

**LOUISIANA STATE UNIVERSITY
HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA**

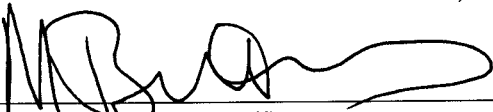
POLICY NUMBER: 4543-08

CATEGORY: Human Resources

CONTENT: QUEST HIRING - HCSD Policy and Procedures for Filling Civil Service Jobs as Defined in This Policy Using QUEST – Quality Express Staffing.

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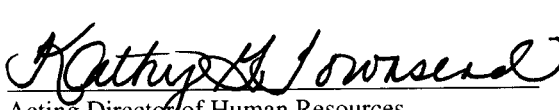
Acting Chief Executive Officer
Health Care Services Division

2/28/2008
Date



Acting Deputy Chief Executive Officer
Health Care Services Division

2/28/08
Date



Acting Director of Human Resources
Health Care Services Division

2/28/08
Date

LSU HEALTH CARE SERVICES DIVISION

QUEST HIRING - HCSD POLICY AND PROCEDURES FOR FILLING CIVIL SERVICE JOBS AS DEFINED IN THIS POLICY USING QUEST – QUALITY EXPRESS STAFFING.

I. Policy Statement

All vacancies for Civil Service classified jobs identified in this policy, filled by any means, other than the exceptions listed below, MUST be posted on the Civil Service JOB SEARCH as well as be posted at the respective Hospital.

At present, the QUEST process covers: Clerical/Administrative Support Test (COAST), Law Enforcement & Protective Services (LEAPS), Law Enforcement Supervisor (LEAPS Supervisor) and Professional Entry Test (PET)

Note: Due to continual changes at Civil Service, other jobs and/or test series may be included under the QUEST hiring requirements. Any additions and/or changes will become effective on the date of the Civil Service General Circular and/or directive.

Exceptions

The vacancy does NOT need to be posted on JOB SEARCH or at the Hospital when filled by:

- A. Appointment from a Department Preferred Re-Employment list.
- B. Restricted Appointment.
- C. Noncompetitive re-employment of a former classified employee
- D. Noncompetitive appointment of a handicapped or disabled applicant under provisions of Civil Service Rule 7.20(c).
- E. Demotion, reassignment, or lateral transfer of a permanent employee.

II. Applicability

This policy shall be applicable at each HCSD Medical Center and the Headquarters Office for jobs covered under this policy.

III. Implementation

This policy and subsequent revisions provide internal procedures to be followed by Headquarters and the Medical Centers and shall become effective upon approval signature and date of the HCSD Vice Chancellor/CEO.

Note: Due to continual changes at Civil Service, other jobs and/or test series may be included under the QUEST hiring requirements. Any additions and/or changes will become effective on the date of the Civil Service General Circular and/or directive.

IV. Procedures

- A. All vacant jobs identified in this policy must be posted on JOB SEARCH and at the respective Medical Center and/or Headquarters. (Refer to exceptions listed in Section I, Statement of Policy.)

Filling a vacancy without announcing it on JOB SEARCH is a serious violation of QUEST guidelines and this policy.

1. Headquarters and Earl K. Long are considered a promotional zone. Vacancies occurring at either place must be posted at both locations.
2. Lallie Kemp and Bogalusa Medical Centers are considered a promotional zone. Vacancies occurring at either place must be posted at both locations.

- B. Vacancies must be announced for a minimum of one (1) week.

1. Only persons who apply during the open period of the announcement may be hired or promoted.

Appointing or promoting a person who does not apply during the open period on the JOB SEARCH announcement is a serious violation of QUEST guidelines and this policy.

