

# Department of State Police Office of the State Fire Marshal

## Recruitment Plan of Action



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Governor

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## **POLICY**

The Maryland Department of State Police, Office of the State Fire Marshal (OSFM) strives to achieve and maintain a statewide workforce whose demographics parallel its State's demographics.

The OSFM is unconditionally committed to maintaining a qualified and diverse workforce. As such, the OSFM provides employment and promotional opportunities without regard to age, ancestry, color, creed, gender identity and expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, belief or opinion, sex, or sexual orientation.

The OSFM recognizes the credibility and efficacy of the Department are directly linked to the integrity of our hiring and personnel practices.

The OSFM recruits experienced law enforcement and fire service professionals to apply for various technical positions such as fire investigators, bomb technicians, fire safety inspectors, and fire protection engineers. OSFM recognizes the importance of connecting with potential applicants as they are developing their experience and as vacancies are projected or become apparent, in order to build trust and confidence and develop future applicants into informed, disciplined public servants in the field of fire investigation and prevention.

This plan provides a framework to help the OSFM achieve its goals for civilian and sworn hires.

The OSFM's Personnel Services will develop and implement strategies and procedures that enable the Office of the State Fire Marshal to coordinate its efforts with MSP Human Resources Division to populate existing and future civilian and sworn vacancies with the best-qualified individuals.

It is the policy of the Office of the State Fire Marshal that all employees should participate in the recruitment process and solicit applications from prospective candidates. When acting in this capacity, every OSFM employee will recruit with fairness and dignity to hire highly qualified and diverse applicants. Employees will, by their own actions, inspire applicants by creating an atmosphere of pride, professionalism, and trust. Personal excellence, esprit de corps, and teamwork are inseparable in reaching Agency goals.

Any OSFM employee working in a recruiter capacity will maintain confidentiality in recruiting and processing applicants without regard to age, ancestry, color, creed, gender identity and

expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, belief or opinion, sex, or sexual orientation.

An applicant's competitiveness will be evaluated during all steps of the process to provide opportunities to succeed. An applicant will be removed from further processing when it is in the best interest of the applicant and the Department. Without a signed Authorization for Release of Information form that specifically identifies the person or persons with whom the applicant's information may be shared, OSFM employees shall not ask, discuss or review an applicant's process with anyone other than the applicant.

State Fire Marshal is responsible for:

- Determining the final offer of employment
- Assignment of personnel

Chief Deputy State Fire Marshal is responsible for:

- Makes recommendations on hiring to the State Fire Marshal

Deputy Chief of the Personnel Services Section is responsible for:

- Coordinating with MSP Human Resources Division to fill all approved vacancies and works in collaboration to ensure the scheduling, monitoring, and completion of all phases of the hiring process.
- Developing, maintaining, and executing all hiring standard operating procedures.
- Achieving the hiring goals and objectives outlined in the OSFM Recruitment and Retention Plans of Action.
- Updating and publishing, annually by December 15th, the OSFM Recruitment and Retention Plans of Action.
- Maintains and updates the OSFM Pin Tracking Sheet
- Facilitates and tracks the approval to fill vacancies (MSP Form 12) by the State Fire Marshal within the time frames established by the SOPs.
- Facilitates and tracks any documentation required for separations to ensure all timelines and processes are met according to established SOPs.

Maryland State Police HRD Recruiter is responsible for:

- Performs all phases of the hiring process through final offer of employment pursuant to MSP HRD and Office of Personnel Services and Benefits.

Maryland State Police Medical Services Section is responsible for:

- Employee health benefits and retirement plans.
- Open Enrollment

OSFM Commanders and Chief Fire Protection Engineer are responsible for:

- Completing a MSP Form 12, Personnel Acquisition Request, as soon as practical, and forwarding the completed MSP Form 12 to the Deputy Chief of the Personnel Services Section for administrative processing.

## **STRUCTURE**

The OSFM's policy is to recruit and process all sworn and civilian applicants who meet the minimum requirements for a prospective position. As such, all units within the OSFM will maintain a highly trained and ready contingent of staff responsible for completing recruitment, selection, and investigative responsibilities supporting the Agency's hiring goals and objectives.

