

Internship Hiring Process: A Comprehensive Overview

I. Agile Organization Request and Tracking Form / Requisition

Complete an [Agile Organization Request and Tracking Form](#). Follow the instructions at the bottom of the form to route the Request for proper approval. The information on the form will assist in creating a Requisition for the Fellow in NeoGov and Workday. Additional information on creating a Requisition can be found in [Section 1: Planning the Recruitment on page 4](#).

A. Classification Information

i. Intern/Fellow classification does not have steps, only a range. The Human Resources Department will determine the appropriate class level for the intended responsibilities of the Intern. The Hiring Manager then determines the starting compensation, which must fall between the ranges for assigned class level (shown below.)

- Intern/Fellow I, starting at \$12.00/hour
- Intern/Fellow II, starting at \$16.00/hour
- Intern/Fellow III, starting range is between \$24-\$30/hour
- Intern/Fellow IV, starting range is between \$32-\$40/hour

B. Benefit Information

ii. Summer Interns are considered to be Extra Help/Seasonal, therefore they are not eligible for medical and dental insurance. However, if an individual's internship is extended and the staff person is going to work more than .75 FTE, or 30 hours/week, the Hiring Manager must notify the Internship Coordinator. This will trigger a workflow in Workday that allows the employee to elect or waive benefits.

II. Application Period, Applicant Review, and Interviews

- Application Period* – Most Internship for 2016 were made available on NeoGov in February.
- Applicant Review* - The Human Resources Department will review the applications first, then send the applications to the Hiring Managers the week after the recruitment closes.
- Interviews* - Similar to Departmental interviews, Hiring Managers are free to schedule interviews directly with the candidates. *However, Hiring Managers also have the option to work with a HR partner to coordinate interview processes at County Center, including scheduling of candidates, rooms, times, etc.*

III. Selecting a Candidate and Making the Offer

- Reference Checks* – Hiring Managers are highly encouraged to complete reference checks on Internship Candidates. Information on Reference Checks can be found in Section 3, page 19 of the [Recruitment and Selection Guide for Hiring Managers](#).
- Notify Human Resources* – Once you have decided on a candidate notify the Internship Coordinator of your selection.
- Make a Verbal Offer*- Once a selection has been made, the Hiring Manager makes a verbal offer. The Verbal Offer usually includes information regarding the position, as well as compensation, start date, and applicable requirements for hire (fingerprinting, physicals, submissions of training/education/certification, etc.)

D. *Provide a Written Conditional/Offer Letter & Notification of Rejections*

- i. *Conditional/Offer Letter* – the Hiring Manager will send a Conditional Offer Letter to the Finalist. Template Offer Letters are available in NeoGov. However, if Departments wish to provide a letter outside of NeoGov, they can request a template from the Human Resources Department Internship Coordinator.
- ii. *Rejection Letters* – Once the candidate has accepted the offer and a start date has been determined, Rejection Letters can be send to other applicants (those not invited to an interview.) Template Rejection Letters are available in NeoGov. If Departments wish to provide a letter outside of NeoGov, they can request a template from the Human Resources Department Internship Coordinator. If the Hiring Manager chooses, he/she can request that HR send out the Rejection Letters to the candidates not selected.

IV. Fingerprinting / Clearance

- A. Once the offer is accepted, the candidate must be fingerprinted if he/she is working in a Department or position which requires Department of Justice Clearance/fingerprints.
 - i. Payroll Coordinators at respective departments schedule Live Scan appointments; however, if a Department needs assistance, the HR Payroll Coordinator can also be of assistance.
 - ii. Once the candidate has cleared fingerprints and the hiring is final, rejection letters can be sent from NeoGov to the interviewed applicants who were not selected. Template Rejection Letters are available in NeoGov. If Departments wish to provide a letter outside of NeoGov, they can request a template from the Human Resources Department. If the Hiring Manager chooses, he/she can request that HR send out the rejection letter to remaining candidates.

VI. Welcome & Onboarding

- A. Onboarding is a process through which you acclimate a New Hire to the processes and culture of your organization. Please refer to the [Onboarding Website](#), which contains a [Guide](#), [Checklist](#), [videos](#), tips and tools to create a successful and individualized onboarding experience for your Fellow.
 - i. *Kick-Off Event* - here will be an Internship Kick-Off Event the week of June 20th. Time and location are still being determined.

VI. Summer Intern Calendar of Events

The Calendar of Events for summer interns will be released in May. Please be on the look at for the many fund tours, learning opportunities, and networking events we have planned to enhance your learning and work experience.



Sustainability Intern (Open)

Salary: \$18.00/hr.

THE POSITION

Are you highly motivated and committed to a career in sustainability? Do you want to help communities adapt to their changing environment and solve for tomorrow?

If so, then the Office of Sustainability with the County of San Mateo is looking for you! We are seeking candidates for summer interns to join our team.

The internship program is designed for current college students or recent graduates interested in careers in sustainability and public service.

POTENTIAL PROJECTS WILL INCLUDE:

- Research the background information on potential policies related to housing affordability and/or living wage
- Conduct public outreach and engagement on key sustainability issues
- Conduct greenhouse gas emissions inventory work for government operations
- Assist in the update to Government Operations and Community Climate Action Plans and development of a Climate Change Adaptation Plan for San Mateo County
- Participate in community workshops on Sea Level Rise and climate adaptation, energy efficiency and other sustainability topics
- Participate in the development of an Environmental Purchasing Policy in collaboration with the Purchasing division

QUALIFICATIONS:

Ability to:

- Identify problems and resolve them
- Effectively communicate and work with a wide variety of people
- Plan, implement and evaluate projects
- Develop and conduct outreach and education
- Research and analyze information/data to formulate findings
- Establish and maintain effective working relations with others

SUPPLEMENTAL QUESTIONS:

1. How does this position align with your long term career goals?
2. In your opinion, what is the most pressing environmental issue today, and why?

Answers to the Supplemental Questions are mandatory for this position. Incomplete applications will not be considered.

