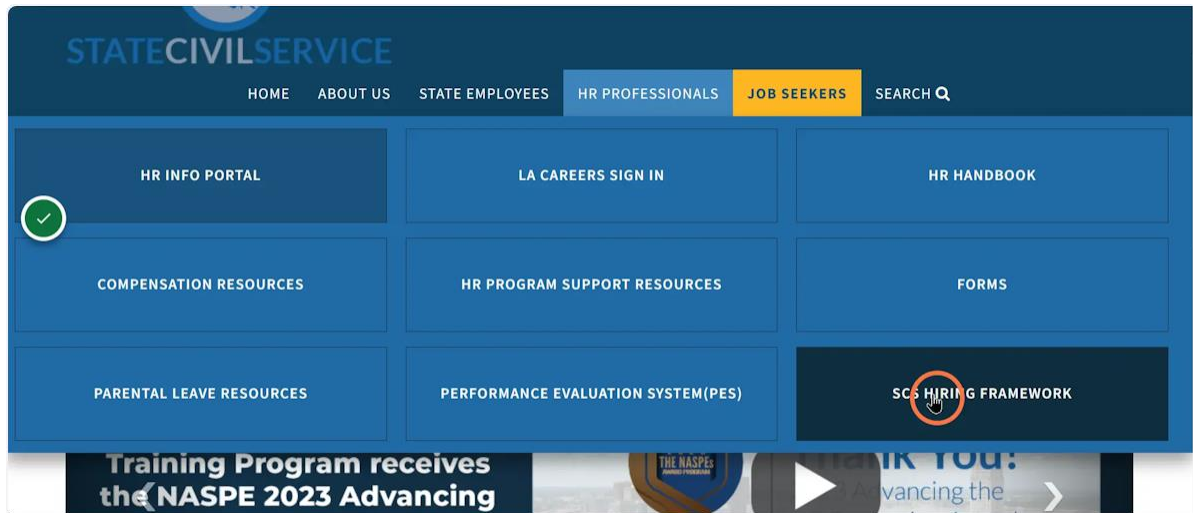


1. To access the SCS Hiring Framework, go to the Louisiana Civil Service website at www.civilservice.louisiana.gov. Select "HR Professionals" and then click on the "SCS Hiring Framework" tab.



2. Once on the SCS Hiring Framework landing page, click on "SCS Hiring Framework" located in the navigation pane on the left side of the page.



3. Click on "Click Here to Create Your Hiring Framework" to begin.

Note: Steps 1,2, and 3 outlined in the SCS Hiring Framework infographic below will be required for all positions that previously required the PLE or OSE.

- SCS Competency Model
- FAQs
- SCS Hiring Framework
- Workforce Development Resources
- Contact Us

Effective January 1, 2024, SCS will encourage all agencies to begin implementing competency-based hiring strategies. Positions required to take the Professional-Level Exam (PLE) and the Office Support Exam (OSE) prior to January 1, 2024, shall implement competencies, relevant examples of work, and supplemental questions.

SCS's goal is to modernize state hiring practices to ensure a solid foundation from which SCS and agencies can collaborate to maximize talent acquisition and workforce development in the State of Louisiana.

These research-based methods, not only help to certify candidates have what it takes to get the job done, but they also help agencies develop systematic, yet flexible hiring processes and procedures.

[CLICK HERE TO CREATE YOUR HIRING FRAMEWORK](#)

SCS Hiring Framework

6 steps to Modernize State Hiring Practices

- 1 Define the Job and the Roles**
 - 1 Develop a Competency Map**
 - Review the job description and the provided core competency map. Select the core and preferred competencies that best align with your position.
- 2 Source and Attract Talent**
- 3 Screen Applicants**
- 4 Systematically Assess Candidates**
- 5 Select Interview Questions**
- 6 Make Data-Driven Hiring Decisions**

javascrip>window.location = "https://apps01.civilservice.louisiana.gov/Hiringf...

