Delaware Department of Human Resources

NEW HIRE SUPERVISOR CHECKLIST- Statewide	
Effective Date: April 5, 2024	**Supersedes: September 16, 2022**
Application: Executive Branch Agencies	*Intentionally Left Blank*

Employee Information

Employee Name:	**Position:**
Hire Date:	**Orientation Date:**
Work Telephone Number:	**Office Location:**

Prior to Employee Start Date

1) Once the Interview Panel selects a candidate and the job offer is accepted, the Hiring Manager/designee or Central Talent Acquisition (if the agency is TA-Centralized) must disposition the recruitment (position), designate the selected candidate as the New Hire, and enter the necessary information into the State's Recruitment/Hiring system within three (3) business days, if DTI-Centralized and participating in the ILM (OKTA) process.

2) If the Agency is not yet participating in the DTI ILM (OKTA) process, the Agency Supervisor completes any IT requests for the new hire. If Agencies participate in ServiceNow, some functions below may be utilized.

3) For IT-centralized agencies participating in the ILM (OKTA) process, Agency Supervisor or responsible agency representative will:

- Notify the employee that myDelaware email instructions are forthcoming.
- Assure that Employee registered with myDelaware.
- Request or include that equipment is needed including a laptop, bag, headset, and specific software such as Adobe Pro if needed, if the position has not been filled previously.
  - o DTI will send a quote for employee equipment to the Hiring Manager/designee who made the request and Financial Services to purchase.
  - o Financial Services will purchase, equipment and software which may take up to two weeks to receive.
- If the position was previously filled, the Hiring Manager should indicate on the IT Onboarding request that there is a laptop, bag, and headset available for new employee.

  Indicate any additional software needed including designating new user of existing software.

4) Contact the employee a few days before their arrival to welcome them, discuss logistics and follow up with an email with items discussed, like:

- Arrival time and location
- Parking
- Dress code and/or uniform information
- Suggestions for nearby lunch locations or details of lunchroom setup.
- Assure that the employee has received the Offer letter; if Conditional, review conditions and deadlines.

- Assure that the New Hire Orientation has been scheduled and that the employee has been notified of the date, time, and location.

☐ Remind the employee to:

- Review their pre-employment paperwork/instructions, including benefit plans, completing any authorizations, and any other requirements listed on the New Hire Checklist; and
- Participate in any online New Hire training assigned and bring their ID and other required documents to their scheduled New Hire Orientation appointment or on their first day of employment.
- Complete any assigned tasks in NEOGOV, if applicable (the State Onboarding and Offboarding system).

☐ Inform existing staff of the new hire (role, start date, office location, etc.) and discuss ways to best welcome the new employee.

☐ Send an Employee Welcome email to the division or agency. Include start date, employee's role, where the employee previously worked, picture, and biographical information. Copy the new employee. The Employee Recognition Committee template to introduce a new hire may be used.

☐ Identify an experienced peer to be a "buddy" to assist the new employee with general questions.

☐ Arrange for desk/cubicle office space.

☐ Locate Alternative Work Arrangement Policy and Form if the employee is hired under these conditions.

☐ Assure that the employee has access to the items listed below.

- Network Drives
- Printers
- Outlook Calendars
- MS Teams
- Email Distribution Lists
- Software/Applications and/or access necessary to perform their job duties (PHRST, Adobe, etc.)
- Voicemail set-up

☐ Clean and organize the employee's work area and set up the work area with basic office supplies (notepad(s), file folders, post-its, pens, pencils, highlighters, stapler, scissors, tape dispenser, trash/recycle cans, etc.)

☐ Identify and label an inbox for the employee, if applicable.

☐ Notify the appropriate staff of the new hire's name, number, and assigned office location to update the office list/directory if applicable.

☐ Arrange for business cards and nameplate, if applicable.

☐ Arrange for access card (badge)/keys/key fob, if required.

☐ Complete all supervisor assigned tasks in NEOGOV, if applicable (the State Onboarding and Offboarding system).

☐ Prepare an Employee Welcome packet that may include:

- Welcome Letter

- A Copy of the employee's Offer Letter
- Schedule for the first week *(first-day assignment, first-week tasks, key meetings, etc.)*
- Department mission, goals, and objectives.
- Organizational chart(s)/Divisions of the Department
- Commonly Use Acronyms
- Job description (Class Spec)
- Telephone directory(ies)
- IT help desk contact information
- Parking/Transportation information
- Map of the building
- Lunch options near the area
- List of pay periods and holidays
- New Hire Orientation Checklist
- Policies and procedures
- Applicable websites, resources, job aids, reference materials, handbooks, collective bargaining agreements, etc.)
- Access/Security Forms

5) Mark your calendar; plan to be present and available to guide your employee on their first day.

Remember, the first few days on the job can be stressful for the new hire as they are learning new information. Present procedures as clearly as possible and allow time for practice. Check in with your new employee regularly to help them feel welcome and respond to any questions that they may have.

6) **Employee's First Day**

☐ Welcome the new employee.

☐ Tour the employee's assigned workspace.

