

NASA SHARED SERVICES CENTER

# Recruiting Event Logistics Service Delivery Guide

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## Approved by

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12/20/06  
Date

# Document History Log

<b>Status (Basic/Revision Cancelled)</b>	<b>Document Version</b>	<b>Effective Date</b>	<b>Description of Change</b>
<b>Basic</b>	<b>Basic</b>	<b>12/12/06</b>	<b>Basic Release</b>

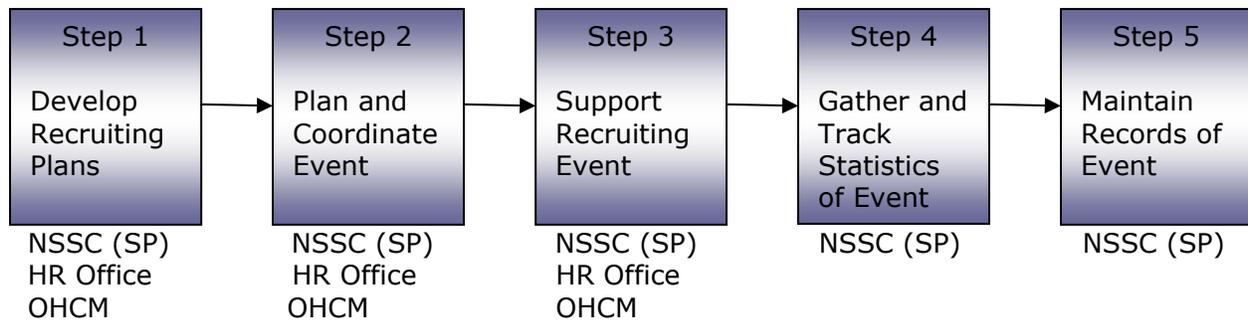
# Recruiting Event Logistics

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## Introduction

NASA Shared Service Center (NSSC) provides logistical support for the Centers that are participating in a recruitment event. An event is defined as one that requires formal registration or a fee to participate and/or involves multiple employers (e.g. Career and Job Fairs conducted by university or professional organization) or NASA Centers. The NSSC (SP) supports the purchase of and maintains an inventory of NASA-determined and approved recruitment supplies (i.e. handouts and giveaways) for use at recruitment events. The NSSC (SP) will work with the requesting HR office representative to develop recruiting event plans, receive recruiter information, and coordinate center registration information. The NSSC (SP) will register Centers for the event, including booth registration, reserving interview rooms and reserving rooms for pre-event receptions or other activities associated with the event such as informational meetings; notify university departments and groups; develop and deliver recruitment materials and supplies, including maintenance and storage between events; develop recruitment theme and incorporate theme/design in all recruitment materials; ship materials to/from event; coordinate logistical information for the event, including hotel accommodations, transportation to and from the event, itineraries of pre and post meeting. The NSSC (SP) will set up and take down the recruiting event display, manage and maintain records of recruiting events, including location and date of event, list of recruiters, positions recruited, number of student visits, number of applicants, number of offers extended to Corporate Recruitment and non-Corporate Recruitment allocations, race and national origin of the applicant pool, and number of hires associated with each recruiting event. The NSSC (SP) will track offers of employment, declinations and reason for declination, and incentives used to entice candidates.

