

## Use of Eligible Lists within 30 Days of Approval DER – Staffing Division

**Policy:** Referrals for positions for which there are other departments in line for the list will be expired after 30 days.

**Process:** Departments must have an accepted employment offer within 30 days of the referral.

- The DER Certification Section will work with the DER Test Administration Unit to provide an expected date of the referral to the first department on the list.
- The hiring department should select and schedule the interview panel and draft the interview questions/rating criteria in anticipation of receiving the referral.
- The hiring department should schedule candidates immediately upon receipt of the referral.
- The hiring manager must use two methods to contact each candidate (e.g., email and phone); please provide the candidate up to three days to respond.
- Joint interviews with the other departments that are waiting for the referral are highly encouraged.
  - The referral notes will include the name of the next department waiting for the referral.
  - If two or more departments are interviewing jointly, additional time may be provided for the referral.
    - Any waiting department will be notified of an amended timeframe if this occurs.

### Documenting the referral:

Appropriate JobAps documentation includes:

- Date(s) and time(s) contacted
- Required methods of contact
  - *Example: Emailed 10:23 am, 4-18-2023, Left voicemail message 9:25 am on 4-20-2023 no response as of 4-21-2023.*
  - *Responses or any pertinent information should be entered immediately to avoid delays.*
- Additional names will not be provided and offers will be held unless and until the JobAps documentation is complete.
- “No responses” or “No Shows” must be reported to the Certification staff ASAP in order receive additional scores.
- Please do not make an offer to a candidate if you do not have access to an active referral and/or please do not use a referral to fill a different title without verifying with DER-Certification prior to making an offer.

### Additional considerations:

- If your department is not ready for the referral and there are other departments waiting, please let DER Certification know so that another department can use the list. This is critical in maintaining the momentum of the hiring process.
- Ensure that DER is aware of new staff member (s) that will need access to the referral, so the requisition can be updated and routed correctly.

- Creation of an email mailbox for recruitment purposes only is highly recommended. It can be by department, by section and/or sub-sections; individuals can be added or deleted from the email group as needed.
  - A staff member from your department/division will need to maintain this and add/remove individuals as needed.

**Initial email or phone call sample verbiage:**

Hi! This is (name and title). I'm calling from the City of Milwaukee's (department/division) to schedule an interview for you for the position of (name of position). We are conducting interviews (in person or virtually) on (provide date or date range). To schedule your interview, please contact me at (phone) by (date and time). If I don't hear from you by (date and time), I will assume you are no longer interested in this position. I do hope that you are still interested in working for the City of Milwaukee's (department/division) and I look forward to hearing from you.

**Follow up email or phone call sample verbiage:**

Hi! This is (name and title). I am following up regarding an (email or phone call) that was sent or made to you on (date) inviting you to participate in the interview process for the (name of position). We are conducting interviews (in person or virtually) on (provide date or date range). If you are interested in scheduling an interview, please contact me at (phone and/or email) by (Date and Time). If I don't hear from you by (Date and Time), I will assume you are no longer interested in this position. I look forward to hearing from you.

Please address any questions regarding this policy to [DERCertification@milwaukee.gov](mailto:DERCertification@milwaukee.gov) or by calling 414-286-5456.