**The Personnel Services Section** reports directly to the Chief Deputy State Fire Marshal and is commanded by a Deputy Chief State Fire Marshal. The section coordinates with the MSP on a wide range of personnel services needed to support the operational elements of the OSFM. These services include recruitment, selection, and retention of sworn and civilian personnel, administration of human resources, management of the sworn promotional process, and the training and development of sworn and civilian personnel.

**The Maryland State Police, Human Resources Division (HRD)** is within the Maryland State Police Personnel Command and is commanded by a Director, who serves as the Director/Division Commander; a Deputy Director, who manages the sworn and civilian employment processes, position classifications, compensation, and salary administration. MSP HRD is responsible for the overall effectiveness and operation of OSFM civilian and sworn recruitment and selection.

**The Maryland State Police HRD Recruiter** is responsible for:

1. Conferring with hiring managers to ensure the documentation required to publish and recruit for a vacant position is received and processed.
2. Creates job requisitions and job plans during the recruitment process by utilizing JobAps
3. Create a Training and Experience or Streamlined Exam Plan to establish parameters to rate the applicants
4. Prepare and maintain recruitment files for the DBM annual audits
5. Provide recruitment-related advice and guidance

6. Conducts training sessions on the civilian recruitment/hiring process for personnel

### **MSP RECRUITMENT AND SELECTION UNIT**

The MSP Recruitment and Selection Unit maintains a permanent, full-time Recruitment & Selection Unit (RSU) within the MSP Human Resources Division (HRD) which is responsible for administering the MSP Recruitment Plan. This Unit assists the OSFM in filling its sworn vacancies in coordination with The OSFM's Personnel Services Section Deputy Chief and the MSP HRD Administrative Officer Supervisor.

### **APPEARANCE**

OSFM recruiters will always present a neat, professional appearance. Participation in job fairs and career day programs will be conducted in the appropriate uniform or civilian attire. Appearance and grooming standards will comply with all agency policies.

### **CONDUCT**

OSFM recruiters must always act professionally because of the high-profile nature of the position. Their demeanor and appearance must be appropriate to affect a positive response from all individuals contacted. There must be strict adherence to agency regulations pertaining to appearance and actions.

All information disclosed by an applicant is confidential and will only be released to authorized members of the agency or designated individuals when a signed Human Resources Division Authorization for Release of Information Form (MSP Form 81) is presented.

OSFM recruiters will keep all contacts with applicants and potential applicants strictly professional. Fraternization with applicants or potential applicants is not prohibited. Any recruiter whose conduct reflects negatively upon the image of the agency or MSP HRD shall be subject to disciplinary action, reassignment, or separation of employment.

### **QUALIFICATIONS**

OSFM Recruiters must be able to:

- Communicate (both in writing and verbally) well with agency personnel, applicants, and citizens;

- Enumerate the opportunities awaiting an individual who pursues a career with the agency with 100% accuracy;
- Be prepared to competently respond to issues and concerns important to the individuals encountered;
- Exhibit confidence, enthusiasm, and professionalism when dealing with large and small groups of people and
- Make presentations that are informative and easily understood.

## **KNOWLEDGE**

OFSM Recruiters must thoroughly know the agency's general duties, policies, employment benefits, and responsibilities. Recruiters must have a comprehensive understanding of the recruiting process. They should be able to explain the advantages of being an employee of the agency, promotional opportunities, specialized units, retirement, and employment benefits.

## **RECRUITER TRAINING**

The Personnel Services Section Deputy Chief Fire Marshal is responsible for conducting and/or facilitating recruiter training and ensuring that at least one employee per critical function (deputy, fire safety inspector, fire safety engineer) per region is trained and capable of performing the essential function of a recruiter for both sworn and civilian positions.

## **MINIMUM QUALIFICATIONS FOR CIVILIAN POSITIONS**

- The job posting will list education and experience requirements in accordance with the class specifications.
- Specialized and technical civilian positions may require advanced education and certifications, which will be listed in detail on the job posting.
- The job posting will list preferred qualifications for the position.

## **CIVILIAN EMPLOYEE BENEFITS**

- Paid leave vacation:
  - o 10-25 days per year, based on years of service
  - o Sick Leave: 15 days per year
  - o Personal Leave: 6 days per year
  - o Holidays: 11 days per year

- o Military Leave: Up to 30 days per year
- Military credit toward retirement.
- 401K and 457 options.
- Retirement options.
- Health, prescription, dental, and life insurance benefits (employee and family).

