

Standard Hiring

The purpose of this document is to provide an overview of the standard hiring process to applicants seeking employment with the City of San Jose.

So what exactly happens once you submit your application? Well, that depends on the type of position you've applied for. If you've applied for a position identified in the job announcement as a **Cascade Hiring** position, please see the [separate document](#) that outlines that process. For all other positions including those identified as qualified candidate group recruitments, please continue reading. You can also contact the Human Resources' Employment Division at (408) 535-1285 for further details.

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1. Initial Screening of Applicants by the Human Resources Department

The first step in the application review process is an initial screening of your application, resume and answers to the supplemental questionnaire if requested in the job announcement. This initial review is conducted by a Human Resources Department Employment Division Analyst. The Analyst determines whether or not you meet the minimum qualifications stated in the job announcement by evaluating your education, experience and whether or not you provided an acceptable answer to all of the questions in the supplemental questionnaire. An answer of 'please see resume' would be an example of an answer that is not acceptable and will likely result in your application being withheld from further consideration.

Those applicants who fail to meet the stated minimum qualifications of the job announcement are notified at the end of the initial screening period and are notified via e-mail usually not more than three weeks after the close of the job announcement. Please be sure to include your e-mail address in the on-line application. Simply providing it in an attached resume will not suffice and will result in applicants not receiving application status updates.

Human Resources Department: **Standard Hiring**

Those applicants who meet the stated minimum qualifications of job announcements designated as qualified candidate group recruitments are invited to one or more examinations by the Human Resources Department. All other job announcement applications, resumes and supplemental questionnaire responses (if applicable) that are deemed to meet the job announcement's and job classification's minimum qualifications are then forwarded by the Human Resources Department Analyst to the hiring manager of the department or departments with the vacancy(s) for evaluation.

What is a **Qualified Candidate Group**? It is a pool of candidates culled from applicants to a job announcement identified as a recruitment for a qualified candidate group for a particular job classification. These candidates have met the minimum qualifications of the job classification and have passed written and/or computer practical examinations. Candidates in a qualified candidate group then receive polling letters for specific department vacancies for which they can apply directly. The selection process includes one or more interviews and additional practical examinations (as needed) with the hiring department as outlined below. The following job classifications fill citywide vacancies from their respective qualified candidate groups:

- Account Clerk
- Accounting Technician
- Engineering Technician
- Maintenance Assistant
- Senior Account Clerk

2. Screening of Applicants by the Hiring Department

The hiring manager and his or her staff in the hiring department possess the subject matter expertise (SME) to determine which applicants are suitable candidates and should be invited to interview based on the qualifications the applicant has enumerated in their application, resume and supplemental questionnaire responses (if applicable).

3. Interviewing of Candidates

Designated staff in the hiring department then invite identified candidates to interview. The interview process will include an oral board interview with a panel of three or more panelists and may include additional written exams or practical exercises and field practicals depending on the job classification and its requirements. In the oral board interview all candidates are asked the same set of questions are independently rated by each panelist on their responses. Exams and practicals (if any) are scored using designated rating criteria. Candidates with the highest ratings (and scores as applicable) may be invited to a second, less formal, interview with the hiring manager.

Results of the interview process are sent via e-mail to candidates within a timeframe indicated at the time of interview and usually not more than two to three weeks from the time of interview.

4. Selecting Candidates for Hire

Based on the results of the interview(s), candidates are identified to proceed with the hiring process. Candidates selected are subject to background checks which may include reference checks with professional or personal references as requested by the hiring department. Candidates are also required to self-describe their conviction history (if any) and be fingerprinted so the City can receive past criminal arrest records if any and receive subsequent arrest records.

5. Onboarding of Candidates

Candidates who clear their background checks will then receive an offer letter from the Human Resources Department which notes the candidate's pay rate, start date, new employee orientation date, work location, benefits, retirement plan, union, employment eligibility and other important information. The offer letter will need to be signed by the candidate and returned to the Human Resources Department acknowledging its receipt and acceptance of the offer.

The candidate will also receive a welcome letter from their hiring department noting department-specific information designed to make the candidate's first day of work an informed and welcoming experience.

If you have any other questions or concerns, please do not hesitate to the contact the Employment Analyst named in the job announcement or the Human Resources Department at (408) 535-1285.