4. In the space provided enter the job title that you are recruiting for. You may also select the job title from the listing provided. For this example, we will search for the Human Resources Consultant A job title.

- Home
- SCS Competency Model
- FAQs
- SCS Hiring Framework
- Workforce Development Resources
- Contact Us

SCS Hiring Framework: Select A Job

Search for a job to view hiring resources

Enter Job Title:

human resources
9 10 ... >>

human resources consultant a

- [ACCOUNTANT 1](#)
- [ACCOUNTANT 2](#)
- [ACCOUNTANT 3](#)
- [ACCOUNTANT 4](#)
- [ACCOUNTANT ADMINISTRATOR 1](#)
- [ACCOUNTANT ADMINISTRATOR 2](#)
- [ACCOUNTANT ADMINISTRATOR 3](#)
- [ACCOUNTANT ADMINISTRATOR 4](#)
- [ACCOUNTANT ADMINISTRATOR 5](#)
- [ACCOUNTANT MANAGER 1](#)
- [ACCOUNTANT MANAGER 2](#)
- [ACCOUNTANT MANAGER 3](#)
- [ACCOUNTANT MANAGER 4](#)

5. After entering the appropriate job title, click on "Search".

SCS Hiring Framework: Select A Job

Search for a job to view hiring resources

Enter Job Title:

2	3	4	5	6	7	8	9	10	...	>>
Job Title										

6. Once the search results appear, click on the appropriate job title.

SCS Hiring Framework: Select A Job

Search for a job to view hiring resources

Enter Job Title:

Job Title
HUMAN RESOURCES CONSULTANT A

7. After clicking on your job title selection, the Core Competency Map for that Job Title will appear. Core Competency maps are based on the job specifications for the selected position.

Note: The Core Competency Map lists the competency name, NEOGOV search code, SCS Competency Model Cluster, and Buy/Grow classification.

Step 1: Develop a Competency Map

Define the job expectations and the job roles by reviewing the core competencies listed below and by re model to review the [competency definitions and behaviors](#). Then, select the core and preferred competencies.

SCS recommends downloading the SCS Competency Model to more precisely define desired competenc

Core Competency Map

Competency Name	NeoGov Search Code	Cluster	Buy/Grow
Developing Performance	DPe	People	Grow

8. Beneath the Core Competency Map you will find one area with Core Competency listings and another area with Preferred Competency listings.

Note: You must select at least three Core Competencies. Should you wish to choose Preferred Competencies, review the updated position description along with the SCS Competency Model definitions and associated behaviors for each competency. The total number of selected competencies between Core Competencies and Preferred Competencies should not exceed ten. Select the Core and/or Preferred competencies that best describe the skills and behaviors you desire in a qualified candidate.

Choose at least 3 Core Competencies:

- Developing Performance
- Displaying Expertise
- Influencing Others
- Making Accurate Judgments
- Managing Projects

Choose up to 7 Preferred Competencies:

- Accepting Direction
- Acting Decisively
- Acting with Ethics and Integrity
- Adapting to Change
- Building and Supporting Teams

9. After making your selections, click the "Submit" button.

Choose at least 3 Core Competencies:

- Developing Performance
- Displaying Expertise
- Influencing Others
- Making Accurate Judgments
- Managing Projects

Choose up to 7 Preferred Competencies:

- Accepting Direction
- Acting Decisively
- Acting with Ethics and Integrity
- Adapting to Change
- Building and Supporting Teams

10. Scroll down the page to review your competency selections, competency definitions, and associated behaviors.

Selected Core Competencies:

- **Developing Performance:** The ability to assist others in advancing their skills, know
- **Displaying Expertise:** The ability to exhibit specialized skills or knowledge gained fr
- **Influencing Others:** The ability to have an intentional effect on aligning stakeholder

Selected Preferred Competencies:

- **Adapting to Change:** The ability to adjust plans, expectations, and behaviors in resp
- **Building and Supporting Teams:** The ability to combine your actions and efforts wi

Competency Definitions and Example Qualified Behaviors

CORE COMPETENCIES

Developing Performance: The ability to assist others in advancing their skills, knowledge

11. Next, click on "Select Work Tasks".

▼ **Step 2: Select Work Tasks**



12. Work tasks can be copied from the examples of work provided or from the updated job description.

Assists in the review of selected groups of positions to determine the appropriateness of allocations and the equity of pay grade assignment through application of an established evaluation system.

