



Department of Energy

Washington, DC 20585

November 9, 2010

MEMORANDUM FOR HUMAN RESOURCES DIRECTORS

FROM: SARAH J. BONILLA, DIRECTOR
OFFICE OF HUMAN CAPITAL MANAGEMENT

SUBJECT: Policy Guidance Memorandum #16
OPM Managers' Satisfaction Survey

This memorandum provides guidance on how to implement the requirement for hiring managers to complete the OPM Managers' Satisfaction Survey before Servicing Human Resources Offices (SHROs) can make an official offer to any job selectee.

Receiving timely and accurate feedback from hiring managers on how the hiring process went for them is essential for us to continue to make strides in improving the hiring process throughout the Department. As a result, all hiring managers are required to complete the OPM Managers' Satisfaction Survey before SHROs can make an official offer to any selectee. To most efficiently and effectively implement this requirement, the following process should be used:

- Once hiring managers have completed interviews and have made a selection decision, they should complete the OPM Managers' Satisfaction Survey and attach to the selection certificate a copy of the "Thank you for participating in the Survey" page.
- The certificate and copy of the "Thank you for participating in the Survey" page should be forwarded to the SHRO, so that an official offer to the selectee can be made.
- If the hiring manager does not attach a copy of the "Thank you for participating in the Survey" page to the selection certificate, the SHRO must obtain a copy from the hiring manager before an official offer can be made.
- To facilitate the reminder process for hiring managers, the following statement should appear just above the hiring manager signature section on all candidate selection certificates sent to hiring managers for consideration:

"After you have made a selection decision, please complete the OPM Managers' Satisfaction Survey at <http://study.opm.gov/mss/>. You must attach to this certificate a copy of the "Thank you for participating in the Survey" page before the Servicing Human Resources Office will make an official offer."

Questions concerning this matter should be referred to Vivian Clark at (202) 586-2167.

