INSTRUCTIONS FOR THE CERTIFICATE OF ELIGIBLES

1. Requesting the Number of Eligibles to Be Referred
   You may request the number of eligibles you want referred to you. If you receive more eligibles than requested, you have received eligibles who were added because of tied scores or veteran's preference. If you receive fewer eligibles than you requested, you have received all of the eligibles available for the position when the certificate was issued. If you did not indicate a preference, the certification of eligibles will automatically be based on 10 names.

2. The Certificate of Eligibles
   a. Be sure that the job title, position number, employment and geographic information on the certificate are correct. If there's a discrepancy, notify your personnel office immediately.
   b. Your certificate has a 60 calendar day void date from when it was issued. You must complete your interviews and make your selection(s), e.g., 1st, 2nd, 3rd etc. choice by the void date of the certificate.
   c. The certificate and applications are confidential. The identities, home addresses, telephone numbers, and comments contained on the certificate and applications must not be shared with individuals not involved in the interview and selection process. Applications should not be duplicated or sent to another agency.

3. Contacting the Eligibles
   a. Your certificate may be comprised of multiple types of eligible lists. If so, the eligible list must be treated in the following priority. (See also d.ii. below)

<table>
<thead>
<tr>
<th>List Priority</th>
<th>List Type</th>
<th>Contacting Eligibles</th>
<th>Selecting Eligibles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Recall</td>
<td>You must contact the eligible on a recall list. If you are unable to contact the</td>
<td>If no selection is made, you must provide a written</td>
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<td></td>
<td></td>
<td>eligible by telephone, you must send a follow-up letter and provide the eligible</td>
<td>justification for the non-selection. Please consult with</td>
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<td></td>
<td>with at least 10 calendar days to respond.</td>
<td>your personnel office before taking action.</td>
</tr>
<tr>
<td>2</td>
<td>Select Priority</td>
<td>You must contact and interview all of the eligible(s) on a select priority list</td>
<td>If no selection is made, no written justification is</td>
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<tr>
<td>3</td>
<td>Intra-departmental</td>
<td>You may choose to contact and interview all of the eligible(s) on the list or, limit</td>
<td>If a selection is made, please verify that the eligible</td>
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<td></td>
<td></td>
<td>the number of eligibles to contact and interview to: 1) eligibles who have the</td>
<td>is still a regular employee of your department. If no</td>
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<td></td>
<td>required or desired job-related skills, knowledge, and abilities that must be</td>
<td>selection is made, no written justification is required.</td>
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<td>brought to your job; or 2) eligibles whose employment would comply with your</td>
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<td>departmental policy, e.g., affirmative action, or federal requirements. Please</td>
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<td>consult with your personnel office before taking action.</td>
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<tr>
<td>5</td>
<td>Open-Competitive</td>
<td>You must treat the eligibles according to the type of list they're on.</td>
<td></td>
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</tbody>
</table>

   b. Method of Contact
   You must make a reasonable attempt to contact all of the eligibles. For an eligible on the recall list, an unsuccessful telephone attempt must be followed by a letter that allows the eligible to respond within 10 calendar days. For other lists, you will decide what is reasonable. If an eligible questions an attempt to contact, you should be prepared to prove your efforts with documentation.
   
   Some suggestions are:
   - Telephone attempts spaced during the day;
   - A message left with a responsible individual, (i.e., an adult);
   - A message left on a recorder;
   - Letter to respond by a prescribed deadline.

   c. Bypassing Eligibles (Please consult your personnel office before taking action.)
   i. As long as you have interviewed the eligible within the previous six months and your interview for the current position measure the same skills, knowledge and abilities, i.e., the interview instrument need not be identical, you need not contact and interview the eligible again. Your current position should have the same job (class) title or be in the same series, however, the employment conditions of the position, e.g., geographical location, permanent/temporary position etc. may be different. Although the eligible need not be re-interviewed, they must be given employment consideration.
   ii. If an eligible was contacted and declined an interview within the previous 60 days, you need not contact the eligible again for an interview.

   d. Limiting the Number of Eligibles to Contact
   i. For intra-departmental, inter-departmental, and open-competitive lists, you may limit the number of eligibles to contact based on job-related factors which requires an evaluation of the eligibles’ applications. If you do not have the applications, you must either request the applications through your personnel office or request a copy from the eligible. Next, determine the required or desired skills, knowledge and abilities, (i.e., criteria) that must be brought to your job. Review all the applications, and identify (cull out) the applications that meet your criteria. Please consult with your personnel office before taking action.
   
