



DOI FIRES Program Office Standard Operating Procedure Consideration of Applicants

For certificates issued by the DOI FIRES Program Office (FPO) the following are the contacting requirements when making selections from a list of eligibles.

Selecting Official and Servicing Personnel Offices (SPO) Responsibilities

Veteran applicants on Delegated Examining (DE) certificates of eligibles **must** be contacted and documentation **must** be uploaded for each applicant to the electronic certificate of eligibles. *(See Standard Operating Procedure 'Making Selections from Certificate of Eligibles')*

1. **Accepted** an offer of employment.
2. **Declined** an offer of employment. Documentation must be uploaded to the FPO certificate.
3. **Failed to Reply** to an offer of employment. Documentation must be uploaded to the FPO certificate.
4. **Veteran Passover Request** approved by FPO or OPM. Selecting office has obtained a sustainable Passover request from the FPO or OPM *(See Standard Operating Procedure 'Veteran Passover Requests')*. Documentation must be kept in SPO Announcement Case File that was received from FPO or OPM. The FPO keeps documentation in the Recruitment File.

NOTES:

- Once all veterans have been properly cleared by the SPO from a DE certificate of eligibles as listed above, then selection of non-veterans on the same list are permissible.
- **Each certificate is issued independently. Applicants applying to multiple locations must be contacted for each location. It cannot be assumed that an applicant who accepts a position in one location has automatically declined in all other locations to which they have applied.**

Procedures and Documentation for Applicants are as follows:

Upload documentation (Example: Email sent, which includes announcement number, location, and grade level and, if applicable, response from applicant) and the DOI FIRES Applicant Contact Form (to

document how, who, when, number of times contacted and the response) for each applicant coded to Declined or Failed to Reply for each certificate of eligibles. Options below for contacting applicants.

Option 1: Email

Prepare and send email to the applicant at the email address provided in the application package. If possible, email should be sent with the “Read Receipt” option.

- Minimum time frames for the applicant to respond – **3 business days** from the day the email was sent.
- If an email is rejected due to the email inbox being full **or** it is returned undeliverable, you **must** use another option to contact the applicant (ex. phone call)
- Applicants who fail to reply by the specified date in the email can be annotated as **Failed to Reply** on the certificate.
- Documentation must be uploaded to the electronic certificate (*see Standard Operating Procedure ‘Making Selections from Certificates of Eligibles’*):
 - Read receipt email – *if attainable*
 - Original email – must include:
 - To / From E-mail addresses
 - Date / Time
 - Announcement number
 - Title of position
 - Grade level
 - Location
 - Response from applicant (if applicable)

Example of Email message:

SUBJECT: Interest in Employment – XXX-FIRE-2021-XXX-XX, (position title), GS-X (City, State)

Name of Applicant,

This is (Selecting Officials Name) with the (Bureau) in (City, State). I would like to inquire as to your interest and availability for the vacancy announcement number (XXX-FIRE-2021-XXX-XX), (position title), GS-XX, (City, State) you applied to with our office.

Please respond to this email (name@abc.gov) regarding your interest and availability. If you do not respond by (Day, Month, Date) your name will be removed from the list of consideration. If you would like more information, feel free to contact me at XXX-XXX-XXXX.

Thanks,

Name of Selecting Official or HR Contact

Option 2: Telephone / Voice Mail

- Leave a voicemail message for the applicant on at least two occasions.
 - The two calls must be made on **two different days** and **two different times** of the day (morning and afternoon).

- Example: The first phone call made on a Monday at 8:30 am, the second phone call made on Tuesday at 3:30 pm.
- Verify message on voice mail indicates the applicant’s name or phone number the applicant provided in their application when attempting to reach applicant.
 - It is highly recommended that a written script be prepared prior to calling the applicant to ensure all required information is provided when leaving a voice message. *(Refer to example phone message below)*
- Minimum timeframes for applicant to respond – **2 business days** from the time of the first voice message.
- When there is either no voicemail available / voice-mail box full **or** telephone disconnected /no longer in service – you **must** use another option to contact applicant (ex. sending an e-mail).
- Applicants who fail to reply by the specified date provided in the voice message can be annotated as **Failed to Reply** on the certificate.
- Documentation must be uploaded to the electronic certificate (*see Standard Operating Procedure ‘Making Selections from Certificates of Eligibles’*):
 - Completed DOI FIRES Contact Form must be uploaded for each applicant
 - *NOTE: All fields must be completed, including name and signature at bottom of form.*

Example of 1st / 2nd phone messages (with calls on two different days and two different times): *This message is for (Name of Applicant). This is (Selecting Official Name) with the (Bureau) in (City, State). Today is (Day, Date) and it is currently X: XX am. I am calling to determine your interest and availability for the vacancy announcement number (XXX-FIRE-2020-XXX-DE), (position title), GS-X, (City, State) you applied to with our office. Please contact me at XXX-XXX-XXX no later than (Day, Month, Date). If you do not contact me by close of business (Day, Month, Date) your name will be removed from our list for consideration. Thank You.*

Option 3: Text Message

Prepare and send a text message to the applicant at the phone number provided in the application package.

- Minimum time frames for the applicant to respond – **3 business days** from the day the text was sent.
- Applicants who fail to reply by the specified date in the text can be annotated as **Failed to Reply** on the certificate.
- Documentation must be uploaded to the electronic certificate (*see Standard Operating Procedure ‘Making Selections from Certificates of Eligibles’*):

- A screenshot or PDF of the text message **must** be uploaded to the certificate.
 - To create the screenshot or PDF, email the text message to oneself (for documentation) – this way it can be saved for 3 years in case of an audit. In the screen shot that is uploaded, there needs to be a phone number that creates a nexus between the text message and the applicant being contacted.
- Original text – must include:
 - To / From phone numbers
 - Date / Time
 - Announcement number
 - Title of position
 - Grade level
 - Location
 - Response from applicant (if applicable)

Example of text message:

Name of Applicant,

This is (Selecting Officials Name) with the (Bureau) in (City, State). I would like to inquire as to your interest and availability for the vacancy announcement number (XXX-FIRE-2021-XXX-XX), (position title), GS-XX, (City, State) you applied to with our office.

Please respond to this text regarding your interest and availability. If you do not respond by (Day, Month, Date) your name will be removed from the list of consideration. If you would like more information, feel free to contact me at XXX-XXX-XXXX.

Thanks,

Name of Selecting Official or HR Contact

Option 4: Letter

Prepare and mail a letter to applicant by regular mail certified return receipt or Overnight/Express delivery service (FedEx, UPS, USPS, etc.) – where the letter can be tracked, and verification of receipt can be obtained.

- Minimum timeframes for applicants to respond.
 - Regular mail with certified return receipt – **10 business days** from date letter mailed
 - Overnight/Express delivery service – **5 business days** after the mailing date
- Applicants who fail to reply by the specified date in the letter can be annotated as **Failed to Reply** on the certificate.
- Documentation must be uploaded to the electronic certificate (*see Standard Operating Procedure ‘Making Selections from Certificates of Eligibles’*):
 - Copy of Letter sent to applicant
 - Tracking information verifying delivery or receipt