



## New Hire Onboarding Checklist

Employee: \_\_\_\_\_

Position: \_\_\_\_\_

Start Date: \_\_\_\_\_

“Employees who know what to expect from their company’s culture and work environment make better decisions that are more aligned with the accepted practices of the company. Losing an employee who is a poor fit or not performing well maybe a fine outcome, but losing employees because they are confused, feel alienated, or lack confidence indicates inadequate onboarding.”

(American Public Human Services Association)

## PRIOR TO NEW HIRE'S ARRIVAL

- Coordinate with HR
  - Schedule Benefits Orientation
  - Check for Workplace Accommodation Requests
- Coordinate with IT
  - Complete IT Technology Access Form from HR
  - Schedule IT Orientation
  - Desktop(s)
  - Phone, Phone Numbers, and Voicemail
  - Email Address
  - Headset and Camera
  - Outlook and WebEx
  - File and Software Access
  - Add to Email Listservs
- Workspace
  - Clean the Area
  - Desk and Chair
  - Trash Can
  - City Phone Directory
  - Basic Office Supplies (notepad, pens, etc.)
  - Name Plate
  - Business Cards
  - Keys
- Create First Day and First Week Schedule for New Hire
  - Consider Reoccurring Meetings and Meetings with Key Staff
  - Consider and Allow Time for Essential Reading Material
  - Schedule End-of-the-Week Check-in
- Call and Email New Hire Regarding First Day Agenda
  - First Day/Week Outline
  - Where to Meet and Who to Meet, if that is not the Supervisor
  - What to Wear
  - Where to Park
  - Lunch/Coffee
  - Email List of Acceptable Documents Form for completion of I-9
  - Email New Hire their City Contact Information (Phone Number, Email Address, and Facility Address)
- Email Department an Introduction of New Hire
  - Provide Name/Preferred Name, Name Pronunciation, and Pronouns
  - Position Title
  - Potential Projects
  - Desk Location
- Optional: Small Gift, Card, or Flowers to Welcome New Hire

Department Specific:

## FIRST DAY

- Coordinate with HR
  - Benefits Orientation
  - ID Badge
- Coordinate with IT
  - IT Orientation
- Pass Out Uniforms, if applicable
- General Expectations Meeting
  - Discuss Standard City, Department, and Position Expectations
- Introduce New Hire to Staff
  - Explain Potential Collaborations with Key Staff
  - Introduce New Hire to a Designated Peer(s) for Future Assistance
- Provide a Tour of the Facility
  - Conference Rooms
  - Restrooms
  - Breakrooms, Coffee, Vending Machines
  - Quiet Rooms
  - Mail/Printer/Copy/Supplies Area
  - Elevators, Stairs, and Emergency Exits
  - Evacuation Route and First Aid Supplies
- Consider having Lunch with New Hire or Coordinating Lunch with Peers
- Check-in at the End of the Day
  - Provide Agenda for the Rest of the Week
  - Ask How First Day Went
  - Ask for and Encourage Questions

Department Specific:

## FIRST/SECOND WEEK

- Coordinate with HR
  - Confirm submission of W-4 (Federal and State), I-9, and Direct Deposit, *First Week*
- Coordinate with Finance, if applicable
  - Order P-card
- Check-in on Onboarding Program Progress
  - Direct Supervisor Orientation
  - Check for Scheduled Cohort Orientations
- Provide City Resources
  - Tour of Private Pages
  - ADP Workforce How-to-Video
  - Employee Photo Directory
  - Work Order Requests
- Vehicle Safety, if applicable
- End-of-the Week Check-in
  - Check for Lingering Technology Issues
  - Inquire How First Week Went

- Inquire About First Assignments/Readings
- Encourage Questions
- Touch Base Regularly

Department Specific:

#### FIRST MONTH

- Check-in on Onboarding Program Progress
  - Direct Supervisor Orientation
  - Supervisor Training, if applicable
  - Check for Scheduled Cohort Orientations
- Continue to Check-in Regularly
  - Provide Regular Informal Feedback
  - Direct New Hire to Resources, as needed
  - Provide Recognition of Jobs Well Done
  - Address Challenges or Issues Promptly
  - Train on Software Systems/Programs, if applicable
  - Outline Plan for Achieving Required Certifications/Licenses

Department Specific:

#### SECOND MONTH

- Check-in on Onboarding Program Progress
  - Direct Supervisor Orientation
  - Supervisor Training, if applicable
  - Check for Scheduled Cohort Orientations
- Continue to Check-in Regularly
  - Provide Regular Informal Feedback
  - Direct New Hire to Resources, as needed
  - Provide Recognition of Jobs Well Done
  - Address Challenges or Issues Promptly
  - Train on Software Systems/Programs, if applicable
  - Check-in on Plan for Achieving Required Certifications/Licenses

Department Specific: