



Roles Definition Sheet

SuccessFactors Recruiting Platform

New Recruiting Platform

The DFPS, DSHS and HHSC agencies have launched SAP's SuccessFactors Recruiting platform to provide the infrastructure for its Career Center and the backend applicant tracking system, which supports the job requisition process and moving candidates through the Talent Pipeline stages to select the best candidate for a position.

Within the SuccessFactors platform, employees are assigned a specific role based on their job responsibilities and CAPPs profile. Each type of role is set up with certain features and functionality within the system. This document provides a list and description of the 4 main roles in the new recruiting system. As a participant of the Career Center Training Series, you can use this resource to help you understand how these roles operate in the new platform and to help you with future training efforts at your agency.

Role Assignment

Agency employees will be assigned the appropriate role in the system based on their CAPPs profile. Roles will be automatically synchronized with the employee profile data in CAPPs, which will always ensure that all employees are assigned the correct role based on their current job function.

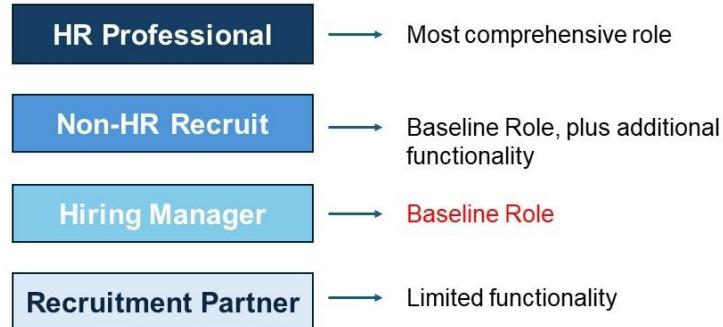
SuccessFactors Recruiting Roles

There are 4 main recruiting roles on the SuccessFactors recruiting platform. Each role is set up to view certain features within the system and has specific permission levels to perform key recruiting-related tasks. These roles are:

- **HR Professional**
- **Hiring Manager**
- **Non-HR Recruit**
- **Recruitment Partner**

Role Overview

The Hiring Manager role is considered the baseline role in terms of what this role can see and do in the system. You should reference the Hiring Manager User's Guide as a complete resource, although we have provided some detailed system functionality in this document. Additional roles above the Hiring Manager will have added functionality. The Recruitment Partner role has limited functionality than the Hiring Manager baseline role.



Note: Outside of these recruiting-specific roles in the SuccessFactors platform, a regular employee with no recruiting responsibility will be given a regular employee access to the system, which gives them access to these sections on the Career Center: Careers.

Description of Roles

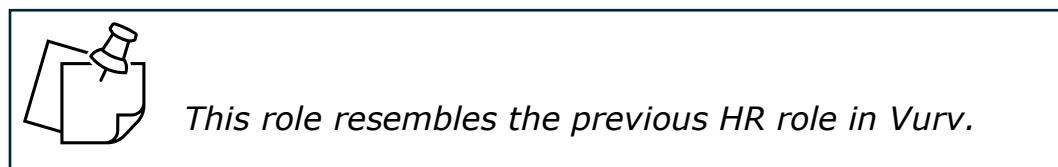
- **HR Professional:** HR Professionals have the highest level of permissions in the recruiting system. This role has extended permissions beyond the Hiring Manager role. They can **access all job requisitions across ALL agencies** and can **update candidates** in the talent pipeline after the job requisitions are fully approved and the job posting has been listed to the job boards. This role can also view and edit the Due Diligence section and access the Candidates link and Candidate Search functionality to look for candidates and invite them to apply to a posting. When searching for a candidate, they can see the Jobs Applied section where it lists all the positions the candidate has applied for. This role also sees the Applicant History section when reviewing an applicant's information in the Career Center.
- HR Professionals function as high level operators for system support when other users face errors or require assistance.
- **Hiring Manager:** The Hiring Manager role is the main process owner for the recruitment function. This role is typically a supervisor level at an agency who has the responsibility of opening a job requisition and filling an open position on their own team. This person completes the process of screening, interviewing, selecting, and hiring applicants at their own team level. They decide whether to advance, move or disqualify a candidate in the Talent Pipeline.

- **Non-HR Recruit:** This role is an employee who is responsible for hiring employees on behalf of all Supervisors or Hiring Managers at the **agency level**. This person has the same functions as the baseline Hiring Manager role and can access **all** job postings for a specific agency.
- **Recruitment Partner:** Recruitment Partners are added at the job requisition level by Hiring Managers. They support them with the screening and interviewing of candidates and have view access to the job requisitions that they have been assigned to. They can also move the candidate through the interviewing stage in the candidate pipeline, but no further than that. They can also move the candidate to any of the “Not Selected” status options.

