

31 July 1974

MEMORANDUM FOR: Deputy Director for Management and Services

SUBJECT: Applicant Processing Procedures

1. The Management and Services Advisory Group has become aware of some problems concerning the processing of applications for Agency employment:

A. There appears to be no special attention paid to applications of persons who are especially recruited for particular positions. These applicants receive the standard form letter which says their qualifications will be reviewed and which, understandably, causes some concern on the part of the specially recruited applicant. This creates a negative impression and raises doubts in the mind of an applicant who already knows for which job he is being employed.

B. There are many delays in the system which also tend to reflect negatively on the Agency: the time required for reviewing the applications; and for security and medical clearances.

C. The delays mentioned above are compounded by the physical separation of various components within the Office of Personnel. For example, Recruitment Division is located in Rosslyn; the Branch which publishes the "skills bank" lists (Professional Staffing Branch) and which processes the applications, is located at Headquarters; Correspondence Branch is in Rosslyn; many Agency components who must interview the applicants are located outside the Headquarters building. Thus a typical file could move from Recruitment in Rosslyn, to OP/PSB in Headquarters, to Correspondence in Rosslyn, to OP/PSB in Headquarters, and to a component in Rosslyn, Arlington, McLean, etc. before an interview takes place.

2. We recommend, therefore, that a study be made of the applicant processing procedures with a view towards improving the system. If necessary, the assignment of additional personnel to help with the workload should also be considered.

The Management and Services  
Advisory Group