# **DOAS/Human Resources Administration**

Onboarding Process

The State of Georgia is committed to attracting and keeping the best candidates by being an employer of choice. In doing so, it is important to ensure that our new hires are introduced to our organizations in a positive and organized way which makes each employee feel welcomed and valued during and after the selection process.

In support of your efforts to acquire and retain the best talent, DOAS/HRA division has provided a template for onboarding your new employees.

**Procedures**

**Step 1. Designate the owner of the Onboarding Process**

Onboarding is normally a collaborative effort between the Human Resources Department and the Hiring Manager. It is import that the role of each be well defined as your business process and needs dictate.

**Step 2**. **Extend an Offer**

Once the successful candidate has been identified, an offer is made either written or verbally to the candidate. This is usually done by the Human Resources representative. However, the Hiring Manager may extend the offer on behalf of the organization, depending on the business practice.

**Step 3. Maintain Contact**

It is important that communication between the new employee and the organization is not broken between the time the offer is accepted and the start date. A personal call by the hiring manager and mentor, if one is assigned, is a great way to welcome the new employee and let them know that the organization is happy to have them on board.

**Step 4: Complete Documentation**

Ensure that any outstanding documentation required prior to the start date is completed and returned to HR. Documents include the following:

1. Benefits documentation
2. New employee biography for internal distribution
3. Job description and competencies of reporting staff (for new managers only)
4. Provisioning email from HR/Hiring Manager

**Step 5: Identify/Assign Mentor**

The role of the mentor in the onboarding process differs from that of the supervisor or coach. The mentor is an experienced and high performing member of the work unit that will provide guidance and the expertise to the new employee but who has no authority over the employee. It is important that the mentor is also oriented to his/her role.

**Step 6: Conduct Organizational Orientation**

It is important to have an organized introduction to company/organization policies, practices, benefits and physical location. Assign a facilitator who is very knowledgeable on the organization and its practices. Ensure all job related processes such as authorization for building and system(s) access are initiated to make the employee’s day two as smooth as possible.

**Step 7: Unit Orientation**

If this is not already done, plan a meeting with the manager. Use this time to let the new employee know what the process will be for further on the job training over the next few months. Introduce the new employee to co-workers as well as key stakeholders in the organization who may have an impact on the employee’s job. Introduce new employee to mentor, if one is assigned.

**Step 7: Ongoing Training and Development.**

Have a plan for the continued development of the employee. The plan should include all elements of the job that will impact the successful transition to the job.

**Step 8: Provide regular opportunities for feedback.**

Regular, planned times to discuss the employee’s progress on the job is important in identifying the strengths of the employee, the challenges and opportunities for growth. There are several benefits to regular meetings with a new employee including:

* Increases New Hire Productivity by providing feedback on how well the employee is doing, what needs to be done better and provides a roadmap for what is to come.
* Provides an opportunity to develop open and honest communication

**Guidelines**

1. Every new employee to an organization should be given an organized introduction to the business of the organization, its business processes, rules and regulations, benefits, mission, vision, goals etc. This information, given early in the onboarding process will enable the employee to better assimilate to the organization.

2. Onboarding should begin as soon as the candidate is selected. Contact should be initiated by the Human Resources Department and/or Hiring Manager, depending on the business practice of the organization. In the event that the hiring manager is the person designated to initiate the offer letter, to ensure consistency of practice, it may be beneficial for the Human Resources Department to create offer letter templates to be used by hiring managers.

**Best Practices for Onboarding**

1. **Maintain contact with the prospective employee between the offer acceptance and the first day of work.**
2. **Create a comfortable work station for the new employee**. Ensure that all supplies and services (e.g. Telephone, computers) are ordered and ready for day one. Ensure important documents (organizational chart, emergency exits maps) are also available to the employee
3. **Have an organized orientation program**. Ensure all required documentation is properly completed. Introduce new employee to important policies, procedures. Assign access badges or IDs if possible.
4. **Have an organized orientation at the unit level**. It is important that the new employee is comfortable with their immediate surrounds. Introduce co-workers and key work relationships to the new employee and assign a mentor. Cover important work processes include objectives, timelines, roles and responsibilities.
5. **Invest in Training.** Whether it be structured training or on the job, it is important to maintain a program to develop the employee until the employee is competent in the duties of the job.
6. **Build opportunities for feedback.** Schedule regular meetings with the supervisor to provide an opportunity for feedback by and to the new employee. Build a culture where new hires are encouraged to share a new ideas and give honest feedback.