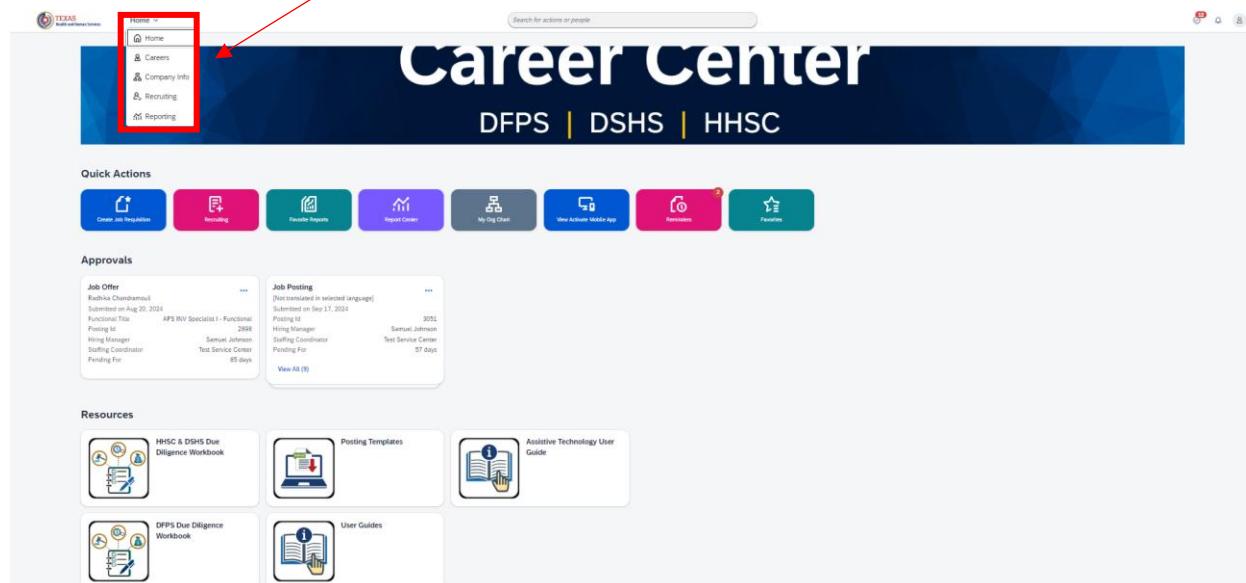
Role Functions & System Screenshots

In this section, you’ll see screenshots of how the system will appear to each of the roles and a brief list of the key functions that each role can perform in the system.

HR Professional



Homepage View



Key Functions

Someone assigned this role can perform these tasks:

- See all the open and closed requisitions across ALL agencies, regardless of the respective status and Hiring Manager who created it.
- Access and edit all open requisitions.
- View and access all candidates for all job postings across all managers at all agencies.
- Only role that can **view** and **edit** specific fields in the Due Diligence stage of the recruiting process for all candidates moved to this stage by the Hiring Manager. (Note – this is a key distinction for this role when compared to the Hiring Manager role and functions.) When a candidate is moved to this stage, a HR Professional will review and fill out the required fields in alignment with the candidate's background.

Note: If the decision is made to go through the Due Diligence status for a candidate, the Hiring Manager of a Job Requisition should contact and align with a HR Professional for that task. Reference the Career Center Hiring Guide for specific Due Diligence process steps.

- See and access the Candidates link and Candidate Search feature to search for candidates for open job postings and use the Invite to Apply functionality to forward a requisition to them to consider applying.
- When searching for candidates, someone with HR Professional role can see a section labeled “Jobs Applied” when looking at a candidate's information. This shows them a list of all the positions the candidate has applied for.
- See an additional tab labeled “*Applicant History*” between the Activity and Audit Information tabs. This feature provides an easier way to find out which jobs an applicant has applied to besides running a report.
- In addition to the standard reports, HR Professionals have access to Ad Hoc reports in the Report Center.
- In the Resources section, they have access to the Due Diligence Workbooks, Posting Templates, and User Guides.

Hiring Manager



This role resembles the previous Hiring Manager role in Vurv.

