



Town of Londonderry, New Hampshire

Administrative Policies and Procedures

Policy Title: Recruitment and Hiring Policy

Policy Number: ADM-105

Original Adoption Date: March 5, 2026

Revision Date:

Approved by: Town Manager

Signed by:
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Section 1.0: Purpose

To establish consistent, lawful, equitable, and efficient recruitment and hiring practices for the Town of Londonderry. This policy ensures the selection of the most qualified candidates based on merit and job-related criteria while fostering a diverse and inclusive workforce.

Section 2.0: Scope

This policy applies to all Town departments, divisions, and to all employment types including full-time, part-time, seasonal, temporary, and on-call positions, unless a statute, or regulation provides otherwise.

Section 3.0: Definitions

Equal Employment Opportunity (EEO): The Town provides equal opportunity in employment and will not discriminate in recruitment, hiring, promotion, transfer, training, compensation, discipline, or separation on the basis of any legally protected status.

Hiring Authority: The Town Manager has the authority to hire staff unless specifically delegated otherwise. This authority is detailed in the Town Charter, Article 4, Section 4.6 and NH RSA 37:6. Individual(s) staff authorized to select and recommend a candidate for hire (typically the Department Head or designee) in accordance with this policy.

Position Authorization: Approval to fill a vacancy or create a new position, including budget verification and any required approvals.

Conditional Offer of Employment: A written offer that is contingent on the candidate successfully completing required pre-employment checks and meeting all job-related conditions of employment.

Background Check: A job-related review that may include criminal history, driving history, employment verification, and other checks permitted by law. NH RSA 41:9-b details this authority.

Internal Candidate: A current Town employee applying for a vacancy.

Section 4.0: Policy Detail

4.1 Position Authorization

A department seeking to fill a vacancy or create a new position shall submit a request in the form of a requisition to Human Resources with position details, justification, and confirmation of funding. Human Resources will verify the pay range and classification and will obtain required approvals from the Town Manager and Finance Director before recruitment begins.

4.2 Job Posting and Recruitment

All job posting requirements set forth in collective bargaining agreements shall be adhered to. Human Resources and the Hiring Department shall collaborate and utilize a position specific, multi-channel recruitment approach to attract a diverse applicant pool. This may include professional associations, local outreach, and digital job boards.

4.3 Posting Content Requirements

- Position title and department
- Summary of duties and essential functions
- Minimum qualifications (education, experience, licenses/certifications)
- Preferred qualifications (if any)
- Work schedule and special conditions (e.g., on-call, nights/weekends)
- Pay range and FLSA status (when feasible)
- Application instructions and closing date/time
- EEO statement
- Physical activity requirements to be performed with or without reasonable accommodation

4.4 Standard posting periods:

Union positions shall be posted in accordance with the applicable CBA; if the CBA is silent, the Town's standard posting periods below shall apply:

- Non-exempt positions: minimum of 10 business days.
- Exempt/management positions: minimum of 20 business days.

Seasonal/temporary/on-call positions: posting period may be adjusted based on operational needs but must be sufficient to provide a reasonable opportunity for applicants to apply.

4.5 Application Requirements

All applicants must submit a complete Town employment application by the closing date. A resume and/or cover letter may be requested but does not substitute for the application. The Town reserves the right to exclude from consideration any applications that are incomplete or received past the deadline, subject to the discretion of Human Resources.

4.6 Screening and Selection

Human Resources will conduct an initial review for minimum qualifications. The hiring department will evaluate qualified applicants using job-related criteria. Screening tools may include application scoring matrices, supplemental questions, skills assessments, and structured interview panels.

4.7 Interviews

- **Structured Methodology:** All interviews shall be structured and directly aligned with the essential functions and core competencies defined in the job description.
- **Standardization:** To ensure equity, interview questions must remain consistent for all candidates within a specific recruitment process. Hiring panels may utilize follow-up questions to seek clarification or further detail on a candidate's specific response.
- **Human Resources Oversight:** The Human Resources Department reserves the right to review interview guides prior to use and may participate in the interview process to ensure procedural consistency and regulatory compliance.
- **Documentation and Retention:** All interview evaluations, panel notes and scoring matrices are Town records and must be retained in accordance with the Town's record retention schedule and NH RSA 91-A.

4.8 Reference Checks and Verification

After a conditional offer is extended and accepted by an applicant, the hiring authority shall coordinate with Human Resources to complete reference checks and verify job-related requirements such as education, licenses/certifications, and employment eligibility.

4.9 Conditional Offer and Pre-Employment Checks

All offers of employment shall be issued in writing by Human Resources (or designee) following approval by the Town Manager or authorized appointing authority, in accordance with the hiring authority of that position set forth in the Town Charter.

Offers of employment shall be conditional upon the candidate's successful completion of applicable pre-employment requirements, which may include, as permitted by law and based on the requirements of the position:

- **Background Checks:** Criminal background check (conducted in compliance with applicable federal and state law and limited to information that is job-related and consistent with business necessity) *
- **Motor Vehicle Record (MVR) Review:** For positions that drive on Town business.
- **Pre-Employment Physical/Medical Evaluation:** When job-related and consistent with business necessity and conducted after a conditional offer of employment in accordance with the Americans with Disabilities Act (ADA)..
- **Drug and Alcohol Screening:** When required by law (e.g., DOT/CDL) or as authorized by Town policy and conducted in compliance with applicable regulations.
- **Credit Check:** For positions with significant fiduciary responsibilities, where permitted by law and directly related to the duties of the position.

