

Town of Queen Creek, AZ

Performance Indicator

- Working days for external recruitment with testing

For 2006, the town of Queen Creek reported that an average of 30 working days was required to complete an external recruitment with testing. The mean and median values for all jurisdictions reporting were 50 days and 40 days, respectively.

Tests administered on interview date

When asked how the town was able to keep recruiting times so low, the human resources director cited the fact that the town administers any necessary tests on the same day as a candidate's interview. Some organizations test and interview candidates on separate days, which may lengthen the time required to complete a recruitment.

The human resources manager noted that differences in when tests are administered may reflect differences in how the tests are used. He stated that Queen Creek uses tests to confirm that candidates are suitable for a position, and the tests are administered after the candidates' applications have been screened. In contrast, some other organizations use tests as an initial step to screen out potential candidates.

Cross-trained human resources staff

Queen Creek's human resources staff recently switched from a specialist orientation to a generalist orientation. Previously, staff members specialized in recruiting, classification and compensation, or performance evaluations. Now, staff members are cross-trained in all functions and support specific departments, but they are able to assist any department if a department's regular point of contact is not available. Because the staff is relatively small, this change has made the department much more efficient.

A few other helpful factors

The human resources director also noted that the town does not recruit for public safety positions, which sometimes require more recruiting time than other types of positions. In addition, the town has a relatively small staff and a good location, which the human resources director suggested may promote good recruiting times also.

Recruiting data are monitored quarterly through reports to the town's coordinator of ICMA Center for Performance Measurement™ (CPM) efforts and annually through reports to the town manager.

Case Profile

Population:

22,477

Square miles:

26

Median household income:

\$63,702

Form of government:

Council-manager



For additional information about the practices described in this case study, please contact Bruce Gardner, human resources director, at bruce.gardner@queencreek.org.