



SOAR

SURPRISE ONLINE  
APPLICANT RECRUITING

# Department User

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## Guide

*Powered by*  
NEOGOV™

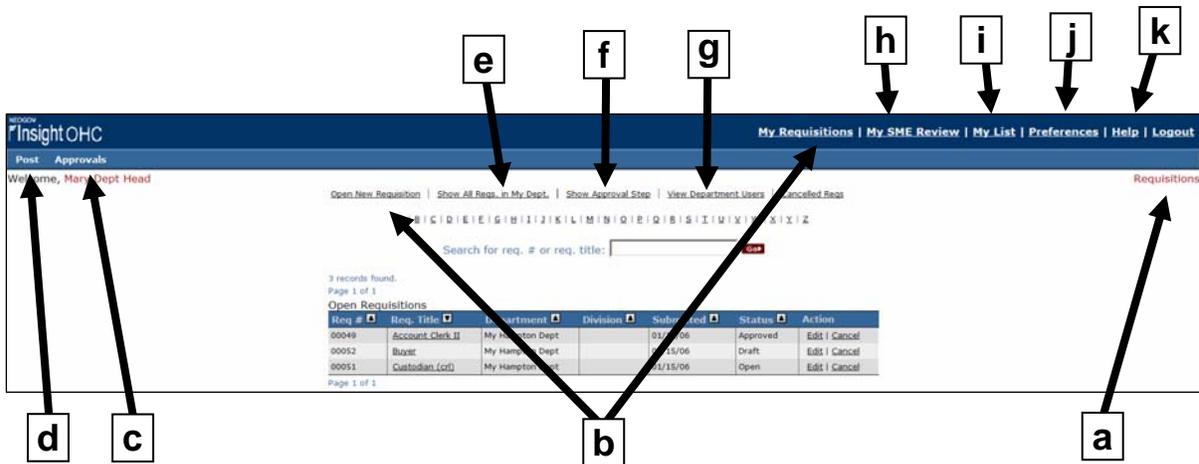
## Recruitment Process

(Department Roles are Highlighted)

★ - Optional Step

Step in Recruitment Cycle	Access / Role
Requisition Created	Dept Liaison or Originator
Requisition Approved	Approver (Other Dept User(s) and/or Other Approvers such as Budget
Requisition Opened/Assigned	HR
Exam (Recruitment) Plan Creation	HR
Posting Creation	HR
Evaluation Step Creation	HR
Applicants Search for Jobs	Applicant
Applicants Apply	Applicant
Applications Processed <ul style="list-style-type: none"> <li>Minimum Qualification Screening*</li> <li>Training &amp; Experience Evaluation*</li> <li>Written, Oral, Performance Exams*</li> </ul>	HR
★ *SME Review can occur at any step	SME (Subject Matter Expert) - Optional
Applicants placed on Eligible List	HR
Applicants Referred to Hiring Manager	HR
Referred Candidates: Interviewed / Offered / Hired / Rejected	Dept Hiring Manager
Requisitions Filled/Job Offer	HR
Posting Archived	HR
Exam Plan Archived	HR

## Overview of System Components



Your ability to view system components depends upon your user rights/permissions. That is, if you have less than full rights, you will not see all components.

- a** Screen identifier Orients you to the screen/function you are currently in
- b** Job requisitions - Create by selecting “Open New Requisition.” Wherever you are in the program, “My Requisitions” will bring you back to this main page.  
View all City job descriptions Go to “Open New Requisition” to see a list of all positions
- c** Approve job requisitions and hiring decisions (Approver access only)
- d** Job postings Click here to view the status of and details regarding job postings
- e** View all department requisitions (Liaison access only)
- f** View details re requisition approvals
- g** Add and edit department user accounts/permissions (Liaison access only)
- h** Subject Matter Expert Evaluate exam/recruitment plans of the applicants for whom you are a SME reviewer (SME access only)
- i** Eligible candidates Review and print applications, schedule interviews, record job offers and hiring decisions via ‘My List’ (Hiring Manager access)
- j** Preferences Edit your user profile, including password and frequency of email notices
- k** Online Help

## SOAR / NeoGov USER PERMISSIONS

There are five department levels of access in the SOAR/NeoGov system. Users may be assigned to more than one access role (with the exception that one cannot be both an Originator and HR Liaison).

