

***Position must be set up PRIOR to Requisition,
Job Posting and New Hire Set-Up**

FOR AOD TO SET UP A POSITION

Send this form to People.Support@archden.org if support is needed to set up a position.

Business Manager Name: Click or tap here to enter text.

Parish/Entity: Click or tap here to enter text.

Job Description attached	<input type="checkbox"/> Yes <input type="checkbox"/> No If you answered No, your job advertisement will have NO content
Position Title if different than Job Description	Click or tap here to enter text.
DOL Status	<input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time
Has there been a change in Business Manager or Pastor in the last year?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please state the former and new employee name so workflows can be verified: Click or tap here to enter text.

NEW HIRE PROCESS
Step #1: Set Up Position
Applicable to: Priests/Religious & Lay Employees
April 2022

FOR BUSINESS MANAGERS TO SET UP A POSITION

Please set up positions specific to your location. Do not use the numbered generic positions previously set-up and listed on the Set-Up Positions dashboard.

🏠 > Position Management

Position Management Set Up

Set Up Management Levels Create and edit management levels	Assign Position Title To Employees Allows batch/individual assignment to a position
Set Up Position Families Create and edit position families	Enable Position Seat Management Enable position seat dropdown
Set Up Salary Grades Create and edit salary grades and pay rate scales	Set Up Company Locations Create and edit company locations
Set Up Positions Create and edit positions	Import Setup Import position management setup
Manage Position Seats Create and edit position seats	

On the Set-Up Positions screen, each previously created position will display. To edit a position, click the pencil icon in the Edit column. Or, click "Create Position" to create a new position.

🏠 > Position Management > Set up Positions

Configure Position Fields Show Salary Grades **Create Position**

Positions

Search

Previous 1 2 3 4 Next

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Select	Position Code	Position Title	Position Family	Levels	Status	Manager Level	Salary Grade	Max Headcount	Current Headcount	Available Headcount	Manage Position Seats	Copy	Archive	Edit	Delete
<input type="checkbox"/>	CSR	Customer Service Representative	Customer Care	2	Active			0	10	-10	Seats				
<input type="checkbox"/>	HRG	HR Generalist	Human Resources	0	Active			0	2	-2	Seats				

NEW HIRE PROCESS
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Step 1: Title and Description




On Step 1: Title and Description, enter general position details, such as the available headcount and job description.















Position Management > Set Up Positions > Position Guided Setup

1. Title and Description 2. Job Information 3. Additional Information 4. Compliance

CSR - Customer Service Representative

* Indicates Required Field

Effective Date  03/29/2021 (v1)  

Position Code  *	CSR	Maximum Headcount 	100
Status  *	Draft 	Available Headcount 	100
Position Title  *	Customer Service Representative	Position Levels 	3 
Business Title  *	Customer Service Representative 	Short Title 	Customer Service Rep 
Upload Job Description 	File... 		

- **Effective Date:** The date this position will be effective.
- **Position Code:** A unique alphanumeric code up to five characters.
- **Status:** Leave as "Draft" until you're ready to use this position. When you are ready to post, select "Active." In the future, to archive this position, set the status to "Inactive." Alternatively, set the status to "Frozen" If you are no longer using the position but need to report on it. When attempting to change the position's status to draft, frozen or inactive, a warning will display to alert you that the position title is currently tied to a job template, requisition or active job and cannot be changed.
- **Position Title:** The position's official title. SET UP POSITION SPECIFIC TO YOUR LOCATION.
- **Business Title:** The title employees would put on their business card.
- **Upload Job Description:** Click "File" and select whether to browse your computer for the file or upload a job description from cloud storage. If "Display Job Description" is selected in ESS Access Profiles, the uploaded job description will display in Employee Self-Service®. If you have Applicant Tracking enabled, the uploaded job description will flow to the Career Portal.
- **Maximum Headcount:** The maximum number of employees that can be assigned the position. Paycom recommends you enter only the number of positions for which you have budgeted.
- **Available Headcount:** The difference between the maximum headcount and the actual headcount.
- **Position Levels:** N/A at this time
- **Short Title:** The title's abbreviated version, often used for reporting purposes.

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At the bottom of the screen, enter the job description and qualifications in the corresponding text boxes.

- **Job Description:** If you did not upload a job description, enter the job's roles and responsibilities in this text box. If a description is saved within the Public Job Description text box, the information within this textbox remains within the position so you can save internal HR details.
- **Job Qualifications:** Job qualifications outline the education, experience, skills and personal qualities needed for the job. If you have Applicant Tracking, the qualifications you enter flow to the Career Portal.
- **Public Job Description:** Enter the position's public job description. If you have Applicant Tracking, this should be the description you want to display to applicants on the Career Portal. If left blank, the information from the Job Description text box displays on the Career Portal.