For more information about the Office of Sustainability and our programs, please visit us at <http://green.smcgov.org/>

**SAN MATEO COUNTY
HUMAN RESOURCES DEPARTMENT
TRAINING & DEVELOPMENT INTERNSHIP**



Intern Position: Training and Development Intern

Department: Human Resources Department, Administrative Services Division

Location: Redwood City

Duration of Internship:

Salary: \$12.00 per hour

Hours:

Description

The internship position is in the Training & Development Division of the Human Resources Department located at 455 County Center in Redwood City. This is a full time internship position Monday – Friday 8:00 am to 5:00 pm with an expected duration through July, 2016. During your assignment, you will have opportunities to work in a fast paced, customer-focused environment where teamwork is essential.

Duties may include but are not limited to:

- Setting up and preparing classrooms at various locations in the County for training sessions
- Registering participants for training courses, creating class rosters, reports and entering course descriptions and attendance information into the online Learning Management System (LMS)
- Developing training forms, records, reports, spreadsheets and schedules
- Organizing and preparing instructor training materials, multimedia visual aids and other educational materials
- Contacting instructors to schedule classes
- Reserving and arranging classrooms
- Monitoring and analyzing training data
- Assisting in the creation and distribution of the County's yearly training guide
- Updating the Training & Development web site with current course programs and enrollment information
- Assisting with the orientation of assigned instructors; and
- Assisting other office support staff with various clerical tasks.
- Performing other duties as needed.

Ideal Candidate must possess:

- B.A Preferred (not necessary)
- Strong computer skills (MS Office Suite) and the ability to learn new programs quickly
- Project management experience
- Strong organizational skills with administrative/office support experience
- Excellent interpersonal, customer service skills, oral and written communication skills
- Highly proficient proofreader with keen attention to detail
- Ability to quickly adapt to rapidly changing priorities
- Organizational and problem solving skills
- Ability to maintain confidentiality
- Excellent customer service
- Ability to meet deadlines while working under pressure and constant interruption
- Flexibility and can work either independently or as part of a team
- Desire to learn and share knowledge with others

- Ability to produce accurate work

How to apply:

Interested applicants must submit an application online on www.calopps.org , and include a cover letter and resume, by **4:30pm, Thursday, December 10th, 2015**. Please upload cover letter and resume as **ONE** document.

or

Interested applicants must submit an application online on (HR to insert link on GovernmentJobs.com), resume and cover letter by **Closing Date**. A resume cannot be substituted for completing work history and education sections of the employment application, and vice versa. The employment application will be considered incomplete and may not be forwarded if all three items are not provided.

Contact

For questions about this internship, please contact the Internship Program Coordinator at HR_COuntyinternships@smcgov.org

**SAN MATEO COUNTY
CONTROLLER'S OFFICE
FINANCE AND ACCOUNTING INTERNSHIP**



Intern Position: Finance and Accounting Intern

Department: Controller's Office

Location: Redwood City

Duration of Internship: Flexible

Salary: \$12.00 per hour

Description

The internship position is in the Controller's Office located at 555 County Center in Redwood City. During your assignment, you will have opportunities to work in a fast paced, finance and accounting focused environment where attention to details is essential.

Duties may include but are not limited to:

- Expand the County's ePayables program;
- Prepare Journal Entries;
- Assist in gathering supporting documentation for month-end accounting procedures;
- Perform budget versus actual variance analysis;
- Support Internal Audit functions;
- Performing other duties as needed.

Ideal Candidate must possess:

- Currently enrolled in a Finance or Accounting Associates' or Bachelors' program with an accredited college/university;
- Strong computer skills (MS Office Suite) and the ability to learn new programs quickly;
- Project management experience;
- Strong organizational skills;
- Excellent interpersonal , customer service, oral and written communication skills;
- Highly proficient proofreader with keen attention to detail;
- Ability to quickly adapt to rapidly changing priorities;
- Organizational and problem solving skills.

Hours:

20 to 30 hours per week

How to apply

Interested applicants must submit an application online on www.calopps.org , and include a cover letter and resume, by **4:30pm, Thursday, December 17th, 2015**. Please upload cover letter and resume as **ONE** document.

Contact

For questions about this internship, please contact Clara Kim at ckim@smcgov.org



[INSERT DATE]

ENTER WORK ADDRESS
CITY, STATE, ZIP

RE: Letter of Employment – Summer Internship [ADD ADDITIONAL INFORMATION (OPTIONAL)]

Dear [NAME],

We are delighted to offer you the [INSERT POSITION TITLE] position in the County of San Mateo [DEPARTMENT NAME].

As a member of the [DEPARTMENT NAME] team, we look forward to your commitment to deliver outstanding quality work and results that exceed expectations. In return, we are committed to providing you with every opportunity to learn, grow, and stretch to the highest level of your ability and potential.

We are confident you will find this new opportunity both challenging and rewarding, and we are excited for you to join our organization. The following points outline the terms and conditions we are proposing:

Working Title: [INSERT TITLE]

Start date: [INSERT START DATE]

Salary: [INSERT COMPENSATION]

Benefits: Summer Interns are considered to be Extra Help/Seasonal, therefore they not eligible for medical and dental insurance.

Hours of work: [INSERT HOURS OF WORK/SCHEDULE]

I encourage you to view our New Employee Video and check out the website prior to your start date. Our Onboarding site contains information regarding employment with San Mateo County; it can be located here: <http://hr.smcgov.org/newemployee-onboarding>

Optional Parking at the Redwood City campus is limited. Please be sure to park in a legal parking spot on your first day of work. We will provide you with a parking permit and access to the employee garage.

Your employment with the County of San Mateo is at-will and either party can terminate the employment relationship at any time with or without cause and with or without notice.

We look forward to the opportunity to work with you.

Sincerely,

[INSERT SIGNATURE]



Managers Guide for On Boarding New Employees

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Message for Hiring Managers

Congratulations on your new employee(s)!

The County aims to recruit top talent, and retain them by being an employer of choice and creating a positive working experience for all staff. The County realizes that in order to create that experience, staff need to be informed and engaged; the best way to achieve an educated and engaged staff is through managers/supervisors. Thus, the County wants to put the tools, information and resources at your fingertips.