2. An individual announcement may be used to fill the original vacancy, and any additional vacancies that occur after the expiration date of the posting without re-announcing as long as the job offer is made within ninety (90) days of the closing date of the announcement. If a job offer is not made within ninety (90) days of the closing date of the announcement, the vacancy must be re-posted to Job Search.
3. Jobs may be posted continuously but Medical Centers choosing to do this must have an internal policy regarding how long to retain applications prior to the posting on JOB SEARCH. For example, if a Medical Center decides that every 60 days or so the applications will be purged, a statement to that effect needs to be stated in the "special notes" section of the JOB SEARCH posting.

- C. Minimum Job Qualification Requirements

The minimum qualification requirements must be checked for each vacant job. Some jobs will have absolute qualification requirements, while others will have preferred qualification requirements.

1. Preferred Minimum Qualifications

Test Series with **preferred minimum qualifications** are:

7000/7001 – Clerical, Office & Administrative Support Test (COAST)

Please Note: If you choose to set minimum qualifications that are higher than the Preferred Qualifications, you could be asked to defend them. Therefore, documentation must be maintained.

Job Specifications maintained by Civil Service specify preferred experience and educational qualifications for each job in this test series. Each job specification will also have an option to require typing skills.

It will be the decision of the Human Resources Department at the Medical Center to make the final decision on a case by case basis if a specific job requires words per minute (wpm) typing skills. Medical Centers may also accept other proof they deem acceptable of a specified minimum wpm. Documentation shall be maintained on such decisions.

2. Absolute Minimum Qualifications

Test series with absolute minimum qualifications are:

7500 – Law Enforcement & Protective Services (LEAPS)

7700 – Law Enforcement Supervisor (LEAPS Supervisor)

7333 – Professional Entry Test (PET)

For those jobs with Absolute Minimum Qualifications, Civil Service will specify experience and education qualifications for each job. The specified years of experience and/or education and substitutions will be absolute requirements. The Human Resources Department at the Medical Center/Headquarters is **absolutely bound** to hire someone meeting the Minimum Qualifications. They will not be allowed to hire persons who do not meet the minimum qualifications.

3. A listing of the jobs included as part of this policy is attached. (See Attachment A). However, **jobs listed are to be used as a guide. Due to constant changes, please verify testing through the “OPEN” System**)

D. Hiring Scores

1. COAST – preferred score of 40% on both the COAST Behavior Assessment and the COAST office Skills. Anything less than 40% on the COAST Test requires an exception from the HCSD Human Resources Administration to make a job offer.
2. PET – required hiring score of 40% or above. There is NO exception; you can NEVER go below that score in hiring.
3. LEAPS – preferred score of 40%. Anything less than 40% on the LEAPS test requires an exception from the HCSD Human Resources Administration to make a job offer.
4. LEAPS Supervisor – preferred score of 40%. Anything less than 40% on the LEAPS test requires an exception from the HCSD Human Resources Administration to make a job offer.

E. Testing Exemptions

1. COAST- Testing will NOT be required for noncompetitive promotion or transfer and promotion as follows:
 - a. Employee with permanent status who currently occupies a clerical job and has been in the job at least six (6) months, or
 - b. An employee with permanent status who occupied a clerical job for at least six (6) months sometime during the previous five (5) years.

2. PET – Testing will not be required for promotion or transfer and promotion as follows:
 - a. An employee with permanent status who currently occupies a PET job
3. LEAPS – Testing will not be required for promotion or transfer and promotion as follows:
 - a. An employee with permanent status who currently occupies a LEAPS job
4. LEAPS Supervisor - Testing will not be required for promotion or transfer and promotion as follows:
 - a. An employee with permanent status who currently occupies a LEAPS Supervisor job

NOTE: Although testing may not be required, the vacancy must still be announced on JOB SEARCH and employees/applicants must submit an application during the open period of the announcement to be considered.