- **Originator** -- Creates requisitions in departments
- **Approver** – Approves requisitions and/or hiring decisions in departments before they reach HR
- **SME** – Subject Matter Expert who reviews applications for training and experience
- **Hiring Manager** – Receives lists of eligible job candidates from HR
- **Liaison** – This role has the broadest access to SOAR information and functions -- maintains user accounts, creates requisitions, and views all department hiring activity

<u>Role / Task</u>	User Permissions				
	<i>Originator</i>	<i>HR Liaison</i>	<i>Hiring Mgr</i>	<i>Approver</i>	<i>SME</i>
1. Add new users; update user permissions, passwords; inactivate users		X			
2. Create job requisitions; view their reqs (Link=My Requisitions)	X	X			
3. Approve job requisitions where you have been designated as an approver (Link=My Approvals).  If > 1 approver, need to define the order & specify if routing occurs in series (1 person at a time) or in parallel (more than 1 person at a time)				X	
4. View requisitions created by other dept/division users		X			
5. Review/evaluate exam/recruitment plans of the applicants for whom you are a SME reviewer (Link=My SME Review)					X
6. Able to review referral lists of applicants		X			
7. Dept/Division hiring manager who receives the list of referred applicants from HR (My List)			X		
8. Approve hiring decisions after the "Hiring Mgr" has made his/her decision.  If > 1 approver, define the order & specify if routing occurs in series (1 person at a time) or in parallel (more than 1 person at a time)				X	

## Managing Department User Accounts

Departments are responsible for managing the access of users within their department/division. HR will be happy to assist as needed.

1. From the 'Requisitions Screen,' click on 'View Department Users.'
2. The 'Department User List' screen is displayed showing all existing Department users. Note the links to '[Add New User](#)' and '[Edit](#)' existing users.

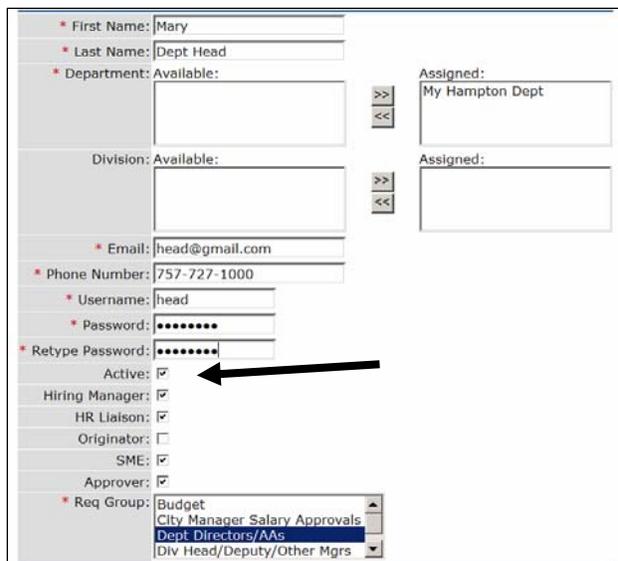
If your user list is long, you may use the 'Search' function or filter users by letter by clicking on the appropriate letter located above the search box.

### SECURITY ESSENTIALS



**Inactivate users** who no longer need access

Users leaving the City or otherwise ending their SOAR responsibilities should be inactivated as soon as their duties end. Remember that SOAR is Internet-based. Anyone with an active account can continue to login from any computer with Internet access, unless their SOAR/NeoGov access has been turned off. To do so, remove the checkmark from the 'Active' checkbox.