While Onboarding is a collaborative effort, as a hiring manager and a leader in our organization, you play a critical role in facilitating the success of a new employee. Hiring the right person is the first step, which goes well in the first year of employment.

This guide is intended to assist hiring managers capitalize on the opportunity to facilitate a seamless integration of new employees by providing the tools and resources to plan, prepare and provide an environment where new employees can be successful contributors, as quickly as possible. This guide provides an overview of the importance of onboarding, proven practices, and tips/tools which will assist you as you plan for the arrival of your new employee, and prepare for the employees' first day, week, month and full integration into the organization.

What Is Onboarding?

Onboarding is an initiative targeting new employees, which seeks to help them perform better in their jobs sooner, with a closer connection to the County's, Department's, Division's, and Team's unique culture and way of doing things.

Onboarding extends beyond orientation and encompasses a full series of activities, trainings and objectives over an employee's first year, aiming to bring your newest employees up to speed efficiently, and have them feel more engaged as quickly as possible.

Onboarding has a focus of retention and employee development. It is designed for the whole employee, keeping them connected to the organization, and maintaining awareness of their needs in context of their new work environment. Onboarding sets the foundation for a well-engaged employee, who is a champion of the County's, Department's, Division's, and Team's mission, goals, and initiatives.

Onboarding aims to:

- Increase new employee productivity, by training them about the County's, Department and Division and their respective cultures.
- Improve retention rates of new employees within all employee groups. By providing the wide array of information that employees need in order to feel engaged, successful, and connected
- Reduce your time spent rehiring and retraining, leading to a reduction in your downtime costs and an increase in your overall productivity.
- Provide audience-specific, in-depth, timely information over an extended period of time, so that information is useful and memorable for the new employee.
- Streamline processes and provide best practice information to enable Managers and Supervisors to deliver high-quality, consistent, and accurate information systematically to all new employees.

Your Professional Needs	What Onboarding Provides
Increase new employees efficiency, effectiveness and engagement	Trains new employees about the University's culture and system, allowing them to navigate the University faster and more efficiently.
Increase retention of new employees	By providing the wide array of information that employees need in order to feel engaged, successful, and connected to the University community, this program will reduce your time spent rehiring and retraining, leading to a reduction in your downtime costs and an increase in your overall productivity.
Assistance with specialized job-specific training	Provides large group structured trainings which are job specific, leading to a reduction in training costs, increase in productivity, and opportunity for the new employees to meet others in their job category to help in building their network and ultimately, engagement.
Help with training on centralized and uniform information and knowledge	Provides audience-specific, in-depth, up-to-date and timely information over an extended period of time, so that the information is useful and memorable for the new employee
Engage your new employees to the County, Department, Division and Team Culture	Offers opportunities for new employees to meet other new employees at a variety of venues and times, thereby involving new employees in the culture of the University from an early date. This fosters early engagement and will reduce the chance of attrition and early turnover.
Engage your new employees with different departments throughout the County	Offers an approved and systematic method for introducing your new employees to different departments throughout the University, so you can focus on more job-specific tasks and training needs. Provides a contextual structure for your newest staff members, allowing them to get up to speed more quickly about the University's business processes and organizational infrastructure

Before the First Day

On Boarding a new employee is a huge responsibility. As a hiring manager, you will have a lot to accomplish in the initial weeks and months in your new staff member. Below are the suggested elements to include to [Organize](#) and [Orient](#) new staff member(s).

ORGANIZE

Administration

1. Ensure the requisition has been approved by all parties.
2. Submit a ticket to Information Services (or departmental Information Technology Staff) to establish the employees account in the "Active Directory", in GroupWise, and any software applications required of the position/job.
3. Be sure to include the following
 - a. Employee Identification Number
 - b. Employee Primary Demographic Information (I.e. Legal and preferred name, DOB, SSN, etc.)
 - c. Employee department, division, position, work location, and expected start date
 - d. Type and Level of access the employee should have (I.e. files on the network, roles within systems, remote access, etc.) Note: It may be helpful to determine if the employees' access should be parallel to a current employee. This will enable the IT staff to establish permissions with the same values of an existing account.
 - e. County, department, and/or division software applications needed
 - f. Phone extension (if known)
 - g. Employee
4. Request/Schedule a key card appointment and any special identification card appointments
5. Request/Schedule fingerprint appointment (if applicable and/or not already completed/on file)

Facilities

1. Designate a work space
2. Inventory the work space for the following:
 - a. Functional chair
 - b. Essential office supplies (I.e. pen, paper, stapler, etc.)
 - c. Necessary operating equipment (I.e. computer, keyboard, mouse, docking station, laptop, land line and/or cellphone, etc.)
 - d. Additional equipment/supplies required for the performance of his/her duties (I.e. security equipment, uniform, etc.)
3. Follow departmental procedures to order any required, missing information
4. Allocate a mail slot

Operations

1. Develop position and/or individual ***expectations***.
2. Schedule First Day, First Week, and First Month meetings/obligations

3. Create the following:
 - a. Contact List – names, emails, and phone numbers of key staff
 - b. List of common system
4. Order business cards (as applicable and once email and phone contact information has been established)
 1. Gather all required hire documentation, including proof of eligibility to work in the United States.
 2. Go to all scheduled pre-employment appointments, including Fingerprinting and Physicals (as required.)
 3. Check the comprehensive Benefit Programs the County offers by visiting the [County Benefit](#) page or click on the respective benefit hyperlink below.
 4. Learn about commute options on the [Commute Alternatives](#) so you can begin to plan for transportation options to and from work.
 5. Review information about the county and your department on the county website, smcgov.org or on your [departments' site](#).
 6. Think about what initial information will help you start to feel comfortable and begin contributing in your new position; some recommended questions are included below.

