



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

**PROCEDURE(S): RECRUITMENT & TEAM MEMBER LIFECYCLE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 16, 2020, DECEMBER 27, 2021, AUGUST 5, 2022, OCTOBER 1, 2022, MAY 31, 2024, MAY 7, 2025, JULY 1, 2025**

## **RECRUITMENT & TEAM MEMBER LIFECYCLE**

### **A. Application/Selection Procedures**

This policy is designed to select the best possible candidate for each available position. This policy will guide and regulate the Department Director's or designee's selections to employ or promote individuals. The City's classification and compensation system is designed to assist in recruiting and obtaining the best qualified team members for the City. Department Directors will give proper consideration to education, experience, skills, advancement potential, and character when hiring or promoting. Additionally, the City of New Braunfels shall ensure that all employment decisions are made without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, or genetic information, in compliance with Title VII of the Civil Rights Act and all applicable federal, state, and local laws.

#### **1. Official Job Profiles**

- a. All positions will be designated by an official job profile. These official job profiles shall be used on all official records, payroll, and communication. Every City team member, with the exception of the City Manager, City Attorney, and Municipal Judge, shall be placed within the classification and compensation plan in accordance with their official job profiles. All team members shall review and acknowledge receipt of their job description.
  
- b. It shall be the responsibility of the Human Resources Department and Department Directors to maintain job descriptions for the official job profiles. All revisions must be approved by Human Resources. The Human Resources Department shall recommend, and the City Manager or designee shall approve, the pay grades for the various official job profiles within the City. If a Department Director believes that an official job profiles within their department is improperly described and/or is improperly



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placed within the City's classification and compensation system, they may request the Human Resources Department review the job and make a recommendation for reclassification to the City Manager or designee. To submit a reclassification request, please submit the [Reclassification Form](#). The determination on a reclassification request is final.

### 2. Minimum Qualifications

- a. Applicants must be fifteen [15] years of age upon hire to be eligible for a position with the City of New Braunfels, with various age requirements established for certain positions.
- b. A high school diploma or G.E.D. is required for certain positions. Any team member who has not attained a high school diploma or G.E.D. will be highly encouraged to do so.
- c. Department Directors may be required to submit justification on a candidate that does not meet all minimum qualifications.

### 3. Job Vacancies

- a. The City encourages promotional opportunities whenever possible. All positions are required to be posted (internally or externally) unless otherwise approved by the City Manager.
- b. Department Directors shall notify the Human Resources Department when vacancies occur or are imminent by completing the separation process within the City's ERP system. When there is a sufficient internal applicant pool, the Department Director may choose to publish notice within the City (internal posting) for a period of no less than three [3] working days so that team members may apply for the open position, or they may



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choose to advertise externally.

- c. If the position is offered to a team member of another department, the two [2] Department Directors or designee(s) will confer and agree on a suitable transfer date. If the Department Directors cannot agree on a transfer date, the date will be set by the Human Resources Director. Please refer to section B: Internal Applicant Notification and Supervisor Coordination for further details on the internal candidate process.
- d. If no qualified team member is selected for the vacancy after the three [3] day job posting, the Department Director may, at their discretion, authorize the Human Resources Department to advertise the vacancy externally. There is no requirement to post internally first.
- e. The job vacancy announcement must contain the job profiles, nature of job, required qualifications, and the deadline for submitting applications or statement "until filled," method of application and requirement for completion of City's application for employment. Requests for job postings can be submitted through the City's ERP system.

### 4. Applications

- a. Employment Applications will be submitted through the City's ERP system. Paper applications will not be accepted. No application will be considered for an advertised vacancy after the employment announcement deadline has passed unless the deadline has been extended.
- b. In order to be considered for a posted position, a candidate must submit and complete an employment application for each vacancy notice or attend and be interviewed at a City-sponsored hiring event. A cover letter and resume may be attached but will not be considered in lieu of a completed employment application.



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- c. All employment applications and materials submitted for consideration will be the property of the City of New Braunfels and will not be returned. The City will protect the confidentiality of all personal information in all applications to the extent allowed by law.

### 5. Screening

- a. The Department Director or their designee will screen applications to evaluate the applicants against the job requirements/qualifications and identify the candidates who best match the posted position.
- b. Candidates that do not meet the minimum requirements/qualifications will be notified through the City's ERP system.