**Use strong passwords** that meet all three of these criteria:

1. **At least eight characters** in length
2. **Combines** letters, numbers, and symbols, but:
  - × **Not sequential** or repeating combinations, such as "12345678," "222222," "abcdefg," or adjacent letters on your keyboard
  - × **Not common words with letters replaced** by numbers or symbols, such as "P@ssw0rd".
3. **Easy for you to remember**, but difficult for others to guess, and:
  - × **Not your login name**, your spouse's name, or your birthday
  - × **Not words found in the dictionary**, in any language; not words spelled backwards
  - × **Not hard-to-remember**. Random combinations of letters, numbers, and symbols that must be written down to be remembered, can be misplaced, or found by others

## USER PREFERENCES

Individual users may manage some of their account information through 'Preferences,' including the frequency with which they receive email notices re SOAR-ing actions.



My Requisitions | My SME Review | My List | **Preferences** | Help | Logout

Post Approvals

Welcome, Mary Dept Head User Preferences

**Requisition Notifications** \* Required

\* Last Name: Dept Head

\* First Name: Mary

\* Email: head@gmail.com

\* Phone Number: 757-727-1000

\* Password: ●●●●●●

\* Confirm Password: ●●●●●●

\* Notify Me: At every step in the life of the requisition

At every step in the life of the requisition  
Only on requisition creation and when my action is required

## Create a Requisition (As an “Originator” or a “HR Liaison”)

1. Go to the SOAR website: [www.surpriseaz.com/SOAR](http://www.surpriseaz.com/SOAR) and login to the ‘Department User – NeoGov -Online Hiring Center.’
2. Enter your Department Username and Password
3. Select the ‘Online Hiring Center – Departments’ radio button, click login



4. Click on ‘Open New Requisition’



5. Search for a class specification for which you want to create the requisition
6. Before creating the new requisition, you may want to review the job description, salary, and benefits for the position. If you have questions or updates, confer as needed within your department and/or contact your HR representative/recruiter.

To look at the job details, click on the position under “**Class Title.**”



Class Code	Class Title	Requisition
625	40 Hour Fire Lieutenant	<a href="#">Create New</a>
006	911 Information Center Team Leader	<a href="#">Create New</a>
141	Account Clerk II	<a href="#">Create New</a>
512	Assistant City Manager	<a href="#">Create New</a>
310	Buyer	<a href="#">Create New</a>
500	Case Manager	<a href="#">Create New</a>

7. From here, you may print and/or proceed with creating the requisition.

Class Title: **Buyer**

Salary: \$13.69 - \$22.48 hourly  
\$1,094.81 - \$1,798.15 biweekly  
\$2,372.08 - \$3,896.00 monthly  
\$28,465.00 - \$46,752.00 annually

[Return to List](#) [Create Requisition](#) [Print Job Description](#)

**Description** **Benefits**

Purchases goods and services for general city operations and the public school system, adhering to all applicable regulations; provide technical assistance to user agencies.

**Examples of Work:**

- Reviews departmental procurement requests and on-line transactions for accuracy and completeness; contacts originating departments as necessary for correction, clarification, funding codes, intended use, date needed or other pertinent data.
- Prepares invitations to bid and requests for proposals based on regulations pertaining to funding sources involved, applicable laws, current market place conditions and lead time for material specified. Analyzes each bid or proposal to ensure all specifications are met. Selects bids with end

8. Or you may use your back browser button to return to the Class Code/Title screen and create a new requisition from there:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Search for class title or class code:  [Go](#)

17 records found.  
Page 1 of 1

Code	Title	Requisition
1920	Accountant	<a href="#">Create New</a>
1918	Accounting Clerk	<a href="#">Create New</a>
5961	Building Official	<a href="#">Create New</a>

- As you fill in the requisition form, note that required fields are marked with a **red asterisk \***.
- For **'Desired Start Date'** list the requested NEO Start Date to fill this position. Find a copy of the NEO Calendar on the Intranet.
- For **'Working Title'** you may leave this blank. If you do, the requisition will automatically be labeled with the Class Title. Or you may find it useful in certain situations to use a different working title than the Class Title.
- Under **'Vacancies,'** indicate the number of positions you need to fill for this Class Title.
- For **'Department'**, find your Department from the drop down menu.
- For **'Division'**, if applicable, find your Division from the drop down menu.
- Normally, the **'Hiring Manager'** will be the person in your department who will receive the list of eligible candidates from HR.
- For **'Job Term'**, select from the drop down menu the appropriate status, i.e. Full time regular.