ORIENT

You may wish to ask these questions of your hiring supervisor or manager, or the human resources person with whom you've been in contact before you arrive so that you have the clearest picture of what to expect:

- Who should I contact if I have questions before I start?
- What office location do I report to? Is there a place I should check in to begin my day?
- What time should I be at work my first day?
- If commuting by car:
 - Where do I park my first day?
 - Is a parking permit required? If so, how do I get a parking permit prior to my first day?
- If commuting by rail or bus:
 - If commuting by bicycle: where is the bicycle rack closest to the building?
 - What bus stop or train station is the closest to my new location?
- What is the preferred attire/dress code in the group/department?
- What is the accepted practice for decorating my work space; e.g., can I bring photos from home or other personal items?
- Will I have a schedule for my first days, such as for meetings or required training?

County of San Mateo offers a competitive benefits package for its employees and their eligible dependents. Deciding on the appropriate benefit packages is a time consuming process. Before you start your new position, take the time to review information and use the comparison tools on the County of San Mateo Benefits website.

- [Welcome and Benefits/Benesyst Instruction Letter](#)
- [Benefits Guide](#)
- [Benefits Online Enrollment Instructions](#)

On Boarding - Your First Day and First Week

(Once again) Welcome to San Mateo County and congratulations on your new position! We are glad you made the choice to join San Mateo County. We hope that you will enjoy you experience working with us.

Your first days on the job can be simultaneously exciting and overwhelming. This section outlines things you which may occur during the first day(s) and week(s) of employment. For most employees, the focus of your first day(s) and week(s) is primarily to introduce to the people, processes, and systems you will interact with, as well as the physical environment and organizational structure in which you will work.

GET ENGAGED

On first day(s) and week(s) your supervisor/manager, members of your team, and/or your Buddy will spend time introducing you to the people, processes, and/or programs you will be connected to in your new role.

In addition, you will partner with your supervisor/manager identify your initial assignments, the purpose of your work in general and how it fits into your unit, division, and department mission and goals, and how you can begin making immediate contributions.

Every supervisor and manager orients their staff differently but all are encouraged to include the following elements in your first day(s) and week(s) on the job:

- Welcome
 - Meet your new co-workers and the other people in groups or departments you'll be interacting with on a regular basis. If you're hiring into a managerial position, hold meetings with all of your staff to gain a sense of current priorities, projects, and issues.
- Understand your role and the goals –
 - Clarify initial assignments or projects, expectations, performance factors, as well as the organizations mission, vision, values, and goals and how they related to your performance and development goals
 - Discuss your On-Boarding Plan, including upcoming training, and the immediate requirements for employment.
- Orient to the Organization
 - Set up your work space with supplies or equipment you'll need.
 - Review the organization chart to familiarize yourself with the work structure in which you'll be working.
 - Meet your “Buddy”

GET INFORMED

As you start your new position, there may be a number of tasks you'll need to do, some related to completing your hire paperwork (including Benefits), some tasks related to your work environment and culture, others regarding the automation and information systems, training and anything else you may need to get started in your new role.

New Hire Paperwork

On your first or within your first week, you will meet with a Payroll Specialist within your organization. The Payroll Specialist will provide you information of the information needed, within the respective timeframes in order to ensure you get paid; have health coverage (if applicable), and/or

Benefit Related Tasks

In your first few days you will receive a [Welcome and Benefits/Benesyst Instruction Letter](#). Every new employee should review the Welcome and Benefits information letter, along with the [Benefits Online Enrollment Instructions](#).

Eligible employees must select their benefit package within 31 days of hire.

If you need additional information to make your decision; the [Benefits](#) site contains comprehensive information and tools for your review.

Other County Benefit Programs

The County wants to recruit and retain top talent and be an employer of choice. In order to achieve this status the County offers comprehensive benefits, services and programs to eligible employees, retirees, and their dependents. To find out about all the Benefit Programs the County offers, visit the [Benefit](#) page or click on the respective benefit hyperlink below.

Catastrophic Leave	Childcare	Corporate Lactation Program
Deferred Compensation	Dental Plans	Employee Assistance Program (EAP)
Employee Wellness Program & Work-Life Services	Flexible Spending Accounts (FSA)	FMLA-CFRA Leave Policy and Medical Certification Form
Leave of Absence	Life Insurance	Long Term Care
Long Term Disability	Maternity/Parental Leave	MEDEX Travel Assist
Medical Plans	Retiree Medical, Dental & Vision Benefits	Retirement Plans
Retirement Readiness Report	San Mateo Credit Union	Short Term Disability Insurance
Tuition Reimbursement Program	Vision Care Plan	Voluntary Time Off (VTO)
	Workplace Mediation Program	

Training

The type of training required for employees varies greatly based on position and department. However, there are a few training courses that every employee must take in the first week of employment:

[Learning Management System \(LMS\) Overview](#)

Automated Time Keeping System (ATKS) (within the LMS)

WorkDay

Your supervisor/manager will discuss the additional training requirements for your position, and their associated time frames for completion, with you in your first day(s) or week(s).

GET FAMILIAR

You are encouraged to ask questions to clarify aspects of your new job that will help you understand the logistics regarding roles, responsibilities, and relationships in your position. Getting key information early will also help you feel more comfortable and equipped you to make meaningful contributions right away. You may ask your supervisor or manager, a co-worker, your team lead, a department administrator, your assigned "Buddy", or anyone else in the department some of the following questions:

Roles

- Where can I find a current job description for my position?
- What does a typical day look like for an employee in my position?
- How does the work I do relate to the work of others in my unit, division, and/or department?

Responsibilities

- If I am the first to arrive at our work location, how will I gain entrance? Are there specific keys I need to be issued? Is there a protocol that needs to be followed?
- Where are the organizational policies I should review to make myself more informed?
- What training is required for my new position? Is there preferred timing as to when I need to complete the training? Once I complete required training, what is the *recommended* training helpful to me moving forward?
- Where can I find information on the emergency procedures?
- What is my extension? How do I set my phone commands?
- Where can I access information on how to effectively use the County's email system?

