

RG STANDARD OPERATION PROCEDURE (SOP) FOR ONBOARDING

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Rare
Genomics
Institute

RG STANDARD OPERATION PROCEDURE (SOP) FOR RECRUITMENT AND ONBOARDING

Standard Operating Procedure (SOP) for Recruitment Process

The SOP is a dynamic document used to maintain internal and external information. This document is vital to evaluate ourselves as we progress. If there is clear and well defined procedures of SOP the improvement can happen in the best level.

Responsibility: HR team member (Currently: Arelis & Ahoud)

Length of this process: Up to 1 week

Steps:

Standard Operating Procedure (SOP) for Onboarding Process

1. The I.T. Team creates RG email using Google Admin and forwards it to new volunteer.
2. HR sends [introductory email](#) to volunteer which just contains the volunteer forms and reminder that they first need to activate their RG email. See link below.
3. Periodically review the [HR Information Responses documents](#) to check that HR Information form has been received.
4. Once both the HR Information Responses document and the Volunteer Release form are received, add the dates received information to the [Onboarding Dashboard](#).
5. Once HR Information form and Volunteer Release Form are received, send Team Lead/Project manager the [new volunteer notification email](#) which provides volunteer's information and request that the PM/ Team Lead send the [Welcome Letter](#).
6. Inform the I.T. Team to create Yammer and Microsoft accts.
7. New volunteer's information is added to Master Staff List, Locations List, and RG Staff across America Map.
8. PM / Team Lead contacts new volunteer to discuss:
 - How to log in to gmail
 - conference calling

- overview of team tasks
- Review the previous week's minutes

9. After 4 weeks HR sends [new volunteer follow up email](#) once volunteer has completed four weeks at RG.

10. When volunteer has worked with RG for 90 days, send the volunteer the [RG 90-day evaluation](#) and send their Team lead the [90-day team lead evaluation email](#)

11. **Procedures for Departing volunteers**

Send this memo to Team Lead, PM, and the I.T. Team:

Below are steps Team Lead / Project Manager should take when volunteers are leaving RG. Fill out [Request to Fill Position Form](#) if you need to post the position and forward it to the HR Team to start the recruitment process.

1. Once termination date is determined:

- Notify team of volunteer's departure
- Reassign volunteer's responsibilities
- Remove access to any software
- Transfer all files as appropriate
- Remove access to team-specific accounts; (i.e., Patients knows best, RareShare, Zoho)
- Update staff roster in the Team Minutes

2. **If you need to set up Automatic Email Response or to Forward emails from volunteer's mailbox:**

- [Reset a user's password](#): from [Google Admin Console](#) and log in as user. Contact the I.T. Team if you don't have access.
- Set [Auto responder](#): " _____ is no longer at RG, please email XXX@raregenomics.org with any inquiries." OR
- [Forward emails](#) to either PM or Team Lead.
- The I.T team will deactivate RG email, Yammer and Microsoft accounts by Friday of that week unless otherwise instructed.

Let me know if you have any questions.

13. Send [RG Exit Interview](#) to volunteer.
14. Move volunteers name from [Staff List](#) Staff List to [Inactive Volunteer List](#)
15. Gray out their name in both hr info form and in the onboarding dashboard