



**Resumix:  
Electronic Employment System**

# Team Members

- ⇒ Roosevelt Thomas, Process Owner, VP Human Resources
- ⇒ Sheryl Borg, Team Leader, Equality Administration
- ⇒ Amy Bowen, CG Human Resources
- ⇒ Lisi Carreno, CG Human Resources
- ⇒ Bob Dale, Continuous Improvement
- ⇒ Magali Pertierra, Arts and Sciences
- ⇒ John Scott, Med Human Resources
- ⇒ Desiree Uptgrow, SCCC
- ⇒ Odalys Vargas, Med Human Resources
- ⇒ Debbie Wedderburn, CG Human Resources
- ⇒ John Zanyk, Med Human Resources

# HR Mission Statement

- ➔ To Innovatively Manage and Improve the Delivery of High Quality Employment Related Services to Departments in Order to Effectively Recruit, Select, Retain, Develop and Manage the University's Diverse Workforce.

# CI Team Mission Statement

- ⇒ To Improve the Recruitment Process and Applicant Screening, Enhancing Service in a Quick, Easy and Fair Way With Continuous Communication Until a Hiring Decision is Made.

# Reason Selected

- ⇒ Lack of high quality and consistency in the process used to present applicants' resumes to hiring departments

# HR Strategic Plan Objective

- ⇒ Improve and innovate Human Resources employment processes for efficiency, productivity and customer service
  - ▣ Step 1: Enhance the recruitment process

# Issues Identified

**From brainstorming, department representatives, and Bus. & Fin. Roundtable**

- ⇒ Electronically submitted resumes lacked professional format
- ⇒ Illegible resumes sent to hiring departments
- ⇒ Improper matching between applicant resumes and job duties

# Issues Identified, continued

- ⇒ Loss of personal touch with many applicants and departments
- ⇒ Too much paperwork involved
- ⇒ Outdated applicant database
- ⇒ Unhappy customers

# Summary of Stakeholders' Needs

## ⇒ Applicants

- ▣ Ease of application process
- ▣ Desire to know their status
- ▣ Get a job now
- ▣ Get a job and succeed

# Summary of Stakeholders' Needs, continued

## ⇒ Hiring Department

- ▣ Qualified applicants, now
- ▣ Legible resumes
- ▣ Status of search
- ▣ Easy hiring process

# Summary of Stakeholders' Needs, continued

## ⇒ Human Resources

- ▣ Fill vacant jobs quickly
- ▣ Selection of “best” qualified candidate
- ▣ Fair employment opportunity

