DOI FIRES Program Office
Standard Operating Procedure
Consideration of Applicants

For certificates issued by the DOI FIRES Program Office (FPO), the requirements for contacting applicants when making selections from a list of eligibles are as follows.

Selecting Official and Servicing Personnel Offices (SPO) Responsibilities:
Applicants who are referred on Direct Hiring Authority (Wildland Fire) and Delegated Examining (DE) certificates of eligibles **must** be contacted, and documentation for each applicant **must** be uploaded to the electronic certificate of eligibles, when applicable. Refer to the 'Making Selections from Certificate of Eligibles' Standard Operating Procedure (SOP) for more information. See the examples below for when documentation is required:

1. **Accepted** an offer of employment. No documentation needs to be uploaded to the certificate.
2. **Declined / Withdrew** from an offer of employment. Documentation must be uploaded to the certificate issued by the FPO.
3. **Failed to Reply** to an offer of employment. Documentation must be uploaded to the certificate issued by the FPO.
4. **Not Selected** and did not get extended an offer of employment. Documentation must be uploaded to the certificates issued by the FPO, only if trying to clear the certificate to 2-or less applicants. **Note**: Veterans on DE certificates cannot be coded to Not Selected.
5. **Veteran Passover Request** approved by FPO or OPM (**for DE certificates only**). If a selecting office obtains a sustainable Passover request from the FPO

or OPM, documentation received must be kept in the SPO Announcement Case File. The FPO also keeps documentation in the Recruitment File. Refer to the 'Veteran Passover Requests' SOP for more information.

NOTES:

- Once all veterans have been properly cleared by the SPO from a DE certificate of eligibles as listed above, then selection of non-veterans on the same list are permissible.

- **Each certificate is issued independently. Applicants applying to multiple locations must be contacted for each location and grade level. It cannot be assumed that an applicant who accepts a position in one location has automatically declined in all other locations to which they have applied.**

Procedures and Documentation for Applicants are as follows:

Upload documentation (example: email sent, which includes announcement number, location, and grade level and, if applicable, response from applicant), the DOI FIRES Applicant Contact Form (used to document how, who, when, number of times contacted and the response for single locations), or the Multiple Locations-Applicant Consideration Documentation Form (used to document how, who, when, number of times contacted and the response when locations are advertised as districts). Documentation needs to be uploaded for each applicant coded to Declined or Failed to Reply for each certificate of eligibles. See options below for contacting applicants.

Option 1: Email

Prepare and send an email to the applicant using the email address provided in the application package. If possible, email should be sent with the "Read Receipt" option.

- Minimum time frames for the applicant to respond – Three (3) days from the day the email was sent.

- If an email is rejected due to the email inbox being full **or** if it is returned undeliverable, you **must** use another option to contact the applicant (example: phone call)

- Applicants who fail to reply by the specified date in the email can be annotated as Failed to Reply on the certificate.

- Documentation must be uploaded to the electronic certificate. Refer to the 'Making Selections from Certificates of Eligibles' SOP for more information:
  - Read receipt email – if attainable
  - Original email – must include:
    - To / From E-mail addresses
    - Date / Time
    - Announcement number
    - Title of position
    - Grade level(s)
    - Location
    - Response from applicant (if applicable)

Example of Email Message:

SUBJECT: Interest in Employment – XXX-FIRE-20XX-XXX-XX, Position Title, Grade Level(s), City, State

Dear [Applicant Name],

This is [Selecting Official's Name] with the [Bureau Name]. I would like to inquire about your interest and availability for vacancy number [XXX-FIRE-20XX-XXX-XX], [Position Title], [Grade Level(s)], located in [City, State], which you applied to with our office.

Please respond to this email at [name@abc.gov] regarding your interest and availability. If you do not respond by [Month, Day, Year] your name will be removed from the list of consideration. If you would like more information, feel free to contact me at [XXX-XXX-XXXX].