### 6. Verification

Candidates may be required to provide information or submit proof of statements or claims made in the application, or to demonstrate compliance with the prescribed requirements/qualifications for the vacancy.

### 7. Testing

Depending on the nature of the position, applicants may be required to undergo a computer, written, oral, or physical ability testing as deemed necessary for the proper evaluation of the candidates. In all cases, these tests shall be related to the job requirements.

### 8. Fire/Police Department Applications

Unless specified by a meet and confer agreement with the City of New



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Braunfels, the hiring and/or promotion of Firefighters and Police Officers shall be conducted in compliance with Chapter 143, of the Texas Local Government Code, as amended, and the City of New Braunfels Firefighters and Police Officers Civil Service Commission Local Rules and Regulations, as amended.

### **9. Interviews**

After screening the applications, the Department Director or designee shall select the top applicants for interviews. The interviews may be conducted by a panel of interviewers selected by the Department Director. The panel should consist of diverse team members. Non-team members may be asked to serve on an interview panel, with approval from the Department Director.

### **10. Selection Process**

- a. After the interview process, the Department Director may select one of the applicants for the job or decide to decline all applicants and re-post the job vacancy.
- b. Once a selection is made, the Department Director and the Human Resources Department will confer to determine the first day of employment in accordance with the City's onboarding schedule. The Human Resources Department shall convey a conditional offer to the candidate. Applicants hired above the first quartile of the pay grade must seek the Human Resources Director's approval. (First quartile/department discretion; second quartile/HR discretion; above mid-point requires City Manager's, or designee's, approval.)

### **11. Physical**

The City may require any prospective team member to submit to a physical examination and/or psychological evaluation after a conditional offer of employment has been made. Such examinations or evaluations will be conducted at the City's expense.



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### **12. Employment Verification/References**

- a. All requests for employment verification or employment references shall be referred to the Human Resources Department for response. If team members want the City to verify employment information requested by outside sources for credit or other purposes, a release form signed by the team member must accompany the request. Human Resources will provide the following information in response to such requests:
  1. Team member name.
  2. Position held with the City.
  3. Salary or rate of pay.
  4. Length of service with the City.
- b. Employment references on current and former team members shall be given under the following conditions:
  1. Release in writing from the team member or former team member, the information given will be limited to date of hire and date of separation, job titles or positions held, and salary history.
  2. Upon the written authorization of the team member or former team member and provided the Department Director or City Manager, or designee, is willing to provide a reference, the information contained above, and a job reference will be provided.
  3. Copies of all information released by the City pursuant to an employment verification/reference will be maintained in the team



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member's Human Resources file.

4. The Hiring Manager is required to conduct a reference check for an internal candidate upon offer. For more details, please refer to section B: Internal Applicant Notification and Supervisor Coordination in this policy.

### 13. Pre-employment Background Investigation & Drug Screening

After or at the same time that a conditional offer of employment is conveyed to a candidate, the Human Resources Department will contact the candidate to conduct a criminal background check and/or driver's license verification. A pre-employment drug screen will be required for "safety and/or security sensitive positions" only. The employment offer is contingent upon the applicant successfully passing the pre-employment drug screen and other pre-employment background checks. The Human Resources Department will contact the Department Director or designee upon receiving the results of the drug screen to determine a start date for the applicant. A candidate may reapply after one year if they test non-negative on a pre-employment drug screening test.

### 14. Applicant Disqualification

An applicant may be disqualified from employment consideration for a variety of reasons including, but not limited to, the following:

- a. Does not meet the minimum qualifications necessary for performance of the duties of the position.
- b. Has knowingly made a false statement or omission on the application and/or any materials submitted for consideration of employment.
- c. Has committed or attempted to commit a fraudulent act at any stage of the



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selection process.

