

## **Subject Matter Expert Structured Resume Review Hiring Manager (HM) & Subject Matter Expert (SME) Instructions**

### **Overview:**

When an applicant submits their application in USA Jobs, the applicant completes a short self-report multiple-choice technical assessment questionnaire online, about their experience and expertise. Scores for minimally qualified candidates vary from 70-100, depending on their responses to the questionnaire. All applicants whose self-ratings place them in the pre-determined cut-off score (i.e., 85 and above) advance to the next assessment phase. The SME panel will independently conduct a resume review using a pre-determined scoring matrix based on the competencies and task statements contained in the job analysis. Scoring for each competency will range from 1-5, based on the information reflected in the resume. The panel will convene to discuss and tally the scores for each applicant. All candidates who meet the pre-determined cut-off score are then reviewed by HR to ensure minimum qualifications and eligibility to apply are met. Those who meet all requirements are listed on the certificate of eligible and referred to the hiring manager.

### **Notes:**

- This assessment phase is used to determine the best qualified applicants that should be referred to the hiring manager.
- The average time to review one resume is approximately 15-20 minutes.
- The results of this review are due back to HR **no later than 10 days** after the review is sent to the SMEs to comply with the Time to Hire (T2H) metrics.

### **Prior to Announcement (pre-recruitment process):**

#### **Hiring Manager:**

- Required to identify SME(s) who will be participating on the structured resume review panel prior to a complete package. A typical panel consists of three people but can range from one to five panel members.
- Hiring Managers cannot be a member of the Structured Resume Review Panel. Hiring Managers are the Selecting Officials, and this will be perceived a conflict of interest.
  - SME(s) should be a neutral party (impartial and unbiased and has no personal interest in the outcome of applicant reviews), either within the organization or outside, and is not an applicant for consideration for the position.
  - SME(s) should have extensive knowledge of the job.
  - Be at or above the grade level of the position being filled. In rare circumstances a lower graded SME may be used, e.g. if there is not a higher graded SME available
- Develop and finalize the scoring matrix that will be used by the SME to score the resumes. This is required as part of the complete recruitment package and must be finalized before the position is announced. Your HR Specialist will provide you with a template and guidance

#### **HR Specialist:**

- Email SME's that they have been identified as a SME Panel Member. Provide the SME(s) with the HR Systems Access form if they don't already have access to USA Staffing and the HM & SME Instructions. It's recommend returning the HR Systems Access form prior to opening job to prevent delays.
- HR Specialist drafts the Matrix and sends to HM for edits or approval.

## After Announcement Closes:

### Subject Matter Expert:

1. SME(s) will receive an email from USA Staffing indicating they have a Review to complete. The Review will contain a list of applicants and resumes, finalized scoring matrix, rating sheet, and the SME Statement of Understanding (SOU)
  - To open a SME Panel Review, click the URL from the Review notification email or log into USA Staffing and click the hyperlink for the review either from the Dashboard's **Incomplete Reviews** tile or from the **Reviews** page.