Homepage View

The screenshot shows the Texas Health and Human Services Career Center homepage. At the top, there is a navigation bar with a dropdown menu. The 'Home' button in this menu is highlighted with a red box and a red arrow points to it from the left. The main content area is titled 'Career Center' and includes sections for 'Quick Actions', 'Approvals', and 'Resources'. The 'Approvals' section displays two job posting cards. The 'Resources' section contains links to 'HHSC & DSHS Due Diligence Workbook', 'Posting Templates', 'Assistive Technology User Guide', 'DFPS Due Diligence Workbook', and 'User Guides'.

Key Functions

Someone assigned this role can perform these tasks:

- Access the data within the Posting Statistics dashboard.
- Filter job requisitions using different criteria.
- Customize their job requisitions home page using different criteria.
- Highlight a job title on the job requisitions home page.
- Search and locate the open requisition they own to see the status of the requisition and what stage of the Route Map it is in.
- Create a new job requisition, edit, or cancel one they own.
- Attach a document with your interview questions to a requisition.
- Create an assessment for a job requisition.
- Add any supporting documentation to the job requisition.

- Set up saved questions and rating scales for an assessment.
- Set up display preferences for an assessment.
- Access the Internal or External Posting Preview.
- Mass-approve multiple job requisitions.
- Edit the assigned approval team or add additional team members like Recruitment Partners to access the job requisition once it's approved.
- Email assigned Staffing Coordinator for assistance on key recruiting tasks.
- In the Resources section, they have access to the Due Diligence Workbooks, Posting Templates, and User Guides.

Candidate Applications

- View candidate applications (internal & external) for positions they've posted.
- Add comments to a candidate's application form.
- Move a candidate through the recruitment process and various stages.
- Email an applicant who applied for a position.

Interviewing Candidates

- Interview a candidate.
- Schedule and set up an interview with the candidate.
- Move candidates through the talent pipeline and different stages.
- Extend an offer to a candidate.
- Place candidate in Ready-to-Hire status to begin onboarding process.

Miscellaneous

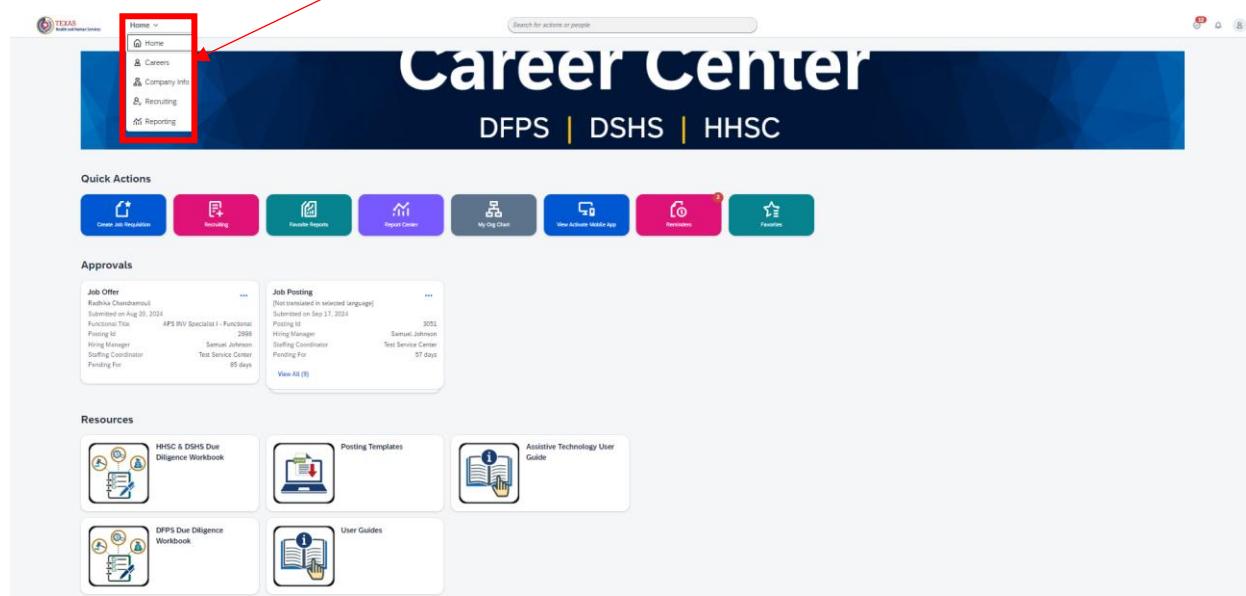
- Locate pending recruiting tasks that need to be followed up on or completed.
- Generate reports from the standard report listing.