Relationships

- How will I learn what unit, division, department and county goals are?
- Where can I learn about the other units and division within our department, as well as the other departments within the County? Where can I find a current Organizational Chart?
- What are the important names and numbers I may need to know/contact during my first day(s) weeks if I have questions or need assistance?
-

If you are hired into a supervisory or managerial position:

- Who are my staff?
- What are their schedules?
- What are their major areas of responsibility?
- Where are they located?
- What information/data can I expect on a regular basis from my staff and/or from other members of leadership to help me effectively do my job?

- What operational responsibilities do I need to address for myself and/or my staff in my first day(s)/ week(s)? (E.g. timecards, schedule/coverage, etc.)

GET ACQUAINTED

As you gain familiarity with your new department or work group as well as your new position, the logistical questions will fade away and most likely will be replaced with more strategic questions. The questions below could be useful to ask your supervisor or manager, or a buddy or other co-worker in your group:

- How does your supervisor or manager operate and communicate? For example:
 - How should I follow up with you or keep you informed of my progress?
 - When I need to ask for direction, do you prefer an email or talking in person?
 - Do you have an open-door policy?
 - When is supervisor's or manager's decision or approval needed and when can individual/ independent decisions be made.
- What systems do I need access to? What training do I need to access these systems? What are my log-ons? Who do I contact if I need assistance with any of the systems and/or my access?
- What are the work group or departmental procedures and practices I need to know? For example:
 - How do I request time off?
 - How do I order supplies?
 - Where is the department email list or directory?
 - When are unit, division, and/or department celebrations, staff and departmental meetings?
 - How is most information disseminated?
 - Are there expectations and/or goals that are associated with my positions?
- What are the primary goals and priorities for my position, our unit, division and department?
- How and when will my performance be reviewed? What is the performance review process?

GET CONNECTED

The New Employee Buddy Program

The San Mateo County Boarding Program includes a Buddy for new employees. The Buddy Program is intended to enrich the work experience for new employees by introducing the employee to the County culture and work environment. The Buddy program will enable new employees to acquainted faster, as well as increase efficiency and effectiveness, create a sense of belonging, and provide a colleague and confident for new staff.

Yammer!

Employees can also get connected with Yammer! Yammer, an enterprise social network for San Mateo County employees designed to increase communication, collaboration and transparency across the organization. Yammer is an excellent place for staff to connect and share knowledge, best practices and innovative ideas!

New Employee Welcome

In addition to taking certain required training within the first X months, you will be invited to attend a New Employee Welcome (NEW). The NEW is a networking mixer and an opportunity for new employees to meet other new employees; meet County leaders; well as learn about many of the County departments, programs and employee services.

Developing - Your First Six Months

EVALUATE

- Most probationary periods are six months. At the end of a probationary period, supervisors/managers complete a Probationary Evaluation. This is an opportunity for your supervisor/manager and you to take time to assess what you have done well in your first six months, and what you could have done differently; identifying opportunities moving forward will contribute to your future success.
- At any point in time during your employment, you may experience changes in your personal or work life that affect your benefits. When a "life event" takes place, you may be able to make mid-year changes to some or all of your benefit elections. Review [qualifying life events](#) and what they mean to you on the Benefits website.
-

ELEVATE

- Attend and complete any essential/required training/
- Discuss with your supervisor/manager how you can continue your growth and development by taking advantage of the County's stellar professional and personal Training and Development opportunities. To see a full list of training opportunities available to County employees, check out the [Learning Management System](#).
- Participate in the County's Work Life Balance and Wellness Programs To see a full list of Health and Wellness opportunities available to County employees, check out the [Health and Wellness page on the County internet site](#) and/or register for training/events in the [Learning Management System](#)(Private Site).
- Focus on maintaining a healthy, happy you and access the Employee Assistance Program
- Expand your education and skills and check out [Tuition Reimbursement](#), [Academic Degree](#), and/or [Regional Training Consortium Programs](#).

Growing - Your First Year

RECOGNIZE, REWARD, AND REVIEW

- **Congratulations!** You've hit the one year mark in your employment, so take time to breathe deep, reflect on your successes and contributions, and get ready for the time ahead!

San Mateo County promotes all employees being evaluated on an annual basis. Annual evaluations allow for collaborative discussions between an employee and his/her supervisor /manager to provide coaching and feedback; reflect on previous performance; set future performance and development goals; establish clear expectations; and, acknowledge contributions and address areas for growth.

- As part of your evaluation you may wish to complete an [Employee Self Review](#). The Employee Self Review provides an opportunity to consider (your):
 - Success on achieving Performance and Development Goals
 - Ability to meet expectations and how you can continue to be fully productive, or possibly increase your effectiveness or job satisfaction
 - Work responsibilities which you are most excited about, and/or where you want to develop and how you might do that, including what support and/or resources you might need to do so.
 - Suggestions for operations, as well as efficiencies and effectiveness in operations and within the organization

