City of San Antonio

Agenda Memorandum

File Number:
{{item.tracking_number}}

Agenda Item Number: 2

Agenda Date: June 11, 2024

In Control: Audit Committee

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU23-019 Audit of Human Resources Recruiting and Hiring.

SUMMARY:

Determine if Human Resources recruiting and hiring processes are efficient and in compliance with relevant HR regulation and policies.

BACKGROUND INFORMATION:

Background

The Human Resources Department (HR) supports the City of San Antonio (COSA) in attracting and retaining a qualified and capable workforce to provide high quality services to the citizens of San Antonio. COSA uses NeoGov, a web-based application, to create and track job postings. A Recruitment Analyst prepares a job posting based on the associated job description, with input

from the hiring department. After receiving the list of eligible candidates from the Recruitment Analyst, the hiring department reviews the applications, performs interviews, conducts reference checks, and submits the candidate selection. Once a candidate is selected by the department, the HR processing team coordinates the required pre-employment processing activities to confirm requirements for employment are met. This may include background checks, drug screening, employment authorization, education, and driver's license verification, as applicable.

A key hiring metric measured by HR is time to hire which measures the time between the department initiating the requisition and the employee's first day of employment. The time to hire goal for standard recruitments for fiscal year 2022 and 2023 was 48 business days, while actual performance was 57 and 53 business days respectively. Between October 2021 and March 2023, HR processed 2,053 requisitions, the request by the department to fill vacancies. Furthermore, HR processed approximately 7,153 total candidates, of which 5,299 were hired.

Scope & Methodology

The audit scope was HR recruiting and hiring operations from October 2021 through March 2023 and included recruitment efforts, pre-employment hiring processes, compliance with laws and regulations, and data protection.

Conclusions

HR is in compliance with relevant regulations and policies. Job descriptions are appropriate and new positions and pay are appropriately approved. Screening criteria is consistent and pre-employment hiring controls are effective. Additionally, costs associated with recruitment and selection are supported and approved. Further, hiring metrics are accurately calculated.

However, improvements could be made as it pertains to documentation retention and candidate processing systems. We made recommendations to improve these areas. Management agreed with the recommendations and developed positive corrective action plans.

ISSUE:

This item is presented for acceptance by the Audit Committee.

FISCAL IMPACT:

NA

ALTERNATIVES:

NA

RECOMMENDATION:

Staff recommends acceptance of this audit report.