When finished, click "Next."

1. Title and Description 2. Job Information 3. Additional Information 4. Compliance

CSR - Customer Service Representative Customer Service Representative

* Indicates Required Field

Effective Date 03/29/2021 (v1) + Changes

Position Code CSR Maximum Headcount 100

Status Active Available Headcount 100

Position Title Customer Service Representative Position Levels 3 Edit Levels

Business Title Customer Service Representative Short Title Customer Service Rep

Upload Job Description File

Job Description

Our growing business is looking for a skilled problem solver to join our team as a Customer Service Representative. We need an enthusiastic individual who can listen to customer service issues and offer a unique and innovative solution. The successful candidate for this role will have a strong command of the company's customer service policies and be well-trained in product knowledge that can be critical for offering quick and accurate assistance to customers.

Job Qualifications

- Must be 18 years of age or older
- High school diploma/GED required (Associate degree in a business related field preferred)
- Ability to remain professional and courteous with customers at all times
- Must be available to work occasional nights, weekends and holidays
- Excellent verbal and written communication skills

Public Job Description

Save Next

Step 2: Job Information

On Step 2: Job Information, enter the following:

- **Position Family:** Select the position family that best fits the position.
- **Pay Type:** Select whether the position is hourly, salary or commission only.
- **Scheduled Pay Period Hours:** Enter the typical number of hours an employee in the position will work in a given pay period.
- **Processing Schedule:** Select the processing schedule that will be used to pay employees assigned to the position. Once selected, the corresponding pay frequency will automatically populate in the Pay Frequency field.
- **DOL Status:** Select whether this position is full-time, part-time, temporary or seasonal.
- **Manager Level:** Select the appropriate management level to determine the position's level of authority in a hierarchy.
- **Work Location:** Select the position's location. *Only locations saved in Company Maintenance > Locations/Establishments will be available for selection.*
- **Exempt Status:** Select whether the position is exempt or non-exempt based on FLSA specifications.
- **Labor Allocation Profile:** Select the appropriate labor allocation profile from the drop-down menu.
- **Labor Allocation:** Click the blue "Add Allocation(s)" link to view all available labor allocation categories.
- **Salary Grade:** N/A at this time
- **Pay Class:** Select the position's pay class. *If additional pay classes are needed, contact your dedicated Paycom specialist.*
- **Terminal Access Group:** If the position is required to clock in/out, select the appropriate terminal access group from the drop-down menu. *If additional terminal access groups are needed, contact your dedicated Paycom specialist.*
- **Primary Schedule Group:** N/A at this time
- **Additional Schedule Groups:** N/A at this time
- **Exception Rule:** N/A at this time
- **Earnings Profile:** This only applies to employees with web time sheet access in Employee Self-Service®. Leave this blank to allow employees to see all earnings. If a default profile exists, it will apply to all employees with no earning profile selected.

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Click the green "+" icon located next to some options to add additional selections without leaving the page.

When finished, click "Next."

Position Management > Set Up Positions > Position Guided Setup

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CSR - Customer Service Representative

Position Family	Customer Service [CSV]	Pay Class	Hourly [002]
Pay Type	Hourly	Terminal Access Group	Hourly [HOU]
Scheduled Pay Period Hours	80.00	Primary Schedule Group	Search or Make Selection
Processing Schedule	Bi-Weekly	Additional Schedule Groups	<div>Search </div> <div><input type="checkbox"/> Production - [3723]</div> <div><input type="checkbox"/> Select All</div>
Pay Frequency	Bi-Weekly		
DOL Status	Full Time		
Manager Level	Employee - No Direct Reports		
Work Location	Corporate Headquarters		
Exempt Status	<input type="radio"/> Exempt <input checked="" type="radio"/> Non-Exempt		
Labor Allocation Profile	Search or Make Selection		
Labor Allocation	-001-003-	Exception Rule	Search or Make Selection
Salary Grade	Search or Make Selection	Earnings Profile	Paycom Full Access
		Paycode Profile	All Employees [ALL]

Previous Save **Next**

Step 3: Additional Information

On Step 3: Additional Information, enter the following:

- **Budgeted:** Select whether the position is budgeted. This information is used for reporting whether a position falls within an allotted budget.
- **Key Position:** Select whether the position is a key position. This information is used for reporting whether a position is critical for your organization to function effectively. **Benefits Eligibility Profile:** If you have Benefits Administration enabled, select the group of eligible benefit plans for the position.
- **ABBR Calculation Rule:** N/A at this time
- **401(k) Hours Calculation Rule:** N/A at this time
- **Checklist(s):** Check the box next to each checklist you want assigned to employees tied to the position. Assigned checklists display in Form 16: Checklists.
- **Competency Groups:** If you have Performance Management enabled, select the appropriate competency group from the drop-down menu to tie the appropriate competencies to the position. *To set up additional Competency Groups, click "Competency Management" from the Performance Management menu.*
- **Confidential Position:** Select whether the position is confidential. This information is used for reporting whether a position requires access to confidential information.
- **Eligible to Work from Home:** Select whether the position is eligible to work from home. This information is used to determine whether a position may allow employees to telework and/or work from home.
- **Document Group:** Should default to Employees All
- **Annual Benefits Base Rate:** This read-only field is the annual compensation used to determine rates and coverage for salary-based benefits.
- **Accrual Profile:** Accrual profiles determine the amount and type of accruals awarded to employees. Select the appropriate profile from the drop-down menu.