Employee Name: _____

BEFORE THE FIRST DAY	
<input type="checkbox"/> Offer position	<ul style="list-style-type: none"> <input type="checkbox"/> Call employee to offer position <input type="checkbox"/> Confirm position information: <ul style="list-style-type: none"> <input type="checkbox"/> Employment Status/Position <input type="checkbox"/> Salary <input type="checkbox"/> Start date, time, and location <input type="checkbox"/> Work schedule <input type="checkbox"/> Appointments necessary prior to employment (physical, fingerprint, etc.) <input type="checkbox"/> Generate Offer Letter in Neo Gov <input type="checkbox"/> Close requisition
<input type="checkbox"/> Prepare for employee's first day/week	<p>Set up Appointments with critical people for the employees' first few weeks and add to new employee's calendar:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Subject Matter Experts/Leads/Department Training Staff for Job Specific training (Workday, Learning Management System, Payroll Coordinator(s), Job Specific Software, etc.) <p>Prepare a Training Plan for the new employee</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify what job specific training is needed and provide schedule and timeline <input type="checkbox"/> Coordinate with trainers (as appropriate) <input type="checkbox"/> Provide links to relevant websites <input type="checkbox"/> Provide reference material such as Guides/Handbooks and/or other resources material <input type="checkbox"/> Department Payroll Coordinator for New Hire processing <ul style="list-style-type: none"> • Fingerprinting • County Badge/Identification • Physical (if applicable) <p>Other Areas for Consideration</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assign a buddy (if applicable)
<input type="checkbox"/> Organize and Prepare the Workspace, Equipment, and Tools	<p>Organize and Prepare the Workspace</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prepare workspace, provide basic office/desk supplies <input type="checkbox"/> Order name plate/tag and/or business cards (if appropriate) <input type="checkbox"/> Order physical keys to cabinets, office, and/or building <input type="checkbox"/> Verify working phone and/or computer <input type="checkbox"/> Verify availability of any other equipment needed <p>Arrange for the set-up, install, configuration and/or clearing of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Phone/extension/voicemail (as appropriate) <input type="checkbox"/> Computer <input type="checkbox"/> Printers <input type="checkbox"/> Scanners/copiers <input type="checkbox"/> Network Access and permissions for the necessary drives <input type="checkbox"/> Other Equipment <p>Ensure the employee has the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> User ID, Logon and default password <input type="checkbox"/> Active Directory Access <input type="checkbox"/> Email <input type="checkbox"/> Systems and applications necessary to perform work <input type="checkbox"/> Extension number and default password <input type="checkbox"/> Other: _____

Employee Name: _____

<input type="checkbox"/> Put together Welcome Packet	<p>Put together a list of materials to assist the employee in understanding his/her role and the organization which may include:</p> <ul style="list-style-type: none"> • Welcome letter • New Employee Checklist • Schedule for first week and Onboarding schedule • Job description • Employee/position expectations and probation information (if appropriate) • Performance Factors / Performance Goals • Job manual or employee handbook (if available) • Contact names, numbers and emails for unit, division, department and/or key staff • Process and recording for sick leave and vacation time/requests • Department/unit organization chart • Parking and transportation information • Mission, vision, values and performance measures for the unit, division, department and County • Applicable websites, resources and user guides, and common reference materials • Safety/Emergency procedures • Map of campus with building highlighted (if applicable) • List of county holidays and pay schedule
<input type="checkbox"/> Notify others of the new hire	<p>Contact departmental Personnel Staff:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify them of a new hire <input type="checkbox"/> Determine what information, if any, is needed <p>Announce the new hire to colleagues:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Send via email to department and impacted parties or partners -- Include employee name, position, start date, what their job/role and responsibilities will be, and a brief employee bio <input type="checkbox"/> Copy the new employee, if appropriate
<input type="checkbox"/> Connect with new employee before first day	<ul style="list-style-type: none"> <input type="checkbox"/> Verify Offer Letter was received <input type="checkbox"/> Inform employee to bring <ul style="list-style-type: none"> • I-9 Identification for Employment Eligibility Verifications • Direct Deposit Information <input type="checkbox"/> Confirm first day details, such as: <ul style="list-style-type: none"> • Employment Status/Position • Salary • Start date, time, and location • Work schedule • Appointments necessary prior to employment (physical, fingerprint, etc.) • Appropriate dress/uniform • Parking and/or transportation options • Confirm pre-employment requirements (backgrounds, fingerprints, physical, etc.) are completed
<p>Additional:</p>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Employee Name: _____

FIRST DAY	
<input type="checkbox"/> Welcome new employee upon arrival, provide tour and overview of the first day/week	<input type="checkbox"/> Welcome the new employee upon arrival Provide a tour and introduce the new employee to: <ul style="list-style-type: none"> <input type="checkbox"/> Department and team members <input type="checkbox"/> Buddy (if applicable) <input type="checkbox"/> Key departmental people, such as mailroom staff, payroll staff, etc. <input type="checkbox"/> Work area <input type="checkbox"/> Emergency exits, elevators, stairs, exits, restrooms, kitchen area (if available), break room (if available), copy, office supply, and mail areas (if applicable) <input type="checkbox"/> Building access, permitted and restricted areas, as well as public and staff areas, and where to use badge and/or keys Provide an overview of the first day/week: <ul style="list-style-type: none"> <input type="checkbox"/> Review and explain calendared appointments and training assignments <input type="checkbox"/> Share immediate and short term tasks/goals Share information and resources: <ul style="list-style-type: none"> <input type="checkbox"/> Provide Welcome Packet (if applicable) and review content <input type="checkbox"/> Provide link to New Employee Website <input type="checkbox"/> Supply them with key(s), ID, or other items to gain access to office <input type="checkbox"/> Show them how to order office/desk supplies
<input type="checkbox"/> Review operations, organizational structure, organizational and team goals, and employee benefits, programs, and services	<input type="checkbox"/> Provide list of current department projects and cyclical programs, highlighting roles of other department members <input type="checkbox"/> Review the Organizational Charts for: <ul style="list-style-type: none"> <li style="width: 50%;">• County <li style="width: 50%;">• Department <li style="width: 50%;">• Division/Unit <li style="width: 50%;">• Other <input type="checkbox"/> Review organizational and division, unit/team goals <input type="checkbox"/> Discuss and coach the creation of performance and development goals Share various Employee Benefits, Programs and Services, such as <ul style="list-style-type: none"> <li style="width: 50%;"><input type="checkbox"/> Employee Wellness and Work Life Programs/Services <li style="width: 50%;"><input type="checkbox"/> Deferred Compensation <li style="width: 50%;"><input type="checkbox"/> Worksite Ergonomics Consultation <li style="width: 50%;"><input type="checkbox"/> Commute Alternatives Program <li style="width: 50%;"><input type="checkbox"/> Annual Benefits Fair <li style="width: 50%;"><input type="checkbox"/> Tuition Reimbursement <li style="width: 50%;"><input type="checkbox"/> Charitable Contributions
<input type="checkbox"/> Share Resources and Information required for Work	Provide an overview Programs, Operations, Systems: <ul style="list-style-type: none"> <input type="checkbox"/> Share Users Guides/Handbooks/Manuals <input type="checkbox"/> Enlist assistance of others (if applicable) <input type="checkbox"/> Assign classroom or online training (if applicable)
<input type="checkbox"/> Schedule Regular One-on-One Meetings, starting with day one	Check in with employee at the end of the first day: <ul style="list-style-type: none"> <input type="checkbox"/> Inquire how the first day/week went <input type="checkbox"/> Encourage them to ask questions <input type="checkbox"/> Make time to listen and address questions
Additional:	
<input type="checkbox"/>	
<input type="checkbox"/>	