17. **'List Type'** lets HR know how to advertise this job. The City posts jobs in 2 categories: open to the general public and open to City employees only. **\*\*Be aware that NeoGov software provides 5 options under 'List Type:'**

List Type:	=== Select ===	
Position Type	=== Select ===	(Replacement of Staff)
Position Control	<input type="checkbox"/> Regular <input type="checkbox"/> Promotional Only <input type="checkbox"/> Departmental Promotional Only <input type="checkbox"/> Regular and Promotional <input type="checkbox"/> Transfer	First Name Last Name Vacancy Date <input type="text"/>

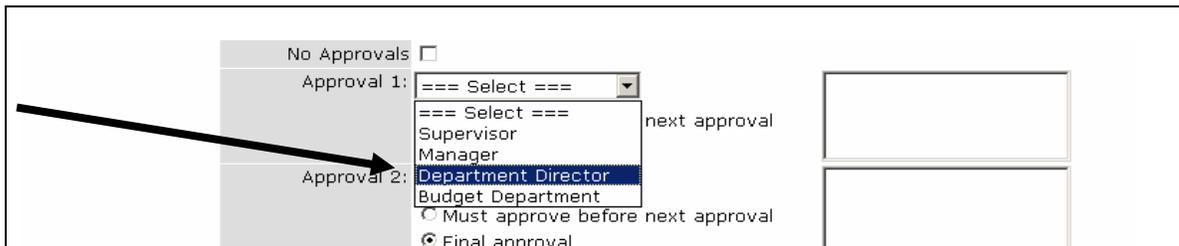
For the City of Surprise, use the following guidelines to complete this field:

- **'Regular'** designates jobs available to the public (including current City employees)
  - For jobs available to only City employees, select **'Promotional Only'**. If needed, please explain further posting requests in the **'Comments'** section.
18. Under **'Position Type,'** select whether this requisition will be filling an 'Existing Position' or if this is a 'New Position.' In the case of an "Existing Position," you must record who is leaving the job. To do so, click the button **'Add Another Vacancy'** and complete the **'Position Control'** fields. Complete the **'Position #'** field by contacting Management and Budget-Shelley Hohman to get the correct Position #. If you have more than one position to replace, click 'Add Another Vacancy' again to open another set of position control fields.

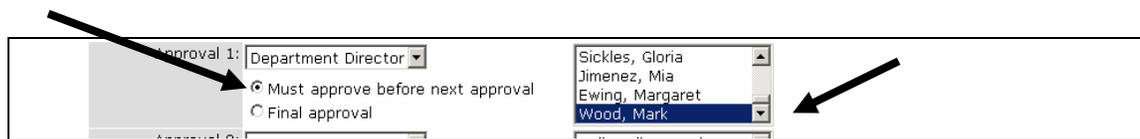
Position Type	<input checked="" type="radio"/> Existing Position (Replacement of Staff) <input type="radio"/> New Position			
Position Control	Position #	First Name	Last Name	Vacancy Date
	<input type="text" value="003"/>	<input type="text" value="Jane"/>	<input type="text" value="Leavingjob"/>	<input type="text" value="03/01/06"/>
<input type="button" value="Add Another Vacancy"/>				

19. In the **Comments box**, **copy and paste the interview questions and panel member names.**
20. For **'List Account String'**, indicate your Department account string to be charged.
21. Select **'What shifts will this position be required to work'** Daytime, Evenings, Overnight, Weekends, and/or Oncall.
22. Indicate the **'Required Security Access'**: Level 1 (24 hours), Level 2 (6am-8pm), Level 3 (7:30 am-5:15 pm).
23. Indicate **'Posting preference'** by selecting 1 week, 2 weeks, or Continuous.
24. Indicate the number of **'Regularly scheduled hours per week'** to be worked.
25. If the job is temporary, indicate **'City of Surprise or Agency'**.
26. If the job status is temporary/seasonal/intern, indicate **'Anticipated length of assignment'**: Less than 1 month, 1-3 months, 3-6 months, 6-9 months, 9-12 months, over 1 year
27. For **'Reporting Supervisor'**, list the full name and position title of the supervisor.
28. Indicate the **'Date interview questions were forwarded to HR'**.