- d. Is not legally qualified to hold the position.
- e. Is in violation of the City's Nepotism policy.
- f. Is delinquent in the payment of any amounts of money legally due to the City.
- g. Tests non-negative on the pre-employment drug screening test.
- h. Has a detrimental background check including criminal history. A previous conviction does not automatically disqualify an applicant from consideration for employment with the City. However, failing to fully disclose a prior conviction, arrest, and/or pending charges will disqualify an applicant. The applicant may still be eligible for employment, depending upon several factors to include, but not limited to, the nature of the position, the nature of the conviction, age of the candidate when the illegal activity occurred, and the length of time since the incident. Each applicant will be reviewed on a case-by-case basis.
- i. Other grounds considered reasonable in relation to not being able to perform the job qualifications/requirements.

### 15. Employment Processing

- a. All necessary paperwork shall be completed through the City's ERP system, and on the team member's first day of work. Onboarding sessions will be held in accordance with the annual onboarding calendar.
- b. The Human Resources Department shall ensure each newly hired team member receives



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City Policies and required acknowledgements applicable to their position.

### **16. Team Member Identification**

- a. All City team members shall have identification badges issued by the Human Resources Department at the time of employment and will comply with the City's Visitors policy.
- b. The badges are City property which must be returned by the team member upon separation from City employment. Badges for all terminated team members will be deactivated by Human Resources or IT.
- c. All team members shall wear or carry the ID badge on their person while carrying out job duties unless a team member is identified by wearing a City uniform.
- d. Any team member who changes departments must obtain a new ID badge from the Human Resources Department.
- e. The Human Resources Department must be notified immediately in the event a team member damages or loses their badge.

### **17. Immigration Reform & Control Act Compliance**

The City of New Braunfels hires only individuals who are legally authorized to work in the United States. Within the first three [3] days of employment, team members will be required to submit documents showing proof of identity and employment eligibility and complete the United States Citizenship and Immigration Service Form I-9.

### **B. Internal Applicant Notification and Supervisor Coordination**

The purpose of this section is to promote open communication, reduce operational disruptions,



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and support trust and professionalism between departments. This policy is not intended to discourage internal mobility, but rather to maintain transparency, accountability, and professional courtesy within the organization.

1. Internal candidates are responsible for timely and professional communication with their current supervisor when advancing through an internal hiring process.
2. Departments must conduct a reference check with the candidate's current supervisor or department leadership as part of the internal hiring process. This step is mandatory and must be documented as part of the selection record. Reference checks should only be conducted after the finalist has had an opportunity to notify their supervisor.
3. Hiring managers are required to notify the internal candidate's current supervisor or department head once the candidate is selected as a finalist. If the candidate is identified as a finalist, the hiring manager may offer the candidate a brief opportunity to personally inform their direct supervisor prior to the department initiating the mandatory reference check.

### C. Initial Review Period of Employment

The purpose of the probationary period is to provide a time for the City to determine whether the team member has shown the ability to meet the initial expectations for the position.

#### 1. Non-Civil Service Team members

Each non-Civil Service team member shall serve an initial review period of employment for a minimum of six [6] months. Any new team member terminated within the six [6] month initial review period of employment is not entitled to review of that termination, nor is he/she entitled to pursue the procedures set out herein under Disciplinary Grievance Procedure.

An introductory team member who is terminated shall not be entitled to payment for any accrued leave. The term "termination" includes resignation, termination or



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retirement. No team member will be promoted or transferred within their initial review period of employment or while placed on disciplinary review except with the City Manager's approval. Team members who are promoted and/or changed to another position will be placed on a six [6] month initial review period in their new position.

The initial six [6] month review period of employment may be extended by the Department Director with the approval of the Human Resources Department.

#### **2. Civil Service Team members**

A Firefighter or Police Officer who is hired pursuant to Chapter 143 of the Local Government Code, but who has not yet completed their entire probationary period as defined in Section 143.027 of the Local Government Code, is governed by that statute and the respective department policies and is not governed by this policy.

### **D. Team member's Notification of Changes**

#### **1. Personal Information**

It is imperative that team members maintain accurate and up to date information. Team members can utilize the City's ERP system to complete the following changes:

- a. Name change, change in marital status, or change in number of dependents.
- b. Change of mailing and/or residence address and change in telephone number[s].
- c. Change in driver's license number or status including any suspensions of driving privileges.
- d. Change in beneficiary for employer provided benefits.



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- e. Change of person to be notified in an emergency.
- f. Any additional schooling, training, certificates, and degrees earned.