Employee Name:

FIRST WEEK	
<input type="checkbox"/> Review first week schedule	<input type="checkbox"/> Review scheduled appointments and training <input type="checkbox"/> Discuss timing and due dates <input type="checkbox"/> Provide resources, information, demonstration on who and how to access job specific training and information <input type="checkbox"/> Check in with the employee at the end of each day
<input type="checkbox"/> Onboarding Tasks in Workday*	Ensure employee has logged into Workday and is able to complete important tasks. Click here for Getting Started How-To Guide and Video : <input type="checkbox"/> Review and update personal information; click here for How-To Guide & Video <input type="checkbox"/> Elect benefits; click here for How-To Guide and Video <input type="checkbox"/> Read, review and acknowledge countywide policies
FIRST MONTH	
<input type="checkbox"/> Complete Workday Onboarding Tasks*	<input type="checkbox"/> Confirm they have reviewed and acknowledged the county-wide Policies, answer any questions <input type="checkbox"/> Ensure they have elected their Benefit Coverage options in Workday (Note: New hires will be contacted to attend a Benefits Orientation learn about benefits offered by the County.) They can also see the How-To Guide & Video
<input type="checkbox"/> Hold regular 1:1 meetings	Calendar regular one-on-one meetings with the employee to: <ul style="list-style-type: none"> <input type="checkbox"/> Answer their questions and help foster engagement <input type="checkbox"/> Discuss progress, performance and acknowledge contributions and successes <input type="checkbox"/> Provide resources for areas presenting challenges (if applicable)
<input type="checkbox"/> Discuss Performance Expectations and Goals	<input type="checkbox"/> Explain Performance Expectations <input type="checkbox"/> Establish initial Performance and Development Goals
<input type="checkbox"/> Check in on Onboarding Experience	<input type="checkbox"/> Ensure initial onboarding tasks are completed/ underway <input type="checkbox"/> Ask about what is going well and what else might be needed <input type="checkbox"/> Inquire about the Buddy arrangement (if applicable)
THIRD MONTH	
<input type="checkbox"/> Three month evaluation	<input type="checkbox"/> Provide a written evaluation to the employee every three months until the end of the Probationary Period
FIRST SIX (6) MONTHS / YEAR / END OF PROBATIONARY PERIOD	
<input type="checkbox"/> Conduct End of Probation Evaluation (if applicable)	<input type="checkbox"/> Celebrate the end of the probationary <input type="checkbox"/> Complete formal evaluation (follow county process) <input type="checkbox"/> Contact personnel for modifications to classification, compensation (if applicable) <input type="checkbox"/> Discuss performance and/or development goals <input type="checkbox"/> Draft new goals (if appropriate)
<input type="checkbox"/> Set Performance and Development Goals	<input type="checkbox"/> Set Performance and Development Goals for the upcoming evaluation period <input type="checkbox"/> Define what successful performance looks like
<input type="checkbox"/> Check in on Onboarding Experience	<input type="checkbox"/> Inquire about Onboarding experience <input type="checkbox"/> Ask for feedback on areas to improve/develop and what went well <input type="checkbox"/> Explain 6 month new hire survey, encourage employee to complete
Additional:	

*Workday will be available in April 2015; Benefits Orientations will be offered early 2015



New Employee Onboarding Checklist

Employee Name: _____

BEFORE THE FIRST DAY													
<input type="checkbox"/> Review county and department information on the website	<input type="checkbox"/> Review information that will be helpful to you and enable you to begin contributing right away (I.e. Department Strategic Plan, Goals, etc.)												
<input type="checkbox"/> Confirm start date details	<input type="checkbox"/> Confirm first day details, such as: <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> position</td> <td><input type="checkbox"/> start date</td> </tr> <tr> <td><input type="checkbox"/> salary</td> <td><input type="checkbox"/> location</td> </tr> <tr> <td><input type="checkbox"/> dress/uniform</td> <td><input type="checkbox"/> time</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> parking and/or transportation options</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> Other: _____</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> Other: _____</td> </tr> </table>	<input type="checkbox"/> position	<input type="checkbox"/> start date	<input type="checkbox"/> salary	<input type="checkbox"/> location	<input type="checkbox"/> dress/uniform	<input type="checkbox"/> time	<input type="checkbox"/> parking and/or transportation options		<input type="checkbox"/> Other: _____		<input type="checkbox"/> Other: _____	
<input type="checkbox"/> position	<input type="checkbox"/> start date												
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<input type="checkbox"/> dress/uniform	<input type="checkbox"/> time												
<input type="checkbox"/> parking and/or transportation options													
<input type="checkbox"/> Other: _____													
<input type="checkbox"/> Other: _____													
<input type="checkbox"/> Complete pre-employment appointments (if applicable)	<input type="checkbox"/> Fingerprints <input type="checkbox"/> Background Check (if applicable) <input type="checkbox"/> Physical(s) (if applicable)												
<input type="checkbox"/> Gather all employment verification information and bring on Day One	Provide the following to your Departments Payroll Coordinator or designee. <ul style="list-style-type: none"> <input type="checkbox"/> Valid government issued identification (see I-9) <input type="checkbox"/> Professional Certifications and Licenses <input type="checkbox"/> Voided Check (for Direct Deposit) 												
<input type="checkbox"/> Review Employee Benefits	<input type="checkbox"/> Review the Benefits Guide <input type="checkbox"/> Prepare any clarifying questions you may have; you have 14 days to elect your benefits <input type="checkbox"/> Check out other county benefit programs and charitable contributions <input type="checkbox"/> Visit Commute Alternatives and determine if there are alternatives to driving, such as public transportation that would work for you												
EMPLOYEE'S FIRST DAY AND WEEK													
<input type="checkbox"/> Overview of first day	Be prepared to: <ul style="list-style-type: none"> <input type="checkbox"/> meet your supervisor/manager, team, and members of your department leadership team (if applicable) <input type="checkbox"/> be oriented to your new work space and building <input type="checkbox"/> receive/review a variety of materials and information, discuss your Onboarding Plan, including job specific training plan and expectations 												
<input type="checkbox"/> Logistics	<ul style="list-style-type: none"> <input type="checkbox"/> obtain your employee ID number and badge <input type="checkbox"/> secure key(s) and /or other items (badge) to gain access to office <input type="checkbox"/> find out about essential tasks (I.e. order office/desk supplies, notify of absence or late arrival, evacuate in the event of an emergency, etc.) 												
<input type="checkbox"/> Payroll and Benefit Information	<input type="checkbox"/> Meet with the Payroll Specialist to review payroll and benefit election information and timeframes. Quick Reference Guides and Videos about how to complete certain actions in Workday are available here .												
<input type="checkbox"/> Initial Training	In your first week, you will be asked to complete a number training courses, including but not limited to: <table style="width: 100%; border: none; margin-top: 10px;"> <tr> <td style="width: 50%;">County-wide Training</td> <td style="width: 50%;">Department / Job Specific Training</td> </tr> <tr> <td><input type="checkbox"/> Timecard (ATKS)</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> Workday</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> HIPAA</td> <td><input type="checkbox"/> _____</td> </tr> </table>	County-wide Training	Department / Job Specific Training	<input type="checkbox"/> Timecard (ATKS)	<input type="checkbox"/> _____	<input type="checkbox"/> Workday	<input type="checkbox"/> _____	<input type="checkbox"/> HIPAA	<input type="checkbox"/> _____				
County-wide Training	Department / Job Specific Training												
<input type="checkbox"/> Timecard (ATKS)	<input type="checkbox"/> _____												
<input type="checkbox"/> Workday	<input type="checkbox"/> _____												
<input type="checkbox"/> HIPAA	<input type="checkbox"/> _____												