F. JOB SEARCH Announcement Requirements

1. The following items shall always be included in Contact/Instructions:
 - a. Name, mailing address, and/or fax number of where SF-10 will be received.
 - b. Instructions on how/where to obtain CS application form.
 - c. Inclusion of job title and vacancy announcement number when submitting SF-10.
2. The following items shall always be included in Special Notes:
 - a. QUEST Direct Hire posting - Do Not apply to the Department of Civil Service.
 - b. If continuously announced job, statement on agency policy of how applications will be maintained.
 - c. A statement regarding the testing exemption.
 - d. COAST/LEAPS/LEAPS SUPERVISOR - Applicants with a percentile score of 40% or higher will be preferred; however all applicants will be considered.
 - e. PET – A score of 40% or above is required for appointment. Only applicants with a 40% or above will be considered.
3. Optional Items
 - a. Typing Requirement for COAST

If typing is being required, state how many words per minute or more on the 7002-COAST Typing Skills exam will be preferred.

- b. Specialized experience requirement.
- c. Specified job duties.

Note: If a Medical Center chooses to set minimum requirements and designate them as “required” rather than “preferred” where applicable, you are not allowed to appoint someone who does not meet the required minimums, but must restrict your choice to applicants who do meet them.

G. Applicant Process

- 1. Applicants do not apply to the Department of Civil Service for job vacancies of jobs identified in this policy.
- 2. Applicants will apply directly to the hiring Medical Center in response to the JOB SEARCH announcement.
- 3. Applicants must already have the required grade when submitting their application to the hiring Medical Center unless they are exempt from testing in accordance with this policy.
- 4. You may interview applicants prior to the closing date of an announcement. However, the effective date of the appointment may not be made prior to the closing date of the announcement.

H. Appointments

- 1. Human Resources must screen applicants to ensure persons appointed meet the Preferred or Absolute Qualifications.
- 2. Only Applicants with the “Hiring” requirements will be made a job offer unless an exception to this policy has been granted where applicable.
- 3. Appointment effective date shall not be effective prior to the closing date of the announcement, unless the job is continuously announced.
- 4. The applicant’s score shall be verified through the “OPEN” system prior to the effective date of an appointment

V. Documentation Requirements

In addition to the standard documentation required for all appointments, the documentation listed below must be maintained for all JOB SEARCH announcements using the QUEST process for appointments:

- A. Names and scores of all candidates who applied, including appointee.
- B. Applications of all who applied.
- C. Justification of appointment of a candidate who did not meet preferred qualifications (where permissible).
- D. Justification of appointment of a candidate who scored below the 40% on required written examinations (where permissible).

VI. QUEST Application Retention Schedule

A. Standard Retention Schedule

1. Ninety (90) days after the effective date of the appointment or ninety (90) days after closing date of announcement if no appointment was made.
2. All applications must be maintained whether applicants qualified or not.
3. All such applications must be counted as part of applicant flow and for affirmative action.

B. Special Retention Schedule

When any of the following conditions occurs, the applications of all persons who responded to the announcement must be kept for a minimum of one (1) year beyond the effective date of the appointment.

1. COAST exam
 - a. The appointee does NOT meet preferred qualifications
 - b. The appointee scored below the 40th percentile on both the COAST Behavior Assessment and the COAST Office Skills test.
2. LEAPS exam
 - a. The appointee scored below the 40th percentile on the LEAPS test.
3. LEAPS Exam
 - a. The appointee scored below the 40th percentile on the LEAPS Supervisor test
4. Appointment was granted as an exception as defined in this policy.

VII. Exceptions

Any exception to this policy must be approved by the HCSD Chief Executive Officer or designee. Requests for exception shall be submitted to the HCSD Human Resources Administration. (See Attachment B.)

