



City of Pittsburgh
Operating Policies

Policy: New Employee On-Boarding and Employee Off-Boarding (Exiting) Process	Original Date: 7/8/14
	Revised Date:

PURPOSE: To establish guidelines:

1. To assist all City of Pittsburgh Departments during the process of hiring and orientating new employees.
2. When conducting an exit interview for all voluntary and involuntary terminations.

POLICY STATEMENT: It is the policy of the City of Pittsburgh to:

1. Follow the onboarding policy which will help departments and hiring supervisors prepare for the arrival and orientation of new employees. Once an employee begins a new position, he/she can work together with the hiring supervisor or on-boarding peer to ensure the on-boarding process is complete. The hiring supervisor may add additional activities that are relevant to the new employee's position/area.

NOTE: For the internal transfer of employees the hiring supervisor may omit items that are not applicable.

2. Conduct exit interviews with all voluntary and involuntary terminations. The exit interview process will provide employees with referrals regarding benefits (see attached list) and can provide feedback useful to the department in evaluating its operations.

Disclaimer: No statements in this policy are intended or set forth as contractual commitments or obligations of the City to any individual employee or group of employees, or to establish an exception to the employment-at-will doctrine beyond that specified in the Civil Service Statutes and Rules or pertinent collective bargaining agreement. If there are differences between the various collective bargaining agreements and this policy, the pertinent collective bargaining agreement takes precedence.

DEFINITIONS:

On-Boarding Peer: A peer to the new employee who can assist in the on-boarding process and be a “go-to” person as directed by the hiring supervisor.

Exit Interview: An interview with the department head or designated manager and the employee held on or before the last day of employment with the City.

POLICY:

I. On-Boarding Process:

Prior to Arrival

Prior to the new employee's arrival the hiring supervisor should:

1. Confirm that the final offer letter has been sent.
2. Confirm the new employee is aware of his/her New Employee Orientation date and time.
3. Ensure the new employee is provided with a contact in the department in the event of questions or concerns.
4. Print out the New Employee On-boarding Assets Checklist (see attached), review and follow procedures according to specific needs, and ready all items pertaining to the new employee (i.e. arrange for email, network connection, or any required access card, parking permit, keys, etc).
5. Order business cards, if applicable.
6. Submit a work order requesting the new employee's name be placed on the appropriate office door.

Upon Arrival

1. The new employee should attend New Employee Orientation at the Department of Personnel and Civil Service Commission. Orientations are held on Mondays and begin at 8:15 a.m.

NOTE: If the new employee is a Mayoral Executive, an expedited orientation session should be arranged through the Department of Personnel and Civil Service Commission.

2. Once the new employee returns to the hiring department the hiring supervisor or an on-boarding peer should:
 - a. Introduce the new employee to co-workers.
 - b. Distribute assigned key/key fob/key card to office.
 - c. Discuss procedures for scheduling time off and unexpected absences.
 - d. Review work schedule, lunch breaks, pay schedule and overtime policy.
 - e. Review appropriate attire for workplace.
 - f. Go over telephones, fax, copier and office supplies.
 - g. Provide City of Pittsburgh computer system orientation at desk (computer log-in, shared network drives, Gmail and appropriate City used systems, etc.).
 - h. Give a department/bureau tour (place to hang coat, restroom, water fountain, vending machines, lunch room, emergency exits, etc.).
 - i. Review job responsibilities, competencies, and expectations.
 - j. Discuss procedures in the case of a fire drill or emergency evacuation.

II. Off-Boarding Process:

1. The exit interview will be scheduled on or before the last day worked for the convenience of both the employee and the department. Should an employee give insufficient notice of termination to all scheduling of the exit interview, the department is encouraged to conduct the interview when the employee returns to receive his/her last paycheck.
2. The department will ensure that all City property/assets (e.g. I.D. card, keys, tools, parking permits, etc.) is/are returned (see the attached Off-Boarding Assets Checklist). The ID card should be sent to the Department of Personnel and Civil Service Commission with the Personnel Transaction Form.
3. It is preferred that the department head or his/her designee conduct the exit interview.
4. The interviewer should review all of the items included on the Exit Interview Form (see attached) and mark the employee's responses in the appropriate space. The employee is then given an opportunity to review the completed form. Both parties should sign the form after it has been reviewed.
5. The employee should be assured that the information discussed during the interview and contained on the interview form will be kept confidential by the Department of Personnel and Civil Service Commission. The department head or designee should forward the completed exit interview document to their Personnel & Civil Service Commission liaison/Personnel Analyst.
6. Any questions concerning the exit interview process should be directed to your Personnel Analyst.