USA Staffing®

Stage

Hiring Actions

Reviews

Help

Alerts

Carla Perez

Reviews1

Filters:ActiveXChangeReset

Position Title, Request #, Review Name

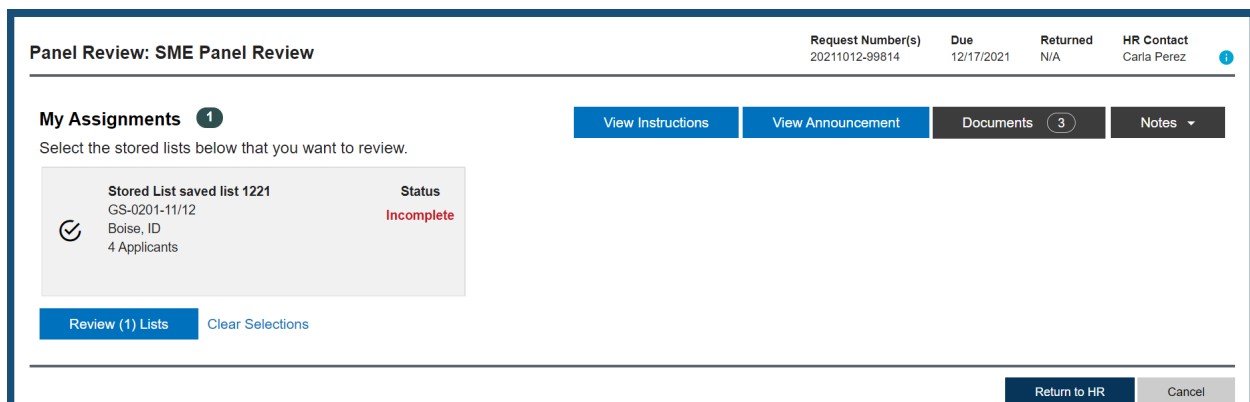
Search

Review Name	Review Type	Position Title	Other Reviewers	Due	Request Numbers
SME Panel Review	Panel Review	102121	None	12/17/2021	20211012-99814

- When you open a Review for the first time, the instructions your HR office entered will be visible. If you have closed them and need to refer to them again, you can click the **View Instructions** button. See screen shot below.
2. Prior to starting the SME Panel Review, the Statement of Understanding must be read, signed, and uploaded back to USA Staffing. Click on the **View Instructions** button for uploading instructions.

You can use the **View Announcement** to open a copy of the announcement in a new browser window. The **Documents** and **Notes** can also be helpful tools in referencing additional information or documentation for the panel review. Any documents you upload and notes you enter will be viewable by the HR office and other reviewers.

3. Select the applicant list you would like to review and click the **Review Lists** button.



Panel Review: SME Panel Review				Request Number(s) 20211012-99814	Due 12/17/2021	Returned N/A	HR Contact Carla Perez
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**My Assignments** 1

Select the stored lists below that you want to review.

<input checked="" type="checkbox"/>	Stored List saved list 1221 GS-0201-11/12 Boise, ID 4 Applicants	Status <b>Incomplete</b>
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[Review \(1\) Lists](#) [Clear Selections](#)

[Return to HR](#) [Cancel](#)

4. Each SME independently reviews the resumes against the specialized experience, competencies, and criteria in the scoring matrix and assigns a score.

- Each SME will fill out their own tab on the scoring matrix document to document scores.
- If the recruitment includes multiple grades, you will complete your evaluation of each grade level on your tab of the matrix. If applicants applied to more than one grade, their score may be different for each grade.

[illegible]

5. The panel will convene to discuss and tally the combined rating scores for each applicant.

- Lead panel member will ensure all panel member's scores are accurate on the last tab of the scoring matrix and an average will be automatically calculated.
- For eligible applicants enter their numerical score in the Assessment Rating field, leaving the Minimum Qualification Rating blank.
- For ineligible applicants that received a score of 0 from all SMEs and did not meet the Specialized Experience, enter the ineligibility code, IQSM, in the Minimum Qualifications Rating column leaving the Assessment Rating blank.
- Do not modify the data in the other columns of the file (last tab labeled combined rating) or change the file type.

- **What if SMEs disagree in their evaluations?**

Occasionally SMEs may differ in their evaluations of candidates' job-related competencies. If the combined point difference is greater than 1 (on a 5-point scale), SMEs should discuss how they determined the rating for each competency in question (e.g. one panel member scores an applicant a 5 (expert level) and another panel member scores as a 2 (basic level). SMEs will use their best judgment and ensure that the score for the technical competency does not deviate by more than one point (0-5) for each panel member. This process helps ensure that SMEs are basing their ratings of the candidate's resume using consistent criteria.

6. Once the scoring matrix is ready to be uploaded in USAS, the lead SME must ensure each panel member's tab is fully completed with the scores and qualification notes. The document will be uploaded back to USA Staffing under the document tab in the review.

- Click on the **View Instructions** button for uploading instructions.

7. Next, click “Return to HR”.

### After SME Resume Review is Completed:

1. HR will review the scoring matrix and rating sheet to validate information and import the scores from the rating sheet into USA Staffing
2. Applicants who meet all the requirements and cut off score will be referred on the certificate list of eligibles.
3. Certificates are issued to the Hiring Manager to begin interviews and make a selection.