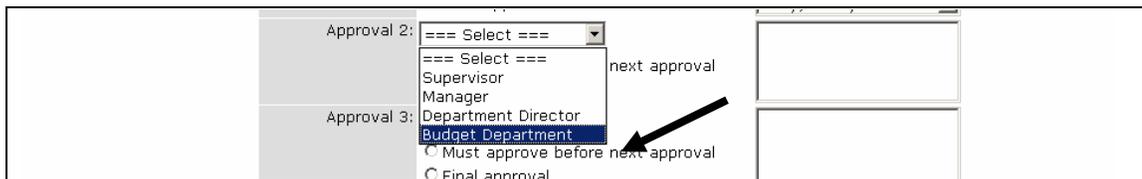
29. For **'NEO peer pal'**, list the full name and position title of the peer pal.
30. For **'Auto stipend'**, indicate yes or no and amount.
31. For **'Cell phone stipend'**, indicate yes or no and amount.
32. **All requisitions require Department Director and Budget approvals.**
33. First select **'Department Director'** from the drop down menu in the Approval 1 group listing.



34. Next, highlight your specific Department Director's name as the approver and then check **'Must approve before next approval'**.



35. The 2<sup>nd</sup> and final approver will always be the Budget Department. From the drop down menu for Approval 2, select **'Budget Department'**.



36. Select **'Mike Schrock's'** name and check **'Final Approval'**.



37. Click on **'Save and Release.'** Clicking **'Save Only'** will retain the requisition as a draft; it will not be forwarded to anyone until you return and select **'Save and Release.'**

38. From **'My Requisitions'** you will see the req that you just saved and released is listed as **'Pending Approval.'** Note that already approved reqs are marked **'Approved.'**

Open Requisitions						
Req #	Req. Title	Department	Division	Submitted	Status	Action
00104	<a href="#">Buyer</a>	My Hampton Dept		01/22/06	Pending Approval	<a href="#">Edit</a>   <a href="#">Cancel</a>
00101	<a href="#">Custodian</a>	My Hampton Dept		01/22/06	Approved	<a href="#">Edit</a>   <a href="#">Cancel</a>

39. A requisition may also be **'Denied,'** placed **'On Hold/Pending'** or **'Cancelled'** by the approver. If **'Denied,'** the req creator will see the status listed as **'In Progress.'**

Open Requisitions						
Req #	Req. Title	Department	Division	Submitted	Status	Action
00104	<a href="#">Buyer</a>	My Hampton Dept		01/22/06	In Progress	<a href="#">Edit</a>   <a href="#">Cancel</a>
00101	<a href="#">Custodian</a>	My Hampton Dept		01/22/06	Approved	<a href="#">Edit</a>   <a href="#">Cancel</a>

40. To see details, click on **'Show Approval Step'**.

My R

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[Open New Requisition](#) | 
 [Show Only My Reqs.](#) | 
 [Show Approval Step](#) | 
 [View Department Users](#) | 
 [Cancelled Reqs](#)

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

41. Additional details will then display as shown below.

Open Requisitions						
Req #	Req. Title	Department	Division	Submitted	Status	Action
00104	<a href="#">Buyer</a>	My Hampton Dept		01/22/06	In Progress	<a href="#">Edit</a>   <a href="#">Cancel</a>
Dept Directors/AAs		Received: 01/22/06 02:46 PM		Denied: 01/22/06 02:55 PM		
· Dept Head, Mary						
<b>Note:</b> The budget needs to be confirmed before we can post this position,						