HCSO Policy on Filling Jobs Using QUEST

Jobs Covered by QUEST

(Jobs listed are to be used as a guide. Due to constant changes, however, please verify testing through the "OPEN" System)

COAST:

Administrative Assistant 1 - 6
Administrative Coordinator 1 - 4
Administrative Supervisor 1 - 2
Archives Assistant 1 & 2
Crime Lab Technician 1
Criminal Records Analyst 1 - 5
Criminal Records Auditor
Dealer Support Technician 1 & 2
Election Cost Distribution Spec
Election Cost Distribution Supv
Election Specialist 1
Forms Control Specialist
Group Benefits Claims Adjuster 1
Health Services Accounts Spec
Health Information Processor Supervisor
Health Information Processor 1
Hosp Admiss Tech
Housing Client Services Coordinator
Housing Manager 1 & 2
Housing Tenant Certification Coordinator
I/T Equipment Operator 1
I/T Office Specialist 1 - 2
I/T Production Control Technician 1
Insurance Compliance Tech 1 - 2
Laboratory Stockroom Coord
Library Specialist 1 - 3 & Supv
Licensing Assistant
ORS Assist 1 & 2
Police Radio Dispatcher
Printing Consultant 1
Prison Enterprises Asst. Supv
Property Control Specialist 3
Purchasing Tech 1 - 2
Radio Comm Operator 1
Rehab Counselor Assoc
Revenue Tax Analyst 1 - 3
Safety Program Coord/Trainee
Social Serv Couns Asst-OPRADA
State Policy Commun Spec 1 - 3
Statistical Tech 1 - 2
Store Operator & Manager
Telecom Service Rep 1 - 3
Tourism Info Counselor 2 & 3
Tourism Supv
Transportation Permits Spec 1 - 3
Tumor Registry Tech 1 - 3
University Admin Spec 1 - 3
University Admiss/Analyst
University Admiss/Records Tech

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University Veterans Liaison Counselor
Vehicle Fleet Supv
Volunteer Coord 1 – 2
Warehouse Supervisor
Wildlife & Fish communications Officer 1
Wildlife & Fish Licensing An 1 & 2
Workforce Development Asst 1 - 2

PET

Admin Program Manager 1
Admin Program Spec A, B, C
Agriculture Environmental Spec 1-3
Agriculture Marketing Specialist, Trainee
Agriculture Program Spec 1 & 2
Agriculture/Forestry Enforcement Officer 1 & 2
Archives Specialist 1
ATC Prosecutor
Asst to a Psychologist
Budget Analyst 1-3
Business Development Officer 1-3
Childcare Asst. Spec 3
Child Welfare Counselor – Adoption
Coastal Resources Spec 1 & 2
Commercial Compliance Spec 1
Community Development Program Spec 1-3
Community Services Block Grants Spec
Compliance Investigator 1-3
Compliance Programs Spec 1
Contracts/Grants Reviewer 1
Corrections ARDC Spec 1
Corrections Classification Off 1
Corrections Records System Analyst 1-3
Corrections Social Services Counselor 1-2
Corrections Spec 1-2
Criminal Justice Policy Planner, Trainee, 1 -2
Cultural Program Analyst 1
DHHR Recovery Spec
Disease Intervention Spec 1-2
DOTD Intermodal Transportation Spec 1-2
DOTD Loss Prevention Officer 1-3
Economic Development Research Analyst Trainee
Education Information Consultant 1
Environmental Impact Spec 1-3
Environmental Program Analyst 1-3
Environmental Project Spec 1
Elections Programs Specialist 1
Family Support Program Coord
Federal Energy Analyst 1-3
Financial Institutions Investigator 1, 2
Flood Insurance Program Coordinator 1
Food Distribution Program Manager
Foreign Trade Zone Manager
Forms Management Analyst
Fraud Investigator 1- OFS
Fraud Investigator 2
Geologist 1
Group Benefits Specialist 1
Habilitation Instructor 1-2
Health Services Accounts Supervisor