Participates in the study of positions and jobs to determine duties and responsibilities; compares the work assignments to other positions in the public and private sectors and researches the history of jobs and their usage by agencies.

Assists in the development of job specifications. Participates in the preparation of salary survey documents to obtain information on the pay rates of benchmark jobs and assists in the evaluation of the data received.

13. Selected work tasks can be pasted or entered into the space provided.

Enter core work examples from above and/or work examples from the job description to showcase the preferred

14. Next, click on "Select Supplemental Questions" to select the supplemental questions that will be included in your job posting. Please click the box for each question that you would like to add.

Note: A minimum of 3 supplemental questions must be added to your posting.

Step 3: Select Supplemental Questions

To enhance your ability to assess applicants and pinpoint the most suitable candidates, select three (3) questions. To locate questions in NeoGov, search the item bank using the competency abbreviation listed in step one.

QUESTION 1
Rate your ability to adapt to change based on our definition: The ability to adjust plans, expectations, and resources in response to changing circumstances.

- 1= I have no experience and/or am uncomfortable adapting to change
- 2= I have limited experience or require assistance to adapt to change
- 3= I can adapt to change
- 4= I can adapt to change and help others improve their ability to adapt to change

15. After your supplemental question selection, you will click on "Select Interview Questions" to select your desired questions. Please click the box for each question that you would like to add.

Note: If questions from the SCS Interview Banks are not suitable, you may create your own interview questions by following the guidance in the CPTP Interview Basics Course. {tip: select several questions and pick the best one as a hiring committee}

✓ Step 4: Select Interview Questions

Select behavior-based interview questions from the bank below to systematically assess candidates. In cases where you have your own behavioral interview question, you may add your own question using the guidance provided in the CPTP Interviewing Basics course.

Adapting to Change:

- Give me an example of a project or task that required you to adjust your approach or strategy midway. How did you handle it?
- Tell me about a time when you had to handle a sudden change in leadership or management. How did you handle the change in leadership?

16. Next, you will select your interview activities. The activities can further assess the candidates' competency level. To select the interview activity, please check the box for the activity you would like to add.

✓ Step 5: Select Interview Activities

Select interview activities from the bank below to systematically assess candidates' competency level. This activity provides a comprehensive assessment of a candidate's competency, resulting in a better match between the candidate and the position.

Adapting to Change:

- Change Management Scenario: Present the candidate with a hypothetical scenario where they are required to manage the restructure or implementation of a new technology. Instruct them to describe how they would adapt to the change, assess the impact of the change, their problem-solving skills, and their commitment to embracing change.

17. After making your selection(s), click on “Download the SCS Hiring Framing”. Click the download to view the exported PDF and review it for accuracy.

Note: The SCS Hiring Framework Download will be a required attachment to the NEOGOV Exam Plan for all positions that previously required the PLE or OSE beginning January 1, 2024. For positions that did *not* require the PLE or OSE prior to January 1, 2024, SCS encourages hiring managers to use the SCS Hiring Framework download to help develop a polished interview experience.

Download the SCS Hiring Framework

18. You are now ready to make a data-driven hiring decision by downloading all applicable templates that will be used in the Hiring Process (i.e. supplemental question guide, phone screening template, etc.).

Note: Once all assessments have been completed, SCS recommends downloading and using the Multi-Candidate Dashboard to compare assessment scores for all candidates.

✓ **Step 6: Make Data-Driven Hiring Decisions**



Download any or all of the structured interview template(s) to reduce hiring bias and e

Select the Structured Interview templates to reflect your hiring process:

[Supplemental Question Qualification Guide](#)

[Phone Screening Template](#)