## Process – Recruiting Event Logistics



### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 <b>NSSC (SP)/OHCM</b> Design of Theme and Materials	NSSC will develop a draft of recruitment theme with recruitment materials and submit to OHCM and Centers for review and approval. Once approved, NSSC will incorporate theme design in all recruitment materials. NSSC shall support the purchase of and maintain an inventory of NASA-determined and approved recruitment supplies.  <b>Output:</b> Recruitment Theme/Determination of Materials to be used.	Folders, Brochures, and Giveaways need to be ordered far enough in advance to ensure adequate stock is maintained. NSSC supports and maintains inventory controls to understand when stock is getting low and ordering lead time.
Step 2 <b>NSSC (SP)/OHCM</b> Identify List of Events	NSSC will work in conjunction with OHCM and Center HR offices to identify organizations and/or universities that should be loaded into NASA’s Workforce Transformation Tracking System (WTTS). NSSC will enter agreed upon organizations and/or universities into WTTS, including specific dates of events, target occupations (as relevant), and other fields established in WTTS to support recruiting. NSSC will maintain the recruiting events calendar, making it available to all Center HR Offices and OHCM.  <b>Output:</b> WTTS Menu of Events	NSSC should recognize that a Recruitment Event generally occurs during the same time period every year. This will provide a good starting place.
Step 3 <b>NSSC (SP)/HR Office</b> Identify Recruiting Plans	NSSC will work closely with the requesting HR office representative to develop recruiting event plans. Requesting Centers work closely with the NSSC to ensure that the NSSC fully understands the Center plans	NSSC should make sure that Centers have identified events in a timely manner to meet registration deadlines.

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Roles and Responsibilities	Action	Tips
	<p>and requirements. Centers are responsible for determining which organization or university event they would like to participate in. Each center selects events they want to attend in WTTS. Centers have the flexibility to add events not listed. Once a plan is submitted, the centers have an option to modify each plan as their recruiting focus changes.</p> <p><b>Output:</b> Recruiting Plans</p>	
<p>Step 4</p> <p><b>NSSC (SP)/HR Office</b></p> <p>Plan and Coordinate Event</p>	<p>The HR POC will notify NSSC (SP) of the selected recruiters for the event. NSSC will work with HR POC to coordinate center registration information. The Center will identify all activities they would like to participate in, and identify special needs or requests to the NSSC. NSSC will forward a recruiter information form to Centers to identify the Centers participants and requirements.</p> <p><b>Output:</b> Event Plan</p>	
<p>Step 5</p> <p><b>NSSC (SP)</b></p> <p>Center Registration</p>	<p>Once an event plan is developed, NSSC will register Centers for the event, including booth registration, reserving interview rooms and reserving rooms for pre-event receptions or other activities associated with the event such as informational meetings.</p> <p><b>Output:</b> Center Registration</p>	<p>Early registration will facilitate in getting adequate grouped tables. NSSC will pay for registration of events.</p>
<p>Step 6</p> <p><b>NSSC (SP)/HR Office</b></p> <p>Event Specific Vacancy Announcements</p>	<p>Event Specific Vacancy Announcements will be developed by NASA HQ. NSSC will add the event code for each event to copies of the announcement, and forward to universities and organization and also to department heads, or specific groups if contact information is made available.</p>	
<p>Step 7</p> <p><b>NSSC (SP)</b></p> <p>Coordinate Logistics</p>	<p>NSSC will provide information packets to each recruiter for each event. Packet will include Hotel Lists, Itinerary, information on transportation, any special reporting/parking instructions, directions to the event and location of the booth, information on meals during event, etc.</p>	<p>NSSC will work with POC from colleges and universities. Information for accommodations is normally made available.</p>

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Roles and Responsibilities	Action	Tips
<p>Step 8</p> <p><b>NSSC (SP)</b></p> <p>Shipping of Materials</p>	<p><b>Output:</b> Recruitment Logistics</p> <p>NSSC will arrange for shipment of displays, brochures and giveaways needed at each event.</p>	<p>Maintain adequate shipping materials to facilitate delivery. Labels should be prepared in advance to ship unused materials back to NSSC.</p>
<p>Step 9</p> <p><b>NSSC (SP)</b></p> <p>Set up and Take Down</p>	<p>NSSC shall set up and take down the recruiting event display.</p>	<p>Make sure all equipment needed is available.</p>
<p>Step 10</p> <p><b>NSSC (SP)</b></p> <p>Gather Data for Statistics</p>	<p>NSSC will manage and maintain records of recruiting event through WTTS, including location and date of event, list of recruiters, positions recruited, and number of student visits. NSSC (SP) will monitor supplies and assist recruiter with any issues that arise.</p> <p><b>Output:</b> Event Report</p>	
<p>Step 11</p> <p><b>NSSC (SP)/Center</b></p> <p>Data Entry/Tracking Statistics</p>	<p>Center HR Offices will enter data for normal hiring information with each recruiting event into WTTS. NSSC will maintain records of the number of applicants, number of offers extended to Corporate Recruitment and non-Corporate Recruitment allocations, race and national origin of the applicant pool, and number of hires associated with each recruiting event. NSSC will also track offers of employment, declinations and reason for declination, and incentives used to entice candidates.</p> <p><b>Output:</b> Statistical Summary</p>	
<p>Step 12</p> <p><b>NSSC(IG)/NSSC (SP)</b></p> <p>Survey</p>	<p>NSSC (SP) will provide recruiters a survey in each recruiter packet. Recruiters are responsible for completing and forwarding survey back to NSSC. NSSC (IG) will analyze results to improve customer service standards and improvements</p>	

## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)	Recruitment Theme	OHCM	Annually, 4 months in advance of FY
NSSC (SP)	List of Events	Center	Annually, with quarterly updates
NSSC (SP)	Recruitment Event Plans	Center	Annually, with quarterly updates Goal to be provided by OHCM
NSSC (SP)	Registration	Center/University/Organization	2 Months in advance Goal = 3 months
NSSC (SP)	Recruiter Packet	Event Participants	2 weeks in advance of event Goal = 3 weeks
NSSC (SP)	Shipment/ Set up of Materials	University/Organization	In ample time to ensure delivery before the event
NSSC (SP)	Records of Event	Center/OHCM	Reports on information from the event will be completed 10 business days following an event or 10 business days after the vacancy closes. All other reports will be completed quarterly.

## Privacy Data

*All participants involved must ensure protection of all data covered by the Privacy Act.*

## System Components

### Existing Systems

[Use system descriptions from RFP J-03 Technical Exhibit 9 (TE 9 – Existing IT Systems)]

IT System Title	IT System Description	Access Requirements	IT System Interfaces
NASA Stars	Recruiting system, applicants apply through this system and RNO data captured here.	NSSC Limited Access	Yes
Remedy	Supports NSSC Internal activities, metrics, etc.	User role for NSSC SP and IG	Yes
Tech Doc	References and resources database	User role at NSSC	Yes
WTTS	Facilitates and organizes event registration and record keeping	User role for NSSC and Center	Yes

### New Systems

[Use system descriptions from RFP J-03 Technical Exhibit 8 (TE 8 – New IT Systems)]

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
	[List specific business requirements for the activity]	[List roles that receive access]	

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## Contact Center Strategy

The NSSC Customer Contact Center (CCC) will be the primary point of contact for Recruiting Event Logistics customers. Inquiries received by the CCC are designated Level One (L1), Two (L2), or Three (L3). Each contact received by the CCC will initially be assigned as a Level "One" case. The CCC will open a Remedy case for all inquiries and undertake necessary actions to provide resolution to the inquiry. Any inquiry that cannot be resolved by the CCC shall be routed to Level Two which is the Recruiting Event Logistics SP. Inquiries regarding specific Recruitment Events will be routed to Level Two. Level Three inquiries include all those regarding interpretations of policy and procedures requiring a response from the Inherently Government (IG).