### **SWORN EMPLOYEE BENEFITS**

- Paid leave vacation:
  - o 10-25 days per year, based on years of service
  - o Sick Leave: 15 days per year
  - o Personal Leave: 6 days per year
  - o Holidays: 11 days per year
  - o Military Leave: Up to 30 days per year
- Military credit toward retirement.
- The Law Enforcement Officers Pension System (LEOPS)
- Retirement options.
- Health, prescription, dental, and life insurance benefits (employee and family).

### **RECRUITING PROCESS**

JobAps\_Application – This is the first step in the application process. Applicants must go online to the Department of Budget and Management’s website ([www.dbm.maryland.gov](http://www.dbm.maryland.gov)) and submit a properly completed job application. Once completed, annotated, and approved, the hiring manager will schedule and conduct interviews.

Civilian / Sworn Applicant Interviews – Applicant interviews are assigned to the region where the vacancy exists. Commanders will chair the interview boards, consisting of three members who will document their assessment and submit their findings. The Personnel Services Section Deputy Chief will maintain a log and ensure that all board members have successfully completed the HUB training: MDTRN - DBM: Interviews: Panels and Processes before they serve on an interview and selection panel. Whenever possible, interview boards will comprise a diverse group of Department members.

Commanders will provide the applicant with a current Form MS-22 for the position applied for so the applicant may review the essential job functions before the interview.

Each board member will reach their score independently and rate the applicant in terms of their knowledge of the position, subject matter, and overall fitness for the position. All interview material will be forwarded to the respective MSP HRD recruiter promptly.

Background Investigations – Assignment of background investigations will be the responsibility of the Personnel Services Section Deputy Chief unless MSP HRD agrees to conduct the investigation. In this case, the MSP Applicant Background Investigation Unit (ABIU) supervisor will track and assign the background investigations. All background investigations, regardless of assignment, will be completed within 30 days with 100% accuracy, and will be forwarded to the MSP ABIU supervisor, who will review for completeness and accuracy.

Background investigations may include a polygraph examination based on the status of a position that is designated as a Sensitive Classification or a Sensitive Position. An Applicant Polygraph Screening booklet and a Conditional Offer of Employment will be sent to each applicant. The completed booklet will then be reviewed by the civilian recruiter for any apparent problems/disqualifications and then forwarded to the MSP Polygraph Unit supervisor for a second review and forwarding to an examiner for scheduling.

Medical Exams (Only if applicable) – The medical phase of the process will be administered at the direction of the Department Medical Director (Department Physician) and will consist of a physical examination, vision and hearing tests, urinalysis, psychological evaluation (Sworn), drug screening, and other testing as needed, based on the applicant's medical history. The MSP Employment Services Section (ESS) will communicate directly with Medical Section personnel. Applicants who fail the medical portion will be removed from the process for the time specified by the Department Physician. Completed medical processes will be valid for one year or as the Department Physician indicates.

Final Offer of Employment – Final offers of employment are issued by the Director of the Human Resources Division after consultation with the State Fire Marshal to an applicant who has successfully completed all phases of the application process and has been selected by the hiring manager.

### **CIVILIAN / SWORN RECRUITMENT TIMELINE**

There are several variables to consider in the civilian sworn recruitment timeline, beginning with the job posting and continuing to the employment start date. The ideal applicant could be hired within one to three months. This considers that the applicant successfully completes all phases of the hiring process and does not require any additional follow-up action in any of these



phases. The hiring process timeline may be extended up to 6 months, and in some cases longer depending on the variables associated with each phase of the process. These variables are the following:

- The submission of the MSP Form 12 and the Hiring Freeze Exemption Request depends on the hiring manager's timely submission and review by the Chain of Command / DBM.
- Submission / Approval of Job Requisition (1-2 days).
- Submission / Approval of Job Planner (1-2 days).
- Job Announcement / Posting (14-day minimum posting)
- Annotation of applications is dependent upon the job classification and type of recruitment.
- Establishing the eligibility list (1 day).
- Scheduling and conducting interviews for applicants on the eligibility list (2-3 weeks).
- Scheduling of the Polygraph examination and receiving the examination results/report (7-21 days, and this does not include re-tests or postponements).
- Scheduling of the psychological examination, physical examination, and drug testing (if applicable) and receiving the examination results/report (7-21 days).
- The scheduling of the Background Investigations (30 days required) and the receipt of the investigation results/report.
- The Administrative Review of the hiring packet by the Office of Diversity, Equity & Inclusion (mandatory) and an Appointing Authority (7 days).
- The final offer of employment is sent to the applicant after completing the administrative review (7 days).