Team members experiencing one of the changes listed below must notify Human Resources or their Department Director within [24] hours:

- Any criminal charges or convictions of a Class B misdemeanor or higher or any criminal charges that constitute moral turpitude [Refers to "conduct that is considered contrary to community standards of justice, honesty or good morals."].
- All arrests.

### **E. Separation of Employment**

#### **1. Termination or Separation**

- a. In cases of voluntary separation, a team member may be requested to sign a form that their separation is voluntary.
- b. If team member resigns but is unfamiliar with the composition of a letter of resignation, the team member may contact the Human Resources Department for assistance.
- c. Prior to the end of the last day of work, the Manager/Supervisor or their designee shall obtain all City equipment, uniforms, keys, and identification card from the separated team member.
- d. Team members who terminate their employment with the City, whether voluntary or involuntary, will be paid their final paycheck in accordance with the City's regular bi-weekly pay schedule.



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- e. Full-time/Part-time Regular team members being separated from employment will be sent an electronic exit interview link from the Human Resources Department before their last day of work.
- f. Written documentation concerning the separation shall be filed in the team member's official Human Resources File with the City.
- g. Team members who involuntarily exit the organization will be considered for rehire on a case-by-case basis, subject to review by the hiring manager, City Management, and Human Resources.
- h. Team members who involuntarily exit from the organization due to testing non-negative on a drug screen will be eligible to reapply for employment with the City of New Braunfels after one year from the date of their termination.
- i. Team members who refuse to sign a consent form for a drug screen and/or refuse to undergo the appropriate drug screening processes as required for their employment will be deemed ineligible for rehire.

### 2. Reduction in Force

The City is committed to employ and retain a staff of highly qualified individuals in order to fulfill the mission and functions of the organization. Certain conditions may arise, however, which may necessitate reduction in delivery of services to the citizens and customers of the City. When such conditions exist, the City may be required to reduce staffing levels in certain departments.



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### **F. Time Management and Pay Schedule**

#### **1. Time Sheets**

Non-exempt team members are required to furnish a record of their work time for each day of the pay period. Each team member is responsible for the accuracy of their time sheet before approving and submitting it to their immediate Manager/Supervisor. Time sheets are due in the Payroll office in accordance with the schedule adopted by the Finance Department. Failure to report any discrepancies to the immediate Supervisor in a timely manner, or failure to accurately record time worked, may result in disciplinary action.

#### **2. Pay Day & Work Period**

The City divides the year into twenty-six [26] bi-weekly pay periods. The payroll calendar can be found by visiting OneSite.

Team members are paid bi-weekly on Friday for work performed during the preceding two-week pay period. The work week starts at 12:01 a.m. on Saturday and ends at 12:00 a.m. on the following Friday [for pay purposes]. The Police and Fire Departments have a 14-day work week period for purposes of calculating overtime.

### **G. Position Change Processes**

#### **1. Promotions**

When a full-time, part-time regular, or part-time, non-civil service team member is promoted to another position they will receive a minimum of a five percent (5%) pay increase, Department Directors have discretion up to the first quartile of the new pay range. Second quartile to midpoint of the range requires Human Resources approval, and any increases above midpoint of the new range require City Manager's Office approval.



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### **2. Involuntary and Voluntary Demotions**

When a team member is demoted to another position, their pay will be reevaluated. Placement in the new pay range may be based upon where the team member is being paid in the higher pay range. If they do not meet the skill level minimum requirements and/or qualifications, they will be paid at the minimum pay rate for that job.

Transferring to a position with a lower paygrade than a team member's current position is considered a voluntary demotion. Human Resources, in conjunction with the Department Director, will review current internal salary relationships as well as the team member's education and experience to determine an appropriate placement within the new position's paygrade.

All demotions must be approved by the Department Director and the Human Resources Director.

### **3. Transfers**

Team members transferring into a new position will have their pay reevaluated based on current internal salary relationships as well as the team member's education and experience

### **H. Temporary Over Hire**

With approval from Human Resources and City Management, a position may temporarily over hire for training/orientation purposes as long as a vacancy in the department exists within the allotted, Council-approved FTEs. Departments are not authorized to hire positions in addition to their allotted, Council-approved FTEs. Over hires for a position are temporary and the duration of their employment will be outlined as approved by Human Resources and City Management.