

Municipality Of Chatham-Kent

Corporate Services

Human Resources and Organizational Development

Information Report

To: Mayor and Members of Council

From: Lucas Chambers, Manager Talent Acquisition & Development

Date: March 8, 2021

Subject: Njoyn Applicant Tracking System and Employee Recruitment

This report is for the information of Council.

Background

The Municipality of Chatham-Kent (Chatham-Kent) receives approximately 4,000 resumes for up to 400 job postings every year. Regular complaints had been received for many years from interested applicants and hiring managers that the recruitment process in Chatham-Kent is cumbersome, not user friendly, and lacks automation to increase efficiency.

During the 2019 budget process, Council approved supplementary funding to modernize the recruitment system, award the RFP to CGI Group Inc. for their Njoyn application and assemble a temporary team to implement the project.

Comments

The launch of the Njoyn applicant tracking system in January 2021 has since allowed the organization and candidates to realize a number of efficiencies. The historically manual vacancy request process has been transitioned to an online process that allows for digital approvals and feedback. Traditionally, this process required hand written signatures to approve paper forms and relied on municipal courier routes to be transferred from various office locations. In addition, processes for hiring managers and administrative staff have been streamlined resulting in greater efficiency and reduced overall time to fill vacancies.

The candidate experience in the recruitment process has been significantly improved with the implementation of Njoyn as well. Interested applicants are able to visit the Municipal career board ([Chatham-Kent Job Postings](#)) and create an online profile where they can maintain their resume and contact information. To apply to an open position, candidates simply submit a current resume and answer a series of questions that objectively assess their skills, qualifications and experience in relation to the job

description. This new streamlined application process contrasts the previous career profile procedure that required significant time investment by the candidates for every position they applied to, which we understand deterred some talented applicants in the past.

The implementation of the Njoyn system also brought with it a publically available “Career Alert” feature. This feature allows anyone to subscribe to Career Alerts and specify which category of Chatham-Kent jobs they would like to be notified about. Once subscribed, an email with a direct link to the posting is received every time a position is posted in their selected category.

The implementation of the Njoyn applicant tracking system has garnered positive feedback from hiring managers, applicants, and administrative staff. Most feedback identifies the digitization and new efficiencies of the process as the most attractive with specific emphasis for candidates on being able to create a single profile for multiple positions and with effortless updating.

Immunization Clinic Recruitment

With the recent urgency to staff the Immunization Clinic, the Njoyn applicant tracking system allowed the Recruitment team to quickly post a number of positions much faster than could have been done previously. Chatham-Kent received over 230 applications for five (5) positions within the first 14 days, which is significantly more than would have been anticipated with our former processes. Staff are being selected and on-boarded to these positions more quickly than could have ever been done before.

The Njoyn applicant tracking system completes one of the key components of our talent acquisition and retention strategy with respect to long term succession planning and already we are seeing early signs of success. Over 840 candidates have created profiles and 380 subscriptions to career alerts submitted.

Consultation

No other departments were consulted.

Financial Implications

All supplementary and base funding for this project were previously approved.

Prepared by:

Reviewed by:

Lucas Chambers, Manager, Talent
Talent Acquisition and
Development

Cathy Hoffman, General Manager,
Corporate Services/Chief Human
Resource Officer