- **Psychological Evaluation, Polygraph, and/or Physical Agility Testing:** For public safety positions, additional job-related testing may be required when authorized by law, regulation, accreditation standards, or collective bargaining agreements, or when determined by the Hiring Authority based on documented operational needs. These assessments are separate from, and in addition to, any minimum certification or entrance standards required by state agencies..

- **Public Safety Certifications and Standards:** For Police and Fire positions, all candidates must meet the minimum medical, physical, and character standards established by the **New Hampshire Police Standards and Training Council (Pol 300)** and the **New Hampshire Fire Services Commission (Fire 700)**.

- **Police:** In accordance with **Pol 301.05**, applicants must pass a medical examination, a physical fitness test, and a background investigation to ensure they are of "good moral character." HR will review the applicable Form I to verify compliance with PSTC administrative rules prior to the Town Manager approving the hiring of a person who will be a police officer.
- **Fire:** In accordance with **Fire 701.01**, applicants must meet the Entrance Physical Medical Requirements and pass the Candidate Physical Ability Test (CPAT) as required for state certification.

- **Town Council Confirmation:** For positions requiring confirmation by the Town Council pursuant to Article 4, Section 4.7 of the Town Charter. All pre-employment checks shall be conducted in a fair, consistent, and non-discriminatory manner.*A candidate's prior convictions do not automatically disqualify them from employment unless prohibited by law or directly related to the duties of the position. The Town will consider the nature of the offense, time elapsed, rehabilitation, and job relevance.

4.10 Selection Approval and Appointment

The department head recommending an applicant for hire will submit a selection recommendation to Human Resources, including interview results and required documentation. Human Resources will confirm completion of required steps and route the recommendation for final approval. No employee may begin work until Human Resources confirms completion of background check and onboarding requirements and establishes an official start date.

4.11 Reasonable Accommodation and Accessibility

- **Commitment to Accessibility:** The Town of Londonderry is committed to providing equal access and opportunity to all qualified applicants. In accordance with the Americans with Disabilities Act (ADA) and applicable state laws, the Town will provide reasonable accommodations to applicants with known disabilities to ensure they can participate fully in the recruitment, application, and selection process.

- **Request Process:** Applicants requiring an accommodation to participate in any phase of the hiring process, including the submission of an application, pre-employment testing, or interviews, are encouraged to contact the Human Resources Department as early as possible to ensure timely arrangements.

- **Interactive Process:** Upon receipt of an accommodation request, Human Resources will engage in a confidential, interactive process with the applicant to determine the most effective and reasonable accommodation that does not impose an undue hardship on Town operations.

- **Confidentiality:** All medical-related information and documentation obtained during the accommodation process shall be kept confidential and maintained in a secure file separate from the general recruitment records.

4.12 Nepotism and Conflicts of Interest

Employment of Family Members of Current Employees:

In accordance with the Title VI, Chapter XXVI, Section II of the Town's Municipal Code:

- Any job applicant seeking employment with the Town shall be required to disclose immediate family relationships with existing employees, elected officials, and appointed board or commission members.
- No Town employee shall take part in the hiring process of any member of the employee's immediate family who is seeking employment with the Town.

4.13 Records and Confidentiality

Human Resources will maintain recruitment files, including applications, interview materials, and selection documentation, in accordance with applicable records retention requirements. Candidate information will be treated as confidential to the extent permitted by law. NH RSA 91-A list specific exemptions.

Section 5.0: Procedures

5.1 New Hire Onboarding

All newly hired employees are required to participate in the New Hire Orientation Program and are required to submit completed, required employment forms and benefits enrollment forms within the timeframe established by Human Resources. New hires must present documentation sufficient to verify identity and employment authorization in compliance with federal law (Form I-9), as well as any licenses, certifications or credentials required for the position.

5.2 Start Date and Orientation

Human Resources will confirm the official start date. The hiring department, in coordination with Human Resources, will provide orientation, safety training, and job-specific onboarding, including review of key Town policies. Supervisors will communicate performance expectations and any applicable probationary requirements, in accordance with Town policy and collective bargaining agreements, if applicable.

5.3 Applicant Communication

Human Resources or the hiring department will provide timely communication to candidates, including interview scheduling and notifications to non-selected finalists when feasible.

5.4 Temporary and Multiple Vacancies

When multiple vacancies for the same or substantially similar temporary position occur within a short timeframe, Human Resources may authorize use of the same applicant pool without reposting, provided the original posting remains current and the selection process is conducted in a fair, consistent, and non-discriminatory manner.

Section 6.0: References

1. Applicable Collective Bargaining Agreements
2. Town of Londonderry Personnel Policies and Procedures
3. Town of Londonderry Municipal Code Title VI, Chapter XXVI, Section II
4. Federal and State laws and regulations governing employment, including Title VII, ADA, ADEA, and FCRA where applicable, and relevant New Hampshire statutes/rules
5. NH RSA 41:9-b Employee Candidate Background Checks
6. NH RSA 37:6 Town Manager Powers and Duties
7. NH RSA Chapter 91-A:5 Exemptions, Access to Governmental Records & Meetings
8. NH RSA 105:2-a Police Chiefs, Powers, Dismissal
9. NH RSA 106-B:14 Criminal Records, Reports and National Crime Prevention & Privacy Act.
10. NH RSA 154:1 Organization of Fire Departments
11. City of Lebanon Hiring Policy ADM-105.1 (reference draft)
12. Town of Northfield, NH Hiring Policy (reference)
13. City of Lynnwood, WA HR-210 Recruitment and Selection Policy (reference)
14. City of Sacramento Internal & External Recruitment & Hiring Policy (reference)

Section 7.0: Policy & Procedure Revision History

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Section	Description of Revision	Date