Thank you,
[Name of Selecting Official]
[Title or Position, if applicable]
[Bureau Name]
[Contact Information, if needed]

Option 2: Telephone / Voice Mail

- Leave a voicemail message for the applicant on at least two occasions.
  - The two calls must be made on two different days and two different times of the day (morning and afternoon).
    - Example: The first phone call made on a Monday at 8:30 am, the second phone call made on Tuesday at 3:30 pm.
- Verify message on voice mail indicates the applicant's name or phone number the applicant provided in their application when attempting to reach applicant.
  - It is highly recommended that a written script be prepared prior to calling the applicant to ensure all required information is provided when leaving a voice message. (See the example of a phone message below.)
- Minimum timeframes for applicant to respond – Two (2) business days from the time of the first voice message.
- When there is either no voicemail available / voice-mail box full **or** telephone disconnected / no longer in service – you **must** use another option to contact applicant (example: an e-mail).
- Applicants who fail to reply by the specified date provided in the voice message can be annotated as Failed to Reply on the certificate.
- Documentation must be uploaded to the electronic certificate. Refer to the 'Making Selections from Certificates of Eligibles' SOP for more information.
  - Completed DOI FIRES Contact Form must be uploaded for each applicant
    - **Note**: All applicable fields must be completed on the form, including name and electronic PIV signatures at bottom.

Example of Phone Message:
**Two phone calls must be made on two different days at two different times of

day.**

This message is for [Name of Applicant]. This is [Selecting Official Name] with the [Bureau Name]. Today is [Month, Day, Year] and it is currently [X:XX AM/PM]. I am calling to determine your interest and availability for vacancy number [XXX-FIRE-20XX-XXX-XXX], [Position Title], [Grade Level(s)], in [City, State], which you applied to with our office. Please contact me at [XXX-XXX-XXX] no later than ([Month, Day, Year]. If you do not contact me by close of business [Month, Day, Year], your name will be removed from our list for consideration. Thank You.

Option 3: Text Message

Prepare and send a text message to the applicant at the phone number provided in the application package.

- Minimum time frames for the applicant to respond – Three (3) business days from the day the text was sent.
- Applicants who fail to reply by the specified date in the text can be annotated as Failed to Reply on the certificate.
- Documentation must be uploaded to the electronic certificate. Refer to the 'Making Selections from Certificates of Eligibles' SOP for more information.
    - A screenshot or PDF of the text message **must** be uploaded to the certificate.
        - To create the screenshot or PDF, email the text message to oneself (for documentation) – this way it can be saved for 3 years in case of an audit. In the screen shot that is uploaded, there needs to be a phone number that creates a nexus between the text message and the applicant being contacted.
    - Original text – must include:
        - To / From phone numbers
        - Date / Time
        - Announcement number
        - Title of position
        - Grade level
        - Location
        - Response from applicant (if applicable)

Example of Text Message:

Dear [Name of Applicant],

This is [Selecting Officials Name] with the [Bureau Name]. I would like to inquire about your interest and availability for vacancy number [XXX-FIRE-20XX-XXX-XX], [Position Title], [Grade level(s)], in [City, State] for which you applied to with our office.

Please respond to this text message regarding your interest and availability. If you do not respond by [Month, Day, Year] your name will be removed from the list of consideration. If you would like more information, feel free to contact me at [XXX-XXX-XXXX].

Thank you,
[Name of Selecting Official]

Option 4: Letter

Prepare and mail a letter to applicant by regular mail certified return receipt or Overnight/Express delivery service (FedEx, UPS, USPS, etc.) – where the letter can be tracked, and verification of receipt can be obtained.

- Minimum timeframes for applicants to respond.
    - Regular mail with certified return receipt – Ten (10) business days from date letter mailed
    - Overnight/Express delivery service – Five (5) business days after the mailing date
- Applicants who fail to reply by the specified date in the letter can be annotated as Failed to Reply on the certificate.
- Documentation must be uploaded to the electronic certificate. Refer to the 'Making Selections from Certificates of Eligibles' SOP for more information
    - Copy of Letter sent to applicant
    - Tracking information verifying delivery or receipt