## Approving Requisitions (Department 'Approver' Role)

1. If you have been designated as an approver for your department, you will need to approve requisitions before they are forwarded to HR or the next person in the approval chain. From the **'My Requisitions'** screen, select **'Approvals:'**

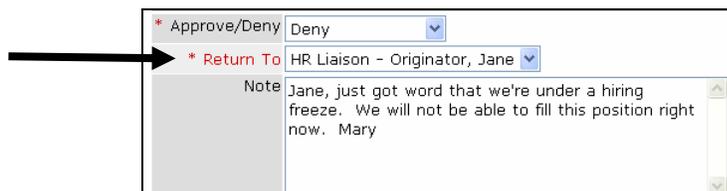


2. Select **'Requisitions'** from the drop down



3. You may review details of the requisition by clicking on the job title. Select the **Approve/Deny** link to the right of the requisition you are working on. Actions you may take are 'Approve,' 'Deny,' 'On Hold/Pending' and 'Cancel.'

- If you **'Approve'** the requisition, it will go to the next approver or human resources, depending on how the original approval chain was set up.
- If placed **'On Hold/Pending,'** the req creator will see the status change to 'On Hold.' He/she may go in and edit the requisition, after which you can approve as appropriate.
- If **Cancelled,** the requisition status will change accordingly. The req is moved to 'Closed Requisitions.'
- If **Denied,** the requisition will be returned as indicated in the 'Return To' field below. The requisition will no longer display on your 'My Requisition Approvals' screen, but you may click on 'My Requisitions' >> 'Show All Reqs in My Dept' >> 'Show Approval Details' to see denial activity. Once denied, the requisition creator may edit the requisition and return it to the approver, who will have another opportunity to Approve/Deny.



4. The **'Show Approval Detail'** and **'History'** links will lead you to detail regarding actions taken.

## Select and Hire Referred Candidates (as a 'Hiring Manager')

1. Go to the SOAR website: [www.surpriseaz.com/SOAR](http://www.surpriseaz.com/SOAR) and login to the 'Department User – NeoGov -Online Hiring Center.'
2. Click on the 'My List' link in the upper-right-hand corner (this will display all referred lists of eligible candidates for this Hiring Manager)



3. Click on 'Print' under 'Applications' to review, download, and/or print applications.



The screenshot shows a table with 2 records found. The table has columns for Req #, Title, Department, Division, Hiring Mgr, Candidates, Applications, and Last Referred. The 'Print' link under the 'Applications' column for the first record is highlighted with a black arrow.

Req #	Title	Department	Division	Hiring Mgr	Candidates	Applications	Last Referred
00048	Staff Assistant I	My Hampton Dept		Dept Head, M.	<a href="#">View</a>	<a href="#">Print</a>	01/11/06
00051	Custodian	My Hampton Dept		Hiring Manager, P.	<a href="#">View</a>	<a href="#">Print</a>	01/15/06

4. When done reviewing applications, click on 'My List' to return to the position/candidate listing. Click the 'View' link in the 'Candidates' column to proceed with processing eligible candidates.



The screenshot shows the same table as above. The 'View' link under the 'Candidates' column for the first record is highlighted with a black arrow.

Req #	Title	Department	Division	Hiring Mgr	Candidates	Applications	Last Referred
00048	Staff Assistant I	My Hampton Dept		Dept Head, M.	<a href="#">View</a>	<a href="#">Print</a>	01/11/06
00051	Custodian	My Hampton Dept		Hiring Manager, P.	<a href="#">View</a>	<a href="#">Print</a>	01/15/06

## Schedule Referred Candidates for Interview (as a 'Hiring Manager/HR Liaison')

The interview scheduling function enables you to keep hiring information organized in one system and will allow you to send email or letters to interviewees using customized templates. However, you are not required to use the interview scheduling function of SOAR; it is a tool for your convenience.