Non-HR Recruit



This role resembles the previous Job Requisition Coordinator, JRC Billing Specialist roles in Vurv.

Homepage View



The screenshot shows the 'Career Center' homepage with the following layout:

- Top Navigation:** Includes a 'Texas Health and Human Services' logo, a search bar, and a user profile icon.
- Header:** 'Career Center' in large white text, with 'DFPS | DSHS | HHSC' below it.
- Left Sidebar:** A vertical menu with options: Home, Careers, Company Info, Recruiting (which is highlighted with a red box and an arrow), and Reporting.
- Quick Actions:** A row of buttons for 'Create Job Requisition', 'Recruiting', 'Foster Reports', 'Report Center', 'My Org Chart', 'View Archives Mobile App', 'Reminders', and 'Favorites'.
- Approvals:** A section showing two items: 'Job Offer' (Kushika Chinchamou, submitted on Aug 20, 2024) and 'Job Posting' (APS INV Specialist I - Functional Posting, submitted on Sep 17, 2024).
- Resources:** A section with links to 'HHS & DSHS Due Diligence Workbook', 'Posting Templates', 'Assistive Technology User Guide', 'DFPS Due Diligence Workbook', and 'User Guides'.

Key Functions

Someone assigned this role can perform these tasks:

- All recruiting functionality that a Hiring Manager can do with the difference that they can support multiple Hiring Managers across the agency.
- They can open, edit, and close job requisitions for ALL Hiring Managers within one agency.

TEXAS Health and Human Services

Recruiting ▾

Job Postings Preferences Candidates Interview Scheduling FEATURE DISABLED

Job Postings ?

Posting Statistics

3 Candidates Forwarded 0 New Candidates 23 Current External Posting 26 Current Internal Posting Average Days Open 22

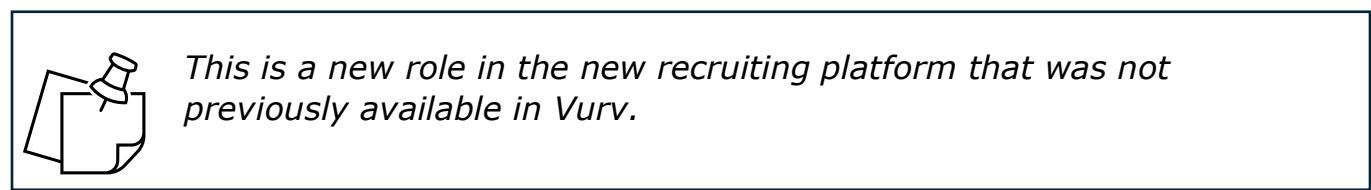
Offers

Approve Filter Job Posting All Job Postings Filter Options Display Options

Highlight Job Title

Job Title	Posting Id	Hiring Manager	Agency	Currently With	Due	Candidates	Progress	Status	Updated	Age (Days)
Manager V	2432	Samuel Johnson	Dept of Family & Protective Svc (PRS)	Test Service Center	04/24/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/25/2024	-
CPS CVS Unit Admin Asst I	2429	Test Charles Hudson	Dept of Family & Protective Svc (PRS)	Test Charles Hudson	04/24/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/25/2024	-
(Not translated in selected language)	2409	Carson Kyle	Dept of Family & Protective Svc (PRS)	Carson Kyle	04/21/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/22/2024	-
test CH	2408	Samuel Johnson	Dept of Family & Protective Svc (PRS)	Samuel Johnson	04/21/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Open	03/22/2024	1
(Not translated in selected language)	2395	Samuel Johnson	Dept of Family & Protective Svc (PRS)	Samuel Johnson	04/06/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/07/2024	-
(Not translated in selected language)	2394	Samuel Johnson	Dept of Family & Protective Svc (PRS)	Samuel Johnson	04/06/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/07/2024	-
(Not translated in selected language)	2393	Samuel Johnson	Dept of Family & Protective Svc (PRS)	Jaclyn Ruocco	04/06/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/07/2024	-
Human Resources Specialist IV	2388	Kyle Olivas	Dept of Family & Protective Svc (PRS)	Test Service Center	04/05/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/07/2024	-
CPS CVS Specialist	2387	Lindsey Matthews	Dept of Family & Protective Svc (PRS)		04/05/2024	1	<div style="width: 1%; background-color: #0070C0;"></div>	Open	03/21/2024	1
CPI Investigator Trainee	2386	Cynthia Perkins	Dept of Family & Protective Svc (PRS)	Test Service Center	04/05/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/07/2024	-
CPI Alt. Response Spec	2385	Cynthia Perkins	Dept of Family & Protective Svc (PRS)	Test Service Center	04/05/2024	-	<div style="width: 0%; background-color: #cccccc;"></div>	Pending Approval	03/06/2024	-

