



Standard Operating Procedure (SOP): Onboarding Process Guide

Department: Human Resources

System: JazzHR - ADP

Last Updated: 09/25

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1. Purpose

The purpose of this SOP is to ensure a smooth start for new hires and rehires by maintaining clear communication, adhering to company standards, and following market-specific guidelines. This document outlines the step-by-step onboarding process.

2. Scope

This SOP applies to all new hire and rehire onboarding activities across company locations. Users: HR representatives, Hiring Managers, and Generalists.

3. Responsibilities

Role	Responsibility
Human Resources	Send offer letters to all new hires, Launch onboarding packets in ADP, Initiate background checks via Checkr, Tracks and updates onboarding status in JazzHR, Updates new hire Background Check status, Notify candidates and managers if background check results are not cleared, Change hiring disposition to "Candidate Cleared to Start" in JazzHR once onboarding is finalized, etc. Support rehire eligibility checks, Provide market-specific assistance during onboarding.
Hiring Manager	Update hiring disposition to "Official Start Date" once the new hire is onsite, Maintain communication with candidates to ensure timely completion of onboarding tasks, Maintain communication with the Human Resources Department to ensure full onboarding transparency.
System (Auto)	Generates Welcome emails and login credentials to new hires and hiring managers, Triggers notification to IT for account setup and Equipment ordering, Generates employee ID's, Updates new hire status, Records `created` (submission timestamp), Updates `updated` column each time a record is saved, Displays number of days since submission.

4. Tools

- **Onboarding Tracker:** Provide a centralized system to track onboarding of new employees, including background check status, onboarding status, HR rep assignment, notes, and rehire status. This centralized location picks up candidates from where JazzHR left off, being triggered by Verbal Offer Acceptance. The system enforces permissions (view-only vs edit) and automatically tracks submission/update dates.
- **JazzHR – Applicant Tracking System (ATS):** Primary system for job postings, applicant tracking, interview scheduling, candidate communication, and recordkeeping.
- **ADP - Onboarding SOS: Quick Solutions for Common Issues Guidebook:** This guidebook provides troubleshooting tips and step-by-step instructions to help hiring managers quickly resolve common onboarding issues and errors. It addresses the most frequently asked questions and recurring challenges, ensuring a smoother and more efficient onboarding experience for new hires.
- **Onboarding Workflow:** A visual guide that outlines the key steps of the onboarding process, presenting the information in a clear and simple way for quick reference.

5. Prerequisites

- All JazzHR recruiting steps and prerequisites must be completed in full. Refer to our [Recruitment & Interviewing Process + JazzHR SOP](#) for a more detailed view on proper steps and prerequisites.
- HR receives a Signed official offer letter from the candidate (no onboarding steps proceed without this).
- Role applicable JazzHR training must be completed to gain access to JazzHR.
- All rehires must be approved by HR, and the appropriate hiring process must be followed based on the length of time the individual has been separated from the company.
- Alignment of start dates; all new hires start only on Thursdays and Fridays (offer letters must reflect this).

6. Procedure

Step 1 – Offer Letter Statuses

- **Verbal Offer Extended:** Start date and salary are entered into the candidate profile by the hiring manager. Offer extended verbally by manager or HR.
- **Verbal Offer Accepted:** Candidate has verbally accepted the offer.
- **Official Offer Letter Extended:** HR formally sends the job offer, awaiting candidate signature.
- **Official Offer Letter Signed:** Candidate signs and accepts the job offer.

Step 2 – Background Check and Onboarding Packet

- HR changes hiring disposition in JazzHR to *Onboarding & Background Check - Onsite*.
- HR launches the onboarding packet in ADP and notifies the new hire to complete it.
- HR initiates background check requests via Checkr and instructs the candidate to complete it.
- If the background check is not clear, HR notifies the candidate and hiring manager.

Step 3 – HR Task and Timeline Management

- All ADP onboarding tasks must be completed by the new hire before HR finalizes onboarding.
- New hires who do not complete onboarding within 2 weeks of launch will be removed from the queue.
- Background check must be cleared by HR.
- HR updates hiring disposition in JazzHR to *Candidate Cleared to Start*.

Step 4 – New Hire On Site

- Hiring Manager updates hiring disposition to *Official Start Date* to confirm the new hire is onsite for their first day of employment.

Step 5 – Rehire Process

- Email recruiting@whitewatercw.com or contact your HR Generalist to confirm rehire eligibility.
- Rehires separated less than 6 months: No interview guide required.
- Rehires separated more than 6 months: Interview guide required before extending an offer.

7. Data Handling & Tracking

- All onboarding progress is tracked in the [ADP Onboarding Tracker](#) and dashboard.
- The Onboarding Tracker is updated daily (Monday through Friday) by 10:00 AM CST.
- If a candidate does not complete their onboarding packet within 2 weeks, they will be removed from the queue, the offer will be rescinded, and the manager will be notified.

8. Troubleshooting

- **Start Date Change:** If a start date needs to be adjusted, email recruiting@whitewatercw.com or contact your Generalist.
- **Incomplete Onboarding:** Follow up with the candidate immediately to avoid delays.
- **System Support:** Visit the [Recruiting](#) page on the intranet for JazzHR step-by-step guides. For urgent issues, call the HR hotline at 1.844.715.1250.

9. Resources

- **JazzHR:** https://portal.whitewatercw.com/ewd/onetime/opt_login.php
- **ADP Dashboard:** <https://workforcenow.adp.com/theme/admin.html#/MyTeam/ManageNewHireOnboarding>
- **Intranet Recruiting Page:** <https://intranet.whitewatercw.com/recruiting/>