1. Login to the Online Hiring Center as a Department User
2. Click on **'My List'**
3. Select **'View'** next to the job title you are working on

Req #	Title	Department	Division	Hiring Mgr	Candidates
00021	Human Resources Manager	Human Resources		Hanson, H.	<a href="#">View</a>
00038	Maintenance Worker 1	Public Works	Maintenance	Smith, C.	<a href="#">View</a>
00040	Maintenance Worker 1	Public Works		Cline, M.	<a href="#">View</a>

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4. Choose **'Schedule Interview'** from the **'Action'** dropdown

Referred							
Name	Phone	Application	Exam Plan	Referred Date	Interview	Offer	Action
Johnson, Bryce	P: (310) 677-1120 A: (310) 610-6025	<a href="#">View</a>	00038	04/28/05	N/A	N/A	== Select ==
Iverson, Susan	P: (310) 689-1461	<a href="#">View</a>	00038	04/28/05	N/A	N/A	== Select ==

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5. Complete the interview schedule information and **'Save.'**

## Accepting/Rejecting Offers (as a 'Hiring Manager/Liaison')

1. **To complete the hiring process, you MUST mark all applicants as either Hired or Rejected.** To do so, choose the applicable option from the 'Action' dropdown.
2. If approvals of hiring decisions are required, the process works much as it did for requisitions.

\* Required

Name: James Bond  
 Person ID: 156748  
 Status: Hired

\* Offer Date: 01/12/06  
 Offer Amount: \$ 50,000.00  
 Bonus Amount: \$ 0.00

\* Answer Date: 01/13/06  
 \* Filled On Date: 02/20/06  
 \* Start Date: 02/20/06  
 Orientation Date: 02/20/06

Keep Active on Eligible List: No

Comments:

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No Approvals

Approval 1 | My Hampton Dept | Approver, Joe  
 Dept Head, Mary

3. Once 'Approvers' have acted on your hiring decision, a 'Hiring Manager' can go back to the Referred Candidates screen and see approval details by clicking on 'Edit' next to the name of the Hired candidate:

Hired

1 record found.

Name	Phone	Application	Exam Plan	Referred Date	Interview	Offer	Action
Potter, Harry	P: (757) 222-2222	<a href="#">View</a>	00099	01/22/06	N/A	N/A	== Select == <a href="#">Go</a> <a href="#">Edit</a>

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4. At the bottom of the screen, you will see approval information regarding the hiring decision.
  - a. Click on the **View History** link for more detail
  - b. Note the section **'Final Authorization.'** This tracks HR's final action regarding the hiring event.

Name: Harry Potter  
 Person ID: 156697  
 Status: Hired  
 \* Offer Date: 01/22/06  
 Offer Amount: \$ 25,000.00  
 Bonus Amount: \$  
 \* Answer Date: 01/22/06  
 \* Filled On Date: 03/01/06  
 \* Start Date: 03/01/06  
 Orientation Date: 03/01/06  
 Keep Active on Eligible List: No  
 Comments:  
 Approval History [View History](#)  
 Approval 1 Dept Directors/AAs Dept Head, Mary  
 Received 01/22/06 11:19 AM  
 APPROVED BY MARY DEPT HEAD  
 ON 01/22/06 11:21 AM  
 Final Authorization Awaiting authorization  
 Save

5. 'Final Authorization' will change as follows once HR has approved the hiring decision:

Approval 1 Dept Directors/AAs Dept Head, Mary  
 Received 01/22/06 11:19 AM  
 APPROVED BY MARY DEPT HEAD  
 ON 01/22/06 11:21 AM  
 Final Authorization 01/22/06 12:00 PM by Your Dept's HR Analyst

6. Approvers will see similar information by going to **'My List' >> 'Show All Lists in My Dept.'** Select **'View'** next to the position you are interested in. Click on **'Details.'**

1 record found.

Name	Phone	Application	Exam Plan	Referred Date	Interview	Offer	Action
Potter, Harry	P: (757) 222-2222	<a href="#">View</a>	00099	01/22/06	N/A	N/A	<a href="#">Details</a>

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