Recruitment Partner



A Recruitment Partner has access to all Job Requisitions that they have been added to by a Hiring Manager at the Job Requisition level. This role assists the Hiring Manager with screening and interviewing related processes and can move candidates to the Interviewing stage, but that's as far as their permissions go. They can also move a candidate to the Not Selected status

Homepage View

The screenshot shows the 'Career Center' homepage with a navigation menu on the left. The 'Home' option is highlighted with a red box and an arrow pointing to it. The menu also includes 'Careers', 'Company Info', 'Recruiting', and 'Reporting'. The main content area features sections for 'Approvals', 'Quick Actions', and 'Resources'. The 'Approvals' section displays two items: 'Job Offer' and 'Job Posting'. The 'Quick Actions' section includes buttons for 'Create Job Requisition', 'Recruiting', 'Flexible Reports', 'Report Center', 'My Org Chart', 'View Archives Mobile App', 'Recruiting', and 'Favorites'. The 'Resources' section includes links to 'HHSC & DSHS Due Diligence Workbook', 'Posting Templates', 'Assistive Technology User Guide', 'DFPS Due Diligence Workbook', and 'User Guides'.

Key Functions

Someone assigned this role can perform these tasks:

- Screen a candidate for an open requisition.
- Move a candidate through the interviewing stage in the candidate pipeline.
- Move a candidate to any of the “Not Selected” status options.

POSTING APPROVERS

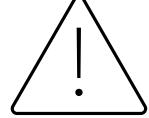
* Hiring Manager

* Staffing Coordinator

Recruitment Partner

Manage Additional Users

Recruitment Partner - Additional Users



Disclaimer: If a Hiring Manager has a Delegate, they don't need a Recruitment Partner since the Delegate will have the necessary functionality of that manager.



You must have NO direct reports to be set up as a Recruitment Partner. This is a requirement.

To request Recruitment Partner access, follow the steps which are linked [here](#).

Other Information

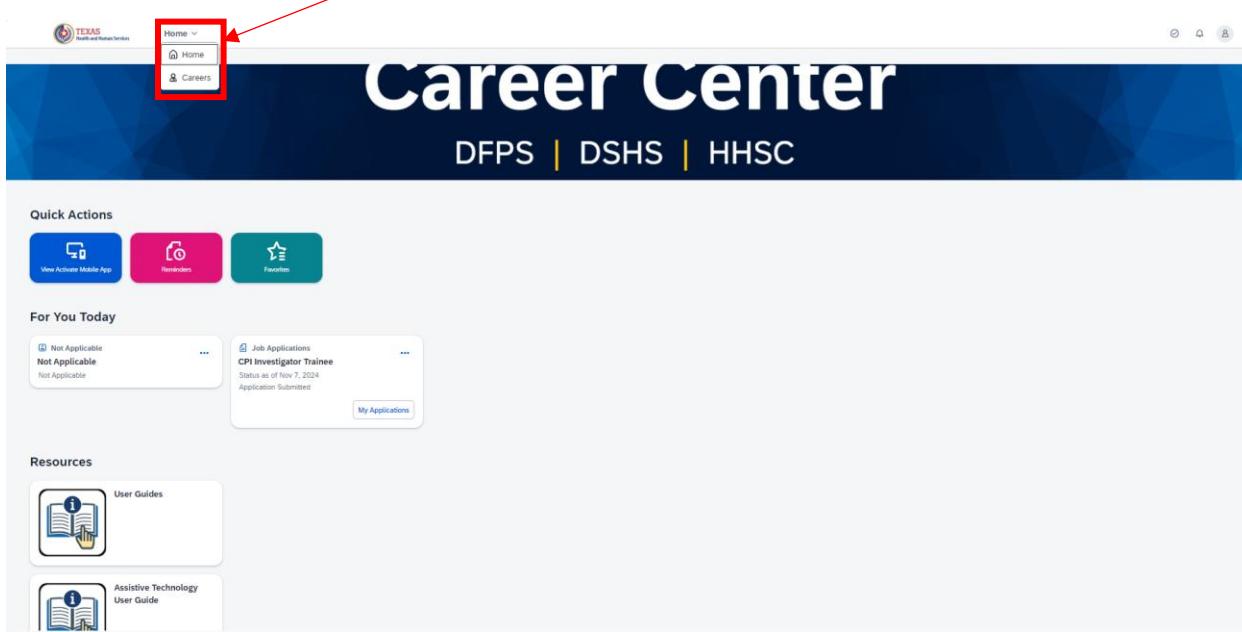
Regular Employee

This role has limited functionality on the platform and is based on the role of a regular employee without any involvement in the recruiting process.