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Housing Client Services Coord
Housing Modernization Coord 1 & 2
Housing Real Estate Spec
Housing Finance Specialist 1
Human Resources Analyst A, B, C
Human Resources Consultant A, B, C
Human Resources Specialist
Immunization Program Consultant & Trainee
I/T Applications Programmer 1
I/T Liaison Officer 1
I/T Statewide Systems Analyst 1-2
I/T Telecommunications Tech Analyst 1
Insurance Compliance Examiner Specialist 1
Intelligence Analyst 1 & 2
Interpretive Ranger 1
Interpretive Specialist 1
Labor Market 1- 3
Land Specialist 1 – 4
Librarian 1
Licensing Analyst 1 & 2
Licensing Specialist 1- DSS
LHSC Program Coordinator 1-2
Management Analyst 1 & 2
Marketing Rep 1- 2
Marketing Specialist 1-4, International
Mineral Production Analyst 1 & 2
Medicaid Analyst 1 -3
Medicaid Program Monitor
Medicaid Program Specialist 1 & 2
ORS Specialist 1
OCDD Active Treatment Specialist 1 & 2
OCDD Community Service Specialist 1 & 2
OSHA Safety Consultant Trainee
Park Manager
Policy Planner 1
Port Real Estate Coordinator
Prison Enterprises Quality Assurance Coord
Prison Enterprises Supv.
Probation and Parole Officer 1, 2, - Adult
Probation and Parole Officer 1, 2, - Juvenile
Procurement Specialist 1-3, 4 Exempt
Program Compliance Analyst 1 & 2
Program Compliance Officer 1 – 3
Program Monitor DHH
Property Control Coordinator 1 & 2
PSC Enforcement Agent 1 - 3
PSC Specialist 1 - 3
Public Information Officer 1 & 2
Public Lands Analyst 1
Randolph Sheppard Management Analyst Trainee
Real Estate/Appraisal Hearings Examiner
Real Estate Specialist 1 & 2
Recovery Analyst 1-OFS, 2
Rehab Counselor, Entry
Rehab Evaluator, Entry
Rehab & Therapeutic Services Coord
Rehab Instructor 1 & 2
Retirement Benefits Analyst 1-3
Revenue Tax Officer 1 & 2

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Social Security Program Analyst
Social Service Counselor 1-3, 4A, 4B
Social Services Admissions Counselor 1 & 2
Social Services Analyst 1-3
State Capital Outlay Analyst 1 & 2
State Loss Prevention Officer 1 & 2
State Register Editor
State Risk Adjuster 1 – 3
State Risk Underwriter 1 – 3
Statistician 1
Student Financial Aid Specialist 1-3
Tax Commission Specialist 1-3
Telecommunications Consultant 1
Tourism Info Asst Regional Coord
Tourism Travel Information Specialist
Training and Development Specialist 1-3
Veterans Assistance Counselor 1
Wildlife & Fisheries Licensing Specialist 1 & 2
Workers Comp Compliance Analyst 1 & 2
Workers Comp Dispute Resolution Spec 1 & 2
Workers Comp Med Services Analyst
Workers Comp Records Mgmt Analyst 1
Workers Comp Safety Specialist
Workforce Development Officer 1-3

LEAPS

ATC Agent 1-3
Compliance Inspector 1, 2
Dep. State Fire Marshall
MV Field Service Officer
Park Ranger 1 & 2
Police Investigator
Police Officer 1 & 2, 1A, 2A, 3, 3A
Police Sergeant, A
State Police Investigator 1 & 2
Wildlife Enforcement Agent, Cadet, Sr. Agent

LEAPS SUPERVISOR

(still being compiled)

REQUEST FOR AN EXCEPTION TO QUEST POLICY

HQ/Hospital: _____ Job Title: _____

Applicant Name: _____ Eff Date: _____

Check all that apply:

/ Scored below 40% on: / both the COAST Office Behavior Assessment and Office Skills

/ LEAPS test

/ LEAPS Supervisor test

/ Scored below % wpm on typing test

/ Does not meet Preferred Qualifications

Total # of Applications received: _____

of applicants meeting all Grades/Qualifications: _____

Justification: (Include copy of applicant's SF-10 and copy of Job Search Announcement)

Signature of Appointing Authority/Designee/HR Director **Date**

/ **Approved**

/ **Disapproved**

Human Resources Administration **Date**

Comments: _____

