TOWN OF AMHERST
RECRUITING STRATEGY

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STARTING POINT

• Positions were posted on Town website and indeed™
• Applications taken on-line and paper form
• Candidate diversity tracked; not measured
• Time to Filled tracked; not measured
TOP RECRUITING TRENDS

TOP TRENDS SHAPING THE FUTURE OF RECRUITING AND HIRING

- Diversity
  - Very/extremely important: 78%
  - Mostly/completely adopted: 53%

- New interviewing tools
  - Very/extremely important: 56%
  - Mostly/completely adopted: 18%

- Data
  - Very/extremely important: 50%
  - Mostly/completely adopted: 18%

- Artificial Intelligence
  - Very/extremely important: 35%
  - Mostly/completely adopted: 8%

Source: LinkedIn - Top Hiring Trends for 2018
WHAT MATTERS?

Experience Matters, but That’s Not All

Most likely to influence hiring decisions during an initial in-person interview.

- Prior Experience: 55%
- Conversation Skills: 49%
- Knowledge of the Industry: 41%
- Culture Fit: 35%

Source: LinkedIn - Top Hiring Trends for 2018
CHANGES TO PROCESS

• Candidate Sources are tracked; measured and used for advertising purposes
• Positions are posted on job boards based on the position
• Paper applications are entered into the system for tracking
• Candidate diversity is tracked and monitored
• Time to Filled is tracked, measured and used to determine way to improve process
EXAMPLE #1:
DPW – WASTE WATER TREATMENT PLANT OPERATOR

• Posted 11/30/18
• Filled 04/29/19
• Time to fill 150 days

Posted to:
• Town Website
• indeed
EXAMPLE #1:
DPW – WASTE WATER TREATMENT PLANT OPERATOR

- Posted 07/10/19
- Filled 09/27/19
- Time to fill 75 days

Posted to:
- Town Website
- indeed
- craigslist
- Jobs in the Valley
- MassHire
EXAMPLE #1:
DPW – WASTE WATER TREATMENT PLANT OPERATOR

- Increased number of qualified diverse candidates

Req 38975
Waste Water Treatment Operator (11/30/18)

- Male Black
- Male White
- Female Hispanic
- Male Hispanic

24 Candidates
13% diverse

Req 49565
Waste Water Treatment Operator (07/10/19)

- Male Hispanic
- Male White
- Black Male
- Male American Indian/Alaskan Native

78 Candidates
33% diverse

White Male Hired

Black Male Hired
EXAMPLE #2:  
TREASURER/COLLECTOR – CUSTOMER ASSISTANT

• Posted 05/03/19
• Filled 07/01/19
• Time to fill 61 days

Posted to:
  • Town Website
  • indeed™
EXAMPLE #2:
TREASURER/COLLECTOR – CUSTOMER ASSISTANT

- Posted 09/16/19
- Filled 010/21/19
- Time to fill 49 days

Posted to:
- Town Website
- indeed
- craigslist
- Jobs in the Valley
- MassHire
- LinkedIn
- Town Facebook
EXAMPLE #2:
TREASURER/COLLECTOR – CUSTOMER ASSISTANT

- Increased number of qualified diverse candidates

**Request 46612**
Customer Assistant II (05/03/19)

- Female Asian: 3
- Female White: 17
- Male White: 11
- Female Hispanic: 1
- Male Hispanic: 2

**Request 52778**
Customer Assistant II (09/16/19)

- Female Asian: 1
- Female Black: 14
- Female White: 13
- Male Black: 4
- Male White: 20
- Female Hispanic: 1
- Male Hispanic: 4

**37 Candidates** 73% diverse

**58 Candidates** 81% diverse
TAKE-AWAYS

- Use metrics to guide your decisions
  - Applicant Sources
    - Cast a wide net (to appropriate job boards)
  - Time to Fill
  - Demographics
THANK YOU FOR YOUR TIME & ATTENTION