To ensure applicants are processed, and vacant positions are filled in a consistent and timely manner, the following will assist in reducing the time to fill vacancies:

- Submission of the MSP Personal Acquisition Request Form (MSP Form 12) by the supervisor of the position before the effective date of the resignation/retirement of a current employee for the soon-to-be-vacated position. The MSP Form 12 will be submitted through the chain of command for approval by the MSP Superintendent Chief of Staff.
- Interviews should be scheduled within a week of receiving the eligibility list from MSP HRD or Personnel Services Section Deputy Chief, and the interviews should be conducted within two (2) weeks of receiving the eligibility list, absent extenuating circumstances.
- Supervisors should return applicant interview packets to MSP HRD or Personnel Services Section Deputy Chief within 48 hours or 2 business days after completing the last applicant interview.

- Background Investigations are to be assigned and completed in 30 days and returned to the Personnel Services Section Deputy Chief.
- The OSFM Administrative Officer or Personnel Services Section Deputy Chief will contact the appropriate hiring manager if there is a delay in any of the phases above to address any concerns and ensure applicants are processed promptly.

### **POSITION IDENTIFICATION NUMBER (PIN) MANAGEMENT SPREADSHEET**

The OSFM PIN Management Spreadsheet is the responsibility of the Administrative Officer position that reports to the State Fire Marshal. One essential function of the spreadsheet is to track the effectiveness of hiring practices by monitoring the age/length of requisitions to fill vacancies. The spreadsheet will allow the Fire Marshal to track, monitor, and evaluate standard speed and performance measurements for the different stages of the employee hiring process.

### **MEDIA ADVERTISEMENT CAMPAIGN**

The Personnel Services Section Deputy Chief and the OSFM will coordinate with MSP HRD and The Office of Media Communications to utilize the Department's resources to create recruiting materials and advertisements that can be used to promote OSFM vacant positions. Recruitment campaigns should include, but may not be limited to:

- Recruiting brochures advertising open vacant positions within the OSFM.
- Flyers listing job titles and brief job descriptions for the most commonly vacant positions.
- Publishing vacant positions and their locations on the MSP and OSFM Employment webpage.
- Using social media and geofencing to advertise OSFM job opportunities.

Recruiting brochures and flyers should be distributed to regional offices/specialized units/sections and regional field recruiters, for display/disbursement at local recruiting events.

### **INTERNSHIP PROGRAM**

The OSFM participates in the Maryland State Police internship programs. The goals of the internship programs are to:

- Provide students the opportunity to become familiar with police operations and better understand, through direct experience and training, the complexities of the criminal justice system.
- Assist students interested in pursuing a career with the Office of the State Fire Marshal or public safety related career in preparing for the application process.
- Enable high school, college, and graduate students to earn course credits and gain valuable career-related experience through meaningful and appropriate volunteer work.
- To retain interns who perform well during their internship and encourage them to apply to vacant civilian positions of interest within their field of study or to sworn OSFM positions.

Every intern applicant must complete our online application and pass an abbreviated background investigation. Student interns are accepted on a rolling basis with no limit set on the number of students who can apply.

### **SERVICE YEAR OPTION PROGRAM**

The OSFM participates in the Maryland Service Year Option Program. This program is available to high school graduates ages 18-21 who have received their high school diploma, completion certificate or earned their GED in Maryland. Members of the Program will have the opportunity to serve across the State in organizations that will provide job training and focused professional development, while earning at least \$15 an hour. Upon completion of this ten-month program, members will earn up to \$6,000 toward tuition costs or as a cash stipend, as determined by the Department of Service and Civic Innovation (DSCI).

Human Resources Division (HRD) coordinates the Maryland Service Year Option Program with the DSCI to: manage recruitment, screen and conduct background investigations, and select program participants.

### **ANNUAL UPDATE**

The Personnel Services Section Deputy Chief will be responsible for the Recruitment Plan of Action and will update it annually by December 31<sup>st</sup>.