



## Department of Energy

Washington, DC 20585

November 9, 2010

### MEMORANDUM FOR HUMAN RESOURCES DIRECTORS

FROM: SARAH J. BOMILLA, DIRECTOR  
OFFICE OF HUMAN CAPITAL MANAGEMENT

SUBJECT: Policy Guidance Memorandum #16  
OPM Managers' Satisfaction Survey

This memorandum provides guidance on how to implement the requirement for hiring managers to complete the OPM Managers' Satisfaction Survey before Servicing Human Resources Offices (SHROs) can make an official offer to any job selectee.

Receiving timely and accurate feedback from hiring managers on how the hiring process went for them is essential for us to continue to make strides in improving the hiring process throughout the Department. As a result, all hiring managers are required to complete the OPM Managers' Satisfaction Survey before SHROs can make an official offer to any selectee. To most efficiently and effectively implement this requirement, the following process should be used:

- Once hiring managers have completed interviews and have made a selection decision, they should complete the OPM Managers' Satisfaction Survey and attach to the selection certificate a copy of the "Thank you for participating in the Survey" page.
- The certificate and copy of the "Thank you for participating in the Survey" page should be forwarded to the SHRO, so that an official offer to the selectee can be made.
- If the hiring manager does not attach a copy of the "Thank you for participating in the Survey" page to the selection certificate, the SHRO must obtain a copy from the hiring manager before an official offer can be made.
- To facilitate the reminder process for hiring managers, the following statement should appear just above the hiring manager signature section on all candidate selection certificates sent to hiring managers for consideration:

"After you have made a selection decision, please complete the OPM Managers' Satisfaction Survey at <http://study.opm.gov/mss/>. You must attach to this certificate a copy of the "Thank you for participating in the Survey" page before the Servicing Human Resources Office will make an official offer."

Questions concerning this matter should be referred to Vivian Clark at (202) 586-2167.





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MEMORANDUM FOR HEADS OF ALL DEPARTMENTAL ELEMENTS  
HUMAN RESOURCES DIRECTORS

FROM:

MICHAEL C. KANE   
CHIEF HUMAN CAPITAL OFFICER

SUBJECT:

Improving the Hiring Process – Managers' Satisfaction Survey

This is a follow-up to the Deputy Secretary's Memorandum dated October 6, 2010, where he communicated the need to implement the Action Plan developed to improve the recruitment and hiring process throughout the Department. One of the critical ingredients to improvement is getting timely and accurate feedback from key players in the process, and we all recognize that hiring managers are key players. To assist Federal agencies in obtaining feedback from hiring managers, the Office of Personnel Management (OPM) developed a Managers' Satisfaction Survey several years ago, which has recently undergone significant revision. Unfortunately, hiring managers throughout the Department do not have a very good record for completing the survey on a voluntary basis . . . less than one (1) percent. As a result, from now on, all hiring managers will be required to complete the Managers' Satisfaction Survey before Servicing Human Resources Offices (SHROs) will make an official offer to any selectee. The new survey only takes about five (5) minutes to complete. We will issue follow-on guidance to the Servicing Human Resources Offices on how to most effectively and efficiently implement this new requirement.

If you have any questions, please contact either Sarah Bonilla at (202) 586-8261 or Ken Venuto at (202) 586-7138.

