County will be responsible for completion. The MSS analyst will make every effort to complete the activity timely to minimize delays in the selection and recruitment process.

Selection Process Activity	Responsibility	Target Timeframe
Notifying MSS of need to recruit, identifying examination type and SMEs	County	7 business days <i>before the</i>



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		requisition is submitted
Contacting SMEs to schedule examination review	MSS Analyst	5 business days after SMEs are identified*
Examination Development	MSS Analyst	10 business days after identification of examination type
Examination Finalization	MSS Analyst	3 business days after meeting with SMEs
Drafting job bulletin and sending to county for review	MSS Analyst	2 business days after the examination has been finalized*
County review and approval of job bulletin	County	2 business days
Posting job bulletin	MSS Analyst	2 business days after receiving county approval of job bulletin*
Completion of MQ review	MSS Analyst	5 business days after job closing date
Administration of selection examination	MSS Analyst/County	Up to 4 weeks after job closing date*
Administration of bilingual examination	MSS Analyst/County	Up to 4 weeks after administration of selection examination*
Scoring of examination	MSS Analyst	5 business days after administration or receipt of examination materials
Referral of eligible list	MSS Analyst	2 business days after completion of scoring

*** Note: These timeframes depend heavily on the type of examination and the communication, availability, and responsiveness of the county and their representatives.**

The selection and recruitment process is interactive and requires the MSS Analyst to work with the county on examination development, administration, and revisions to recruitments as necessary. The MSS Analyst may request edits or



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feedback from the County prior to moving forward with posting a job bulletin. To minimize delays in the recruitment process, the County is expected to respond to any requests from MSS within 2 business days.

Additional Factors Affecting Selection Process Timeframes

Occasionally, there may be extenuating factors that may cause additional delays in selection and recruitment processing timeframes. These factors include, but are not limited to:

- Selection Process Appeals
- Reasonable Accommodations/Special Testing Arrangements
- Rescheduling examinations due to approved reasons
- Availability of Examination Proctors or Oral Chairpersons
- Third party examination processing times (i.e., for rented bilingual and written exams)

MSS will make every effort to adhere to timeframe commitments. If a timeframe will not be met, the MSS analyst will provide timely communication of the delay to the IMS county.

For questions regarding this process, contact MSSProgram@calhr.ca.gov.