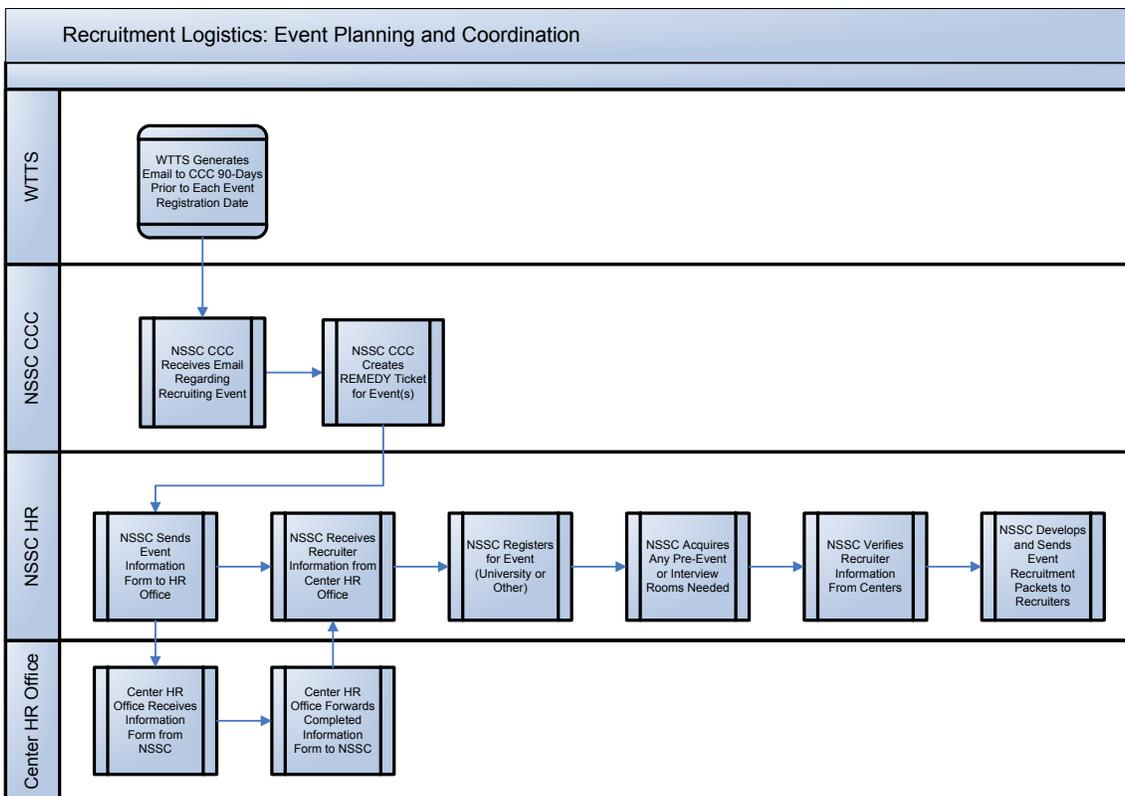
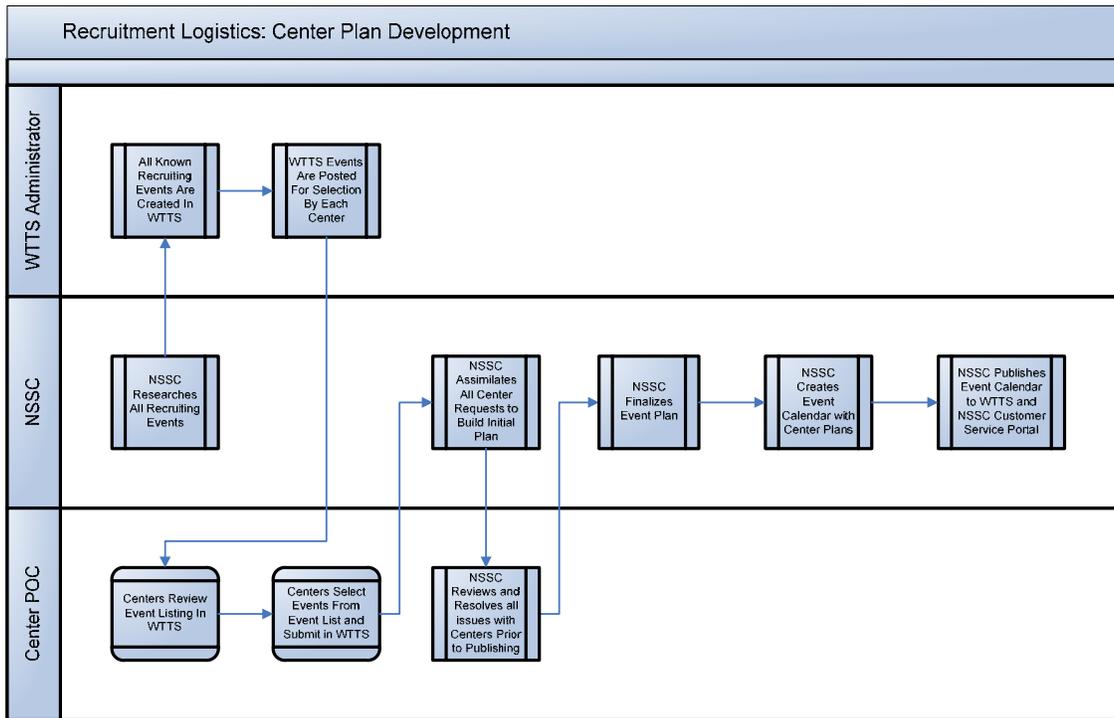
The NSSC CCC can be reached by telephone, facsimile or electronic mail as provided below:

Email: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

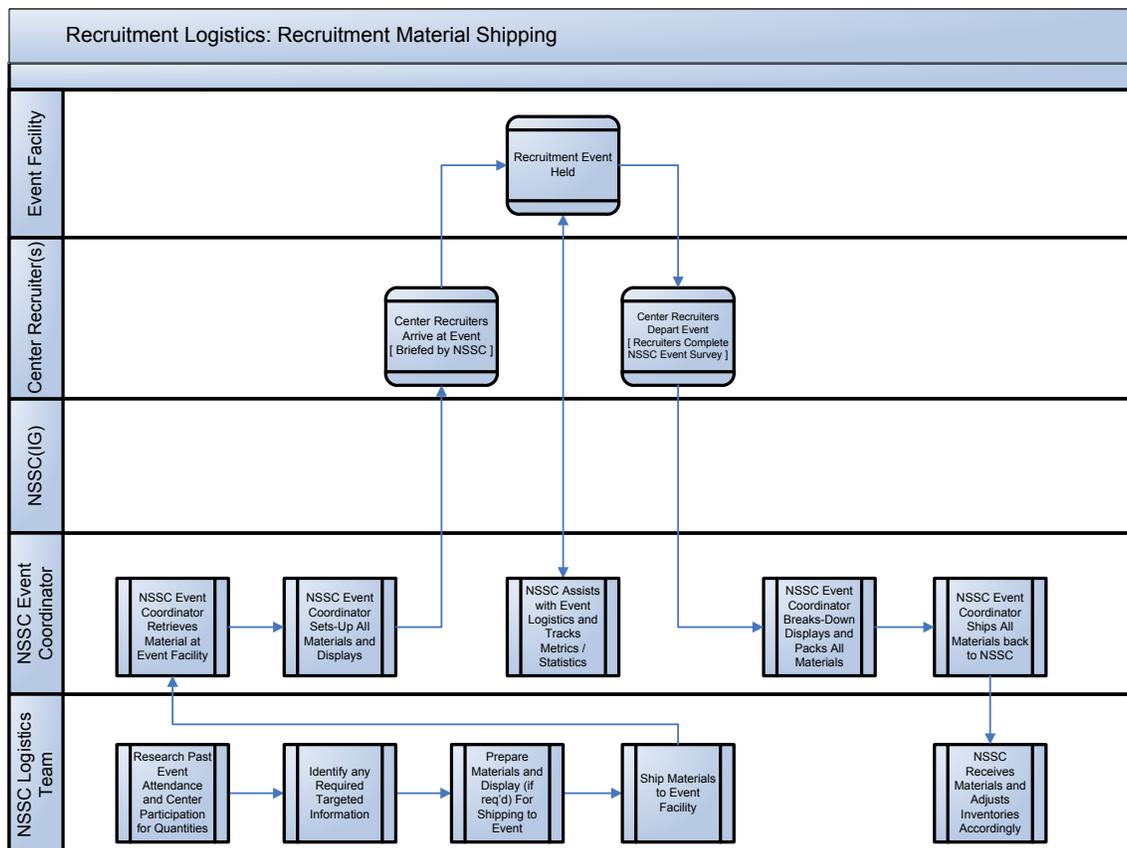
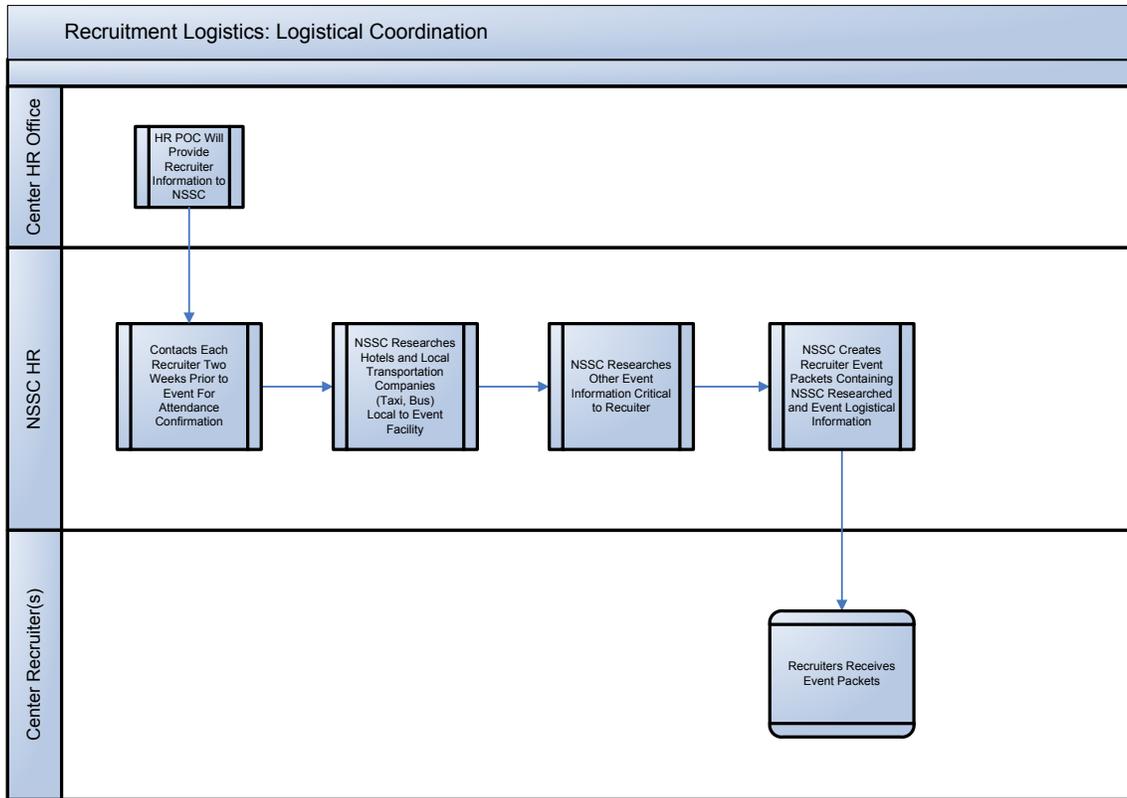
Fax: 1-866-779-6772

Telephone: 1-877-NSSC123 (or 1-877-677-2123)

NSSC HR, Recruiting Event Logistics will provide to the CCC a listing of civil service and service provider HR, Recruiting Event Logistic personnel identifying the activities for which each person is responsible. NSSC HR, Recruiting Event Logistics will furnish the CCC a list of URL's, web sites, other pertinent information and Frequently Asked Questions to assist in responding to Level One customer inquiries. Further, NSSC HR, Recruiting Event Logistics has designated facilitators and back-up personnel to coordinate with the CCC to ensure the on-going flow of communications between the NSSC HR, Recruiting Event Logistics and the CCC.



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