☐ Introduce the new employee to their immediate team members and the person that you have identified as their mentor/work buddy (if applicable).

☐ Tour the department and building, be sure to explain where the following areas are located: restrooms and break room, coffee, vending machines, emergency exits, first aid kits, copy machines, mail rooms, office supplies, parking, water coolers, etc.). During the tour, introduce the new employee to other staff members.

☐ Make arrangements for the provision of state issued equipment (laptop, keyboard, mouse, etc).

☐ Provide necessary access cards and keys to the employee (keys/key fob for the building and/or their desk, etc.) and review procedures for access afterhours, if applicable.

☐ Help the employee set up their phone/jabber and log in to their computer.

☐ Review items in the employee welcome packet and discuss the following:

- Work hours: telecommuting expectations (if applicable)
- Alternative Work Arrangement (if applicable)
- Lunch/Break periods
- Telephone/Email/Internet Usage
- Dress Code/Uniforms
- Office resources (manuals, checklists, etc.)
- Office organization (electronic and paper files, supplies, etc.)
- Smoking Regulations
- Staff Meetings

- Emergency Fire & Evacuation Procedures
- Ethics
- Performance Review
- Inclement weather; explain SWCE EO; if they are essential; (sign up for notifications)
- Confidentiality

7) **If not managed by Agency HR Rep, review the following:**

☐ Timekeeping expectations, procedures for requesting time off, and the lag pay cycle.

☐ Add new hire's schedule into the Agency timekeeping system.

☐ The review process for accessing earning and leave statements, tax information, and benefits information.

☐ Assure that the employee has submitted their I-9 eligibility form, along with their identification. (Newly hired employees must complete and sign Section 1 of the Form I-9 after acceptance of the offer of employment but no later than the close of business of his/her first day of work for pay. Within three (3) business days of the date, employment begins, the employee must choose and present an original document or documents (or an acceptable receipt) to their Agency HR representative to be reviewed physically or examined consistent with an alternative procedure authorized by the Secretary of DHS that shows the employee's identity and employment authorization.)

☐ Assure that the employee has completed their Employee Information Form.

8) **During the Employee's First Week**

The Supervisor shall:

☐ Review the work plan (layout for the first few days) and give the employee their initial assignment.

☐ Explain the annual performance appraisal and goal-setting process.

☐ Review the process related to the probationary period.

☐ Confirm that the employee has a fully functioning computer, including remote access, if applicable, and printer access and understands how to use them.

☐ Confirm that the employee has access to the items listed below.
- Network Drives
- Printers
- Outlook Calendars
- MS Teams
- Email Distribution Lists
- Software/Applications and/or access necessary to perform their job duties (PHRST, Adobe, etc.)
- Voicemail set-up

☐ Review the process for requesting IT assistance and building maintenance requests.

☐ Provide the employee with a list of frequently accessed websites, if applicable and (suggest bookmarking these for future reference) such as:

- Employee Assistance Program (EAP)
- Statewide Benefits Office (SBO)
- Employee Discounts
- Merit Rules

- Agency Intranet Statewide Policies and Procedures page

☐ Establish a process for regularly scheduled meetings to assure that the employee's learning needs are met. A weekly follow-up for questions and feedback is suggested.

☐ Send calendar invites to staff meetings.

☐ Arrange for Fleet and PCard access *(PCard Authorized Signature Card)*, if applicable.

☐ Provide the employee with login information and answers to frequently asked questions for the Delaware Learning Center.

☐ Assign agency-required training in the Delaware Learning Center or otherwise.

☐ Update agency and section directories and websites with the new employee's information.

☐ Add the employee to groups, Microsoft Teams, or other departmental messaging tools.

9) **Within Employee's First 30 Days**

☐ Continue to schedule and conduct regularly occurring one-on-one meetings to discuss achievements, questions, challenges, or concerns.

☐ Continue to provide timely, ongoing, meaningful feedback.

☐ Prepare and provide employee Performance Plan.

☐ Discuss performance and professional development goals (trainings, etc.)

☐ Assure that required trainings have been completed.

☐ Encourage the employee to complete the New Hire Employee survey.

☐ Discuss office protocols (access and security; locking offices, desks, and filing cabinets; use and reservations of conference rooms; coffee/water cooler usage and/or funds; celebrations; use and cleaning of the refrigerator, microwave, and toaster; process to receive and send mail; sign-in or sign-out processes for the department; filing, etc.)

10) **Employee's First 3 to 12 Months**

☐ Continue to schedule and conduct regularly occurring one-on-one meetings.

☐ Meet for an informal 3-month, 6-month, and 9-month performance check-in.

☐ Ask if the employee has any additional training needs.

☐ Provide information about continued learning opportunities (tuition assistance, training, and development opportunities.

☐ Update organizational charts.

11) **Employee's First Year**

☐ Review progress on performance and professional development goals (Conduct Performance Evaluation)

☐ Celebrate success and recognize the employee's contributions.

☐ Continue to provide regular and helpful feedback on their work.

☐ Discuss the employee's experience – solicit feedback.

☐ Begin discussing plans for their 2nd year of employment.