



City of Portland, OR

Reducing Time-to-Hire by Over 30%

THE CHALLENGE

Prior to implementing NEOGOV's applicant tracking system, Insight, the City of Portland was hiring through a tedious manual process. Due to the disorganization and lack of efficiency that comes with handling paper for many steps in the hiring process, the City was taking too long to fill positions.

Before leveraging the leading public sector SaaS solution, the City was taking 111 days to fill an open position. With over 6,000 total positions across the city, the HR department knew they needed to make the hiring process more efficient.

FACILITATING CHANGE

Initially, human resources faced a significant hurdle persuading the departments across the city to automate their hiring processes by transitioning to an online applicant tracking system, but that changed once they experienced Insight's ease-of-use.

"With 28 bureaus in the city, each of them doing things just a little bit differently, it was challenging to convince the hiring bureaus the tremendous advantage of switching to an electronic applicant tracking system," Recruitment Specialist Anna Morgan said. "But once we started showing the bureaus how robust and easy it is to use, they were won over."

Morgan has seen firsthand the positive reaction both human resources professionals and hiring managers have had to NEOGOV's Insight.

"I train new folks or folks who have additional job responsibilities on how to use NEOGOV each week," Morgan explained. "It's amazing for me to see them come in confused or maybe a little bit frustrated, but once they are shown, they say 'oh wow, I can't believe how easy that is!'"

THE BENEFITS

Posting open positions to their branded career site, hosted on GovernmentJobs.com and linked to the city's website, has simplified the recruiting process. They can draft job postings and with just a few clicks, publish them to their career pages where applicants can apply online.

"Our hiring process is just so much more efficient. The feedback I've received from applicants and new hires is that the interface is very easy to navigate through, especially for people who are not technologically savvy. The aesthetic and layout is clean and intuitive." Morgan explained.

The city no longer jumps through hoops to run reports or to send notifications to candidates who are not being hired. With Insight, they can easily select who needs to be notified. The system then intuitively suggests the correct template, sends an email, and provides time-stamped tracking.

THE RESULT

The City of Portland has seen a 31.5% reduction in their time-to-hire since implementing NEOGOV. The City is now hiring at an average of 76 days, well below the national public sector average.

"Since we implemented NEOGOV in 2013, our time-to-fill has seen a steady decrease of about 10 days each year. It's been super efficient," Morgan said.

"Every week, every day, we're winning more and more people over to the simplicity and the joy of using NEOGOV. Insight is just an amazing partner in what we do, and I can't imagine our daily lives without the system."



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ANNA MORGAN, Recruitment Specialist

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