# Summary of Stakeholders' Needs, continued

## ⇒ Departmental Employees

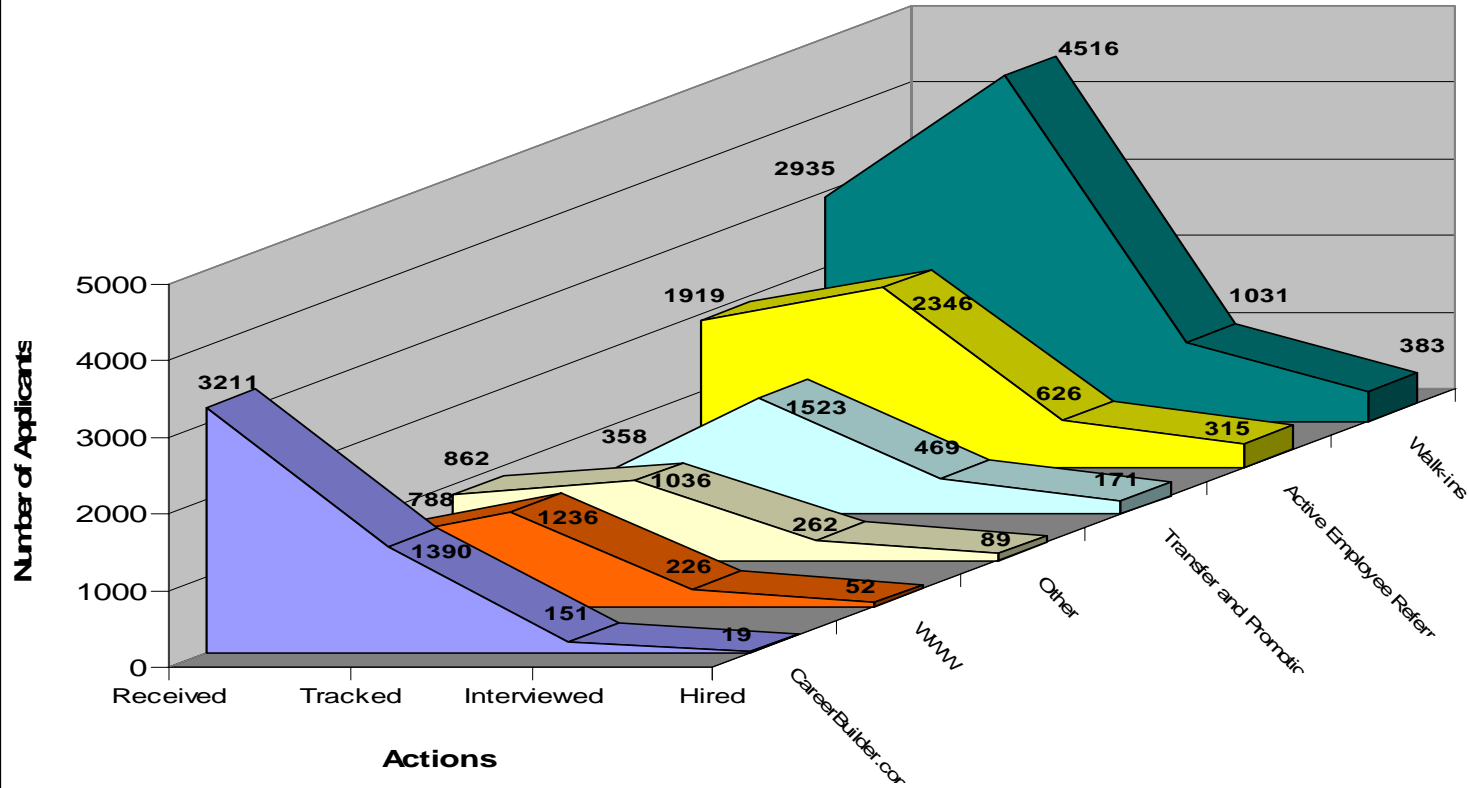
- ▣ Jobs to be filled quickly
- ▣ Qualified candidate selected
- ▣ Equity: Pay and selection process

# Applicant Sources

- ⇒ Active Employee Referral
- ⇒ CareerBuilder.com
- ⇒ E-mail
- ⇒ Job Fair
- ⇒ Layoff
- ⇒ Mail
- ⇒ Miami Herald
- ⇒ Other Newspaper
- ⇒ Technical Schools
- ⇒ Temporary Pool
- ⇒ Walk-in
- ⇒ World Wide Web

# Applicant Source Codes

**Source Code Evaluation  
June 2001 - May 2002**



# Accomplishments

- ⇒ HR will approve/reject request with 24 hours of receipt
- ⇒ Positions posted within 24 hours of approval
- ⇒ Positions updated on website every morning
- ⇒ Recruiters conduct screening interviews on all applicants

# Accomplishments, continued

- ⇒ More applicant skills are added to each profile in Resumix
- ⇒ Outdated resumes deleted from Resumix database
- ⇒ Recruiters confirm applicant's interest in position
- ⇒ All resumes are now professionally prepared: text style eliminated

# Accomplishments, continued

- ⇒ Resumes of “top” applicants sent to departments: same day
- ⇒ Immediate interviews scheduled when possible
- ⇒ All internal self-nominated applicants are interviewed
- ⇒ Single page Applicant Pool Summary Form in use

# Accomplishments, continued

- ⇒ An on-line P-1 Form is available for departmental use
- ⇒ Copy of previous P-1 is now acceptable
- ⇒ More interaction with departments on vacant positions: 30 days, 60 days, re-assessment of position

# The Next Step

## Collect data on the following:

- ⇒ Amount of time to post approved positions
- ⇒ Percent of resumes scanned within 24 hours of receipt
- ⇒ Applicant's attributes matched against job requirements
- ⇒ Percent of matches within first three days of posting

# The Next Step, continued

## Collect data on the following:

- ⇒ Applicants “interviewed” who submitted resumes electronically
- ⇒ Applicants referred but not “screened” by HR
- ⇒ Days to fill vacant positions
- ⇒ Feedback from customers

# The Next Step, continued

## Review:

- ⇒ Alternatives for electronic submission of resumes to departments
- ⇒ Scanning process to determine if resumes can be scanned as received in HR
- ⇒ Resumes received through electronic recruitment sources to determine if cost effective
- ⇒ Need and cost effectiveness of upgrading server and installing purge utility