If you have Applicant Tracking enabled, the following fields will display to house additional position details.

The following fields are not required but consider completing for your own information.

- **Job Category:** Job categories are managed within Applicant Tracking Job Field Management and allow you to categorize job listings. Select the appropriate job category from the drop-down menu.
- **Degree Type:** Degree types are managed within Applicant Tracking Job Field Management and allow you to describe the level of education required for the position. Select the appropriate degree type from the drop-down menu. If left blank, the Degree Type will display as "Undisclosed" on the Career Portal.
- **Travel Type:** Travel types are managed within Applicant Tracking Job Field Management and allow you to specify the amount of travel the position requires. If left blank, the travel type will display as "Undisclosed" on the Career Portal.

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- **Requisition Question Group:** Requisition question groups are managed on the Applicant Tracking Requisition Question Templates screen and determine which questions display when creating a new requisition for the position. This field does not require action at this time.
- **Requisition Approval Group:** Requisition approval groups are managed on the Applicant Tracking Requisition Approval Groups screen and allow you to outline which users are responsible for approving and posting job requisitions. Select the appropriate approval group from the drop-down menu. **IMPORTANT NOTE:** PLEASE CONFIRM THAT YOUR APPROVAL GROUP MEMBERS ARE CURRENT. If you do not need to have approval for the position, you can omit clicking on the group. The job can then be posted directly from the Requisition without having approval.
- **Position Type:** Position types are managed within Applicant Tracking Job Field Management and are used to classify your organization's jobs. Select the appropriate position type from the drop-down menu. This information is nice to have but NOT necessary to complete.
- **Shift Type:** Shift types are managed within Applicant Tracking Job Field Management and are used to classify the work periods at your organization. Select the appropriate shift type from the drop-down menu.
- **Industry Category:** Industry categories are managed within Applicant Tracking Job Field Management and are used to categorize job listings by industry. Select the appropriate industry category from the drop-down menu. This information is nice to have but NOT necessary to complete.
- **Application Template:** Select the appropriate application template from the drop-down menu to determine the information applicants must submit when they apply for the position. This automatically defaults to our general application template.

When finished, click "Next."

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SRV - Customer Service Representative

Budgeted Yes

Key Position No

Benefits Eligibility Profile [FTE] Full-Time Employees Levels

ABRR Calculation Rule Manual Entry

401(k) Hours Calculation Rule

Job Category Customer Service

Degree Type High School

Travel Type None

Requisition Question Group Customer Service

Requisition Approval Group Customer Service

Checklist(s)

☐ Employee Verification

☐ New Manager Training

☒ Onboarding

Competency Groups

Search

☐ 2021 Development Review

☐ Core Values

☒ Customer Service

☐ Production

☐ Sales

Show Selected Only

Previous Save and Return Next

Step 4: Compliance

On Step 4: Compliance, enter the following:

- **Workers' Compensation Code:** Select the position's code from the drop-down menu.
- **Union Code:** N/A
- **EEO-1 Category:** Use the drop-down menu to categorize the position according to the EEOC guidelines.
- **VETS-4212 Job Category:** Use the drop-down menu to select the appropriate VETS-4212 category.
- **SOC Code:** Enter the position's six-digit Standard Occupational Classification (SOC) code. To determine a position's code, visit the [U.S. Bureau of Labor Statistics website](https://www.bls.gov/). This step is not necessary but can be completed if desired.
- **Minimum Wage Profile:** Not programmed at this time, therefore leave blank.

When finished, click "Save and Close."

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CSR - Customer Service Representative Customer Service Representative

Workers' Compensation Code [KS008810] Clerical

Union Code Levels

EEO-1 Category Professionals

VETS-4212 Job Category Administrative Support Workers

SOC Code 43 - 4051

Minimum Wage Profile Default State Minimum Wage [DEF]

Last Update - User bhoman

Last Update - Time Stamp 06/30/2020 10:23:36 AM

Previous Save Save and Close

After you've completed your position(s), go to the Set-Up Positions menu and ensure the position(s) is ACTIVE opposed to in DRAFT.