Anyone assigned this role can only access these sections of the platform:

- Homepage
- Careers

Homepage View



Key Functions

Regular employees can:

- Personalize their viewing experience.
- Locate and use the Quick Actions tiles View Activate Mobile App, Reminders and Favorites.
- View and setup reminders and favorites.
- Access the User Guides in the Resource section.
- Search for and apply for a position as an internal candidate.
- Setup job alerts.
- View and edit their Candidate Profile.



Note: The Regular Employee role is referenced in the Candidate User Guide as an internal employee.

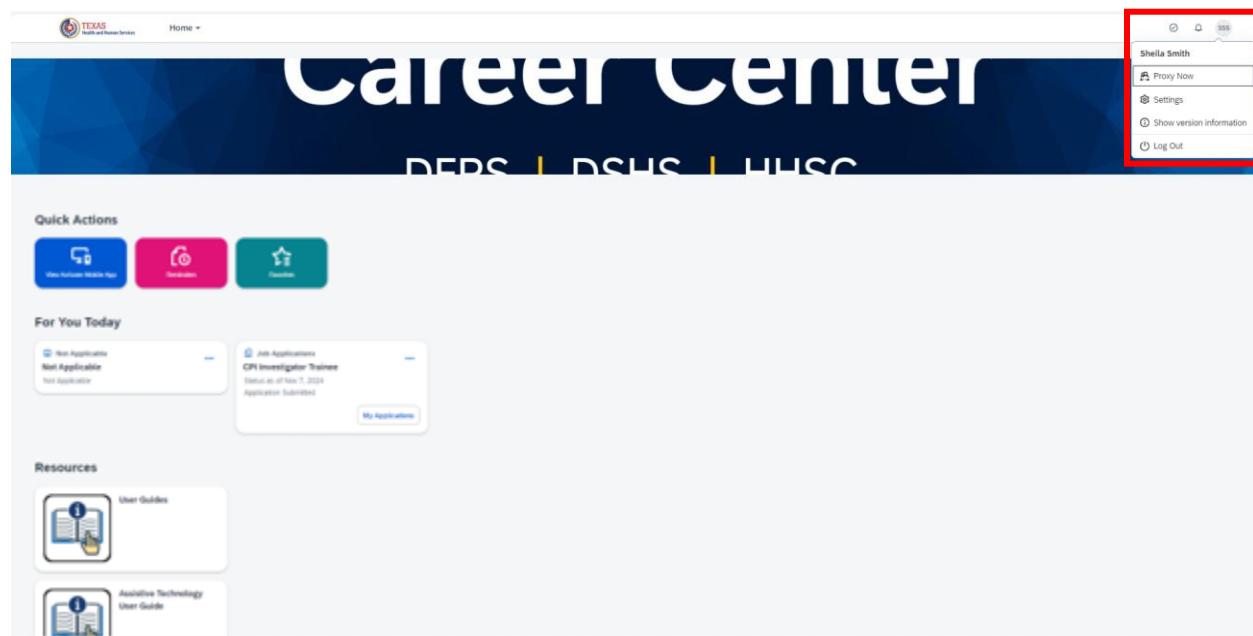
Delegates

The CAPPS Provisioning Team will continue to be responsible for assigning delegates. Delegates can assume the same role of the person they are a delegate for. The CAPPS Provisioning Team sends an email request to NGA/Alight for it to be set up in the system. Once set up, delegates will see and be able to use the "Proxy Now" button to act on behalf of the person he/she is a delegate for. At that point, the delegate can perform all the same functions of the person he/she is a delegate for. While this is not considered a specific role in the recruiting platform, it is unique functionality that can be set up in the system.

To request Delegate access, please contact the IT Help Desk.

Note: The Delegate access is covered in the Career Center Hiring Guide as it is about proxying as Hiring Managers in the system.

Homepage View



Select Target User

Please enter target user name:*

OK **Cancel**

Select Target User

Please enter target user name:*

OK **Cancel**

Sheila Smith Smith on behalf of Cynthia Bowman

 Become Self

 Proxy Now

 Settings

 Show version information

 Log Out