   Note: Since your job-related factors or culling criteria are part of the selection process, they are subject to challenge and should be properly documented. If challenged, you must defend your decision as to why you limited your contact and interview to only certain eligibles. Your culling criteria is also confidential and should not be shared with the applicants.
   ii. If multiple list types appear on your certificate, you may limit the contact of eligibles in the order of list priority (Refer to 3.a.). In order to consider eligibles on a lower priority list, you must first consider the eligibles on the higher priority list. For example, if you have eligibles from an intra-departmental and open-competitive list on your certificate, you may limit your contact to the intradepartmental eligibles before the open-competitive eligibles. Eligibles from the same list type must be treated equally.
   iii. If multiple classes (levels/job titles) appear on your certificate, you may limit the contact of eligibles in the order of list priority if it exists within the class (Refer to d.ii.). Then, you may decide to contact the eligibles in the following manner:
   - Eligibles with the same job title and at a higher level than your vacancy must be treated equally since higher level eligibles meet the minimum qualifications of your job and are willing to accept lower pay. Eligibles that are at a lower level than your vacancy may be considered but if selected, your position must be downgraded to that level.
4. Interview and Selection Process
   a. Conducting your Interviews and Making a Selection

   You must complete your interviews and make your selection, e.g., 1st, 2nd, 3rd etc. choice, by the 60 day void date of the certificate. If you cannot complete the interviews or make a selection by the void date, you must return the list with the report of actions taken and request another certificate of eligibles, i.e., a recertification of the list. An extension of the void date will not be authorized to continue contacting and interviewing prospective candidates. If you have already scheduled interviews, you must also inform the interested eligibles that the process could not be completed by the prescribed time and you will therefore, request another list. You may need to explain to the eligibles that there is no assurance of being recontacted for an interview because the list can change at any time. The list can change for several reasons: 1) Newly established eligibles from a continuous recruitment may be added to the list; 2) eligibles who have declined or failed to respond may be suspended from the list; 3) eligibles who are selected for another position may be removed from the list; 4) eligibles who were previously unavailable for the employment conditions or geographic location of your vacancy may now be available; 5) eligibles who were previously available for the employment conditions or geographic location of your vacancy may now be unavailable.

   b. Making an Alternate Selection from an Active Certificate

   As long as you named an alternate within the 60 day void date, you may select your alternate when your 1st choice declines your job offer or fails to report to work; resigns or is terminated after a short period of time, i.e., within 2 weeks; is deemed to be unsuitable for the job; or is unable to provide information for verification that is part of the minimum qualification requirements of your job. Filling your job with an alternate selection will be permitted up to 3 months after the void date provided you consult with your personnel office to determine whether your alternate is still active on the eligible list. Do not make a job offer to your alternate selection until you have received clearance from your personnel office.

   c. Making a Selection for Another Position

   As long as the 60 day void date has not passed, you may also use the same certificate to fill other positions with the same job (class) title, employment conditions, geographic location and experience and training requirements. If the eligibles were referred based on a selective certification requirement, you may not use the list to fill a similar position that is without the selective certification requirement. However, if the certificate is not based on a selective certification requirement, you may fill another position with a selective certification requirement provided the selectee meets this additional requirement. Do not make a job offer to your next selection until you have received clearance from your personnel office.

   d. Notifying Eligibles

   You must notify all eligibles who were interviewed and interested as to whether they were selected or not selected. If you are unable to complete the interview by the void date and have contacted the eligibles, you must inform the interested eligibles that the process could not be completed by the prescribed time and you will therefore, request another list.

   e. Job Offer

   After you have made your selection, check the remarks section of the certificate to see if a suitability clearance or other verification of information is required. If yes, alert your personnel office. Do not make a conditional job offer until you have received clearance from your personnel office. The appointment can be approved only when pending items, i.e., licensure, certification and education, are verified and any suitability issue is resolved.

   f. Selection Materials

   The selection materials for each position must be retained for at least 2 years after the conclusion of your selection process or the conclusion of an appeal or complaint regarding the process, whichever is longer.

5. How to Complete the Report of Action on the Certificate

   Report the action taken for the eligible in the REPORT OF ACTION section on the certificate. If there are any changes to the report of action after your certificate is returned, you must report them to your personnel office immediately.

   Examples include but are not limited to the following:

   **Selected**
   - "(Date): Selected for Probational Appointment" – for a perm. or temp. appointment that will serve a prob. appt.
   - "(Date): Selected for Temporary Appointment." – for an appointment that does not allow for completion of a prob. appt.
   - "(Date): Selected for another Prob./Temp. Appt., # (Pos. No.)." – when using the same certificate to fill another position (Refer to 4.c.)

   **Not Selected**
   - "Interviewed, not selected.”
   - "Not selected; (2nd, 3rd, etc.) choice.”

   **Interested**
   - "Interested, could not interview by void date.”
   - "Interested, did not meet the culling criteria.”
   - "Interviewed, selection could not be made by void date.”

   **Not Interested/No Response**
   - "Not interested or available.”
   - "Failed to respond to (please specify phone msg or letter, etc.).”

   **Not Contacted**
   - "Not contacted; previously interviewed within last 6 mos.”
   - "Not contacted; declined interview within last 60 days.”
   - "Not contacted; did not meet culling criteria.”
   - "Unable to contact by (please specify phone or mail, etc.).”
   - "Unable to contact by void date.”

6. Returning the Certificate of Eligibles

   a. If the eligibles' applications were sent to you, include the applications with the returned certificate.
   b. Do not make copies of applications or send any application to another agency.
   c. If there are any changes to the report of action after the certificate is returned, please notify your personnel office immediately.