Onboarding Checklist

Please complete this checklist on the *first week* of your Intern's assignment.

Prior to First Day

- Review Intern's Application and Interest List
- Prepare Job Description, expectations, and standards
- Prepare Work Area – computer, phone, and supplies

Position Information

- Review Department and Unit Info – Mission, Vision, and Goals
- Review Job Assignments and Training Plans (if applicable)
- Review Job Schedule and Hours
- Review Payroll (ATKS), time card (if applicable), and policies/procedures.

Introductions and Tours

- Introductions to the Team
- Tour of facility, including
 - Restrooms
 - Mail rooms
 - Copy centers
 - Fax machines
 - Bulletin board
 - Parking
 - Printers
 - Office supplies
 - Kitchen
 - Coffee/vending machines
 - Cafeteria
 - Emergency exits and supplies

Administrative

- ID Badges
- Emergency Contact Info
- Confidentiality Forms
- Building Access Cards

Technology

- Hardware and Software: Outlook, Internet, Intranet, MS Office, Data on Shared Drives, Databases

Policies

- Safety and Emergency Procedures
- Dress Code
- Personal Conduct Standards



Coach & Intern Interest Profiler

Intern:

Coach:

Department:

Date:

Discussion:

1. What are you most excited about doing during the Internship?
2. Is there anything you are nervous or unsure about?
3. What specific skills do you want to learn or improve on while in the STEP Program?
4. What do you think is the best way to approach you to talk about how you're doing your work? (e.g. regularly scheduled meetings vs. anytime)
5. In what type of role/career do you see yourself in 3-5 years? Why?



Schedule

Your schedule is:

- | | | |
|--------------------|-------------------------|----------------------|
| ○ Monday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Tuesday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Wednesday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Thursday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Friday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Saturday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |
| ○ Sunday | Start : _____ a.m./p.m. | End: _____ a.m./p.m. |

Lunch time is (if applicable): _____

Break time is: _____

If you are going to be more than _____ minutes late please contact your coach by phone and/or email.

If you need to miss work contact your coach at least ____ min. ____ hours ahead of time via phone and/or email.

Our regular coaching session will be scheduled every _____ at _____.

Dress Code

Our Dress Code is:

- Business Business Casual Casual Uniform

At our workplace it is okay to wear: (please be very specific):

At our workplace, it is NOT okay to wear: (please be very specific):



Internship Activities

2016 Summer Schedule

Register for these sessions in LMS or email
trivera@smcgov.org!

Personal Finance 101

June 28, 2016
2:00 p.m. - 4:00 p.m.

This training will advise interns on how to manage their personal budget, savings, and credit.

Criminal Justice Tour #1

July 7, 2016
8:30 a.m. - 12:30 p.m.

The criminal justice tour will consist of visiting the Maguire Correctional Facility and Public Safety Communications Department. Interns will also get to hear from County Counsel and the presiding judge of San Mateo County Courts.

Computer Course TBD

July 11, 2016
1:00 p.m. - 4:30 p.m.

More information to come

Customer Service Workshop

July 13, 2016
1:30 p.m.- 4:30 p.m.

This training focuses on understanding customer needs and expectations and developing practical skills and techniques that will make it easier to provide outstanding service to all customers.

Landing the Job

July 19, 2016
1:30 p.m. - 4:30 p.m.

This interactive session will consist of learning how to effectively network, create a resume, interview and complete applications.

Youth Services Center and Crime Lab Tour

July 28, 2016
1:00 p.m. - 4:00 p.m.

Please join us on a tour of the Youth Services Center and Crime Lab.

Criminal Justice Tour #2

August 4, 2016
9:00 a.m. - 12:00 p.m.

Please join us for the Criminal Justice Tour of the newly opened Maple Street Correctional Facility. You will get a chance to hear from the District Attorney's Office. Please sign up ASAP since there are limited spots available.

