

Employment Services Turnaround Times

The following turnaround times are contingent upon all materials arriving in the Employment Office with complete and accurate information. Work will be processed in the order in which it was received. Materials received after 3pm will be counted in the next business day.

Published turnaround times may require adjustment to accommodate unexpected increases in work volume and/or reduction in resources. Email communication will be issued to SHR Service Team members and Recruitment Management System (RMS) users should any adjustments be necessary.

Contact your [Recruitment Specialist](#) for more information.

Recruitment (i.e., open, campus only, non-recruitment, waiver of recruitment)		
Key Process Steps	By Whom	Turnaround Time
Review Recruitment Request	Recruitment Specialist	Within 3 business days after request is submitted via RMS.
Create recruitment and post on UCSC web site	Recruitment Specialist	Within 3 business days after request is classified.
Submit request for weekend local newspaper print ad	CHM, HM, or HRP	By 3pm on the Wednesday prior to publication date.
Place print advertising	Recruitment Specialist	Per vendor deadlines.
Submit final ad campaign to JobElephant	Recruitment Specialist	Within 3 business days after posting on UCSC web site.
Release initial batch of applications	Employment Staff	Within 2 business days after Initial Review Date (IRD).
Release subsequent batch of applications upon receipt of email request	Recruitment Specialist	Within 2 business days after request is received.
Remove filled jobs from UCSC web site	Recruitment Specialist	Within 3 business days after last job offer has been accepted.
Remove withdrawn jobs from web upon receipt of email request	Recruitment Specialist	Within 3 business days after status of all applicants has been appropriately updated.
Job Offers and PPS On-line Entry Update (OEU)		
Attempt to contact selected candidate for formal job offer	Recruitment Specialist	Within 3 business days after offer request is submitted via RMS.
New hire/rehire PPS OEU (MO/MA closures will be taken into consideration when ever possible)	Recruitment Specialist	Within 4 business days after Employment sign-up.
PPS OEU resulting from a current employee action. Job offer accepted and action affective in same month	Recruitment Specialist	If OEU is open at the time the offer is accepted: within 4 business days of the new appointment start date. If OEU is closed at the time the offer is accepted: within 4 business days of the OEU open period begin date.
PPS OEU resulting from a current employee action. Job offer accepted in current month; action affective in future month	Recruitment Specialist	Within the open OEU period of the month in which the new appointment becomes effective.
Route final "action" job offer paperwork to Service Team Rep.	Employment Staff	Within 3 business days after PPS OEU has been completed.

Criminal History Background Check		
Notify Service Team Rep. via email when results contain “no criminal records”, delay, or reject	Employment Staff	Results processed every Friday
Contact Labor Relations and Sr. HRP when criminal history is reported	Employment Staff	Check DOJ web site daily, make contact ASAP.
Complete No Longer Interested (NLI) form and route to Employment	Service Team Representative	Immediately upon employee separation or movement out of a critical position.
RMS Technical Support		
First response to internal & external user inquiries	RMS System Administrator	Within 1 business day after receiving email or voice mail message.
Service Credit Verification		
Issue final UCSC or external agency service credit verification for current or previous employee	Employment Staff	Within 60 business days after request for UCSC verification is received, or external agency verification documentation is obtained.