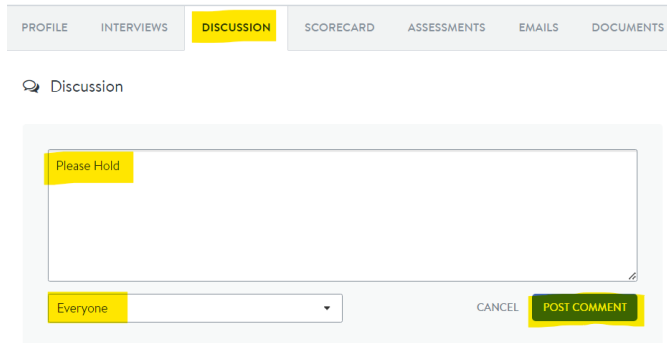# Hiring Process Outline for Managers

This outline is intended to help guide and set standards for managers working through the hiring process with the help of HR. You, the manager, will be using the website platform alongside us, HR, to review resumes and move applicants through the hiring process. It is up to you, the managers, to follow the process standards set forth in this document.
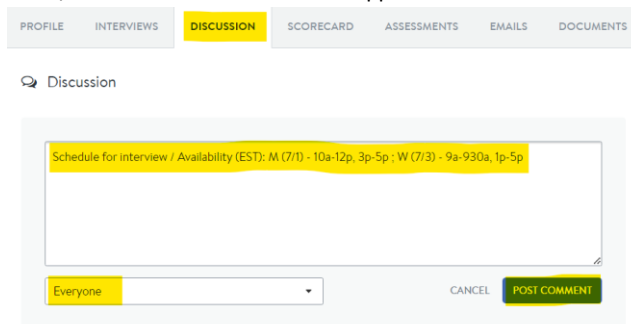
Posting/Reviewing Candidates

- To notify us of a Job Posting that is needing to be created, please complete the Job Posting Request Form (Link) (Please be advised the link below will open to the HR site). After submitting the request form, please send an email to HR advising of the submission along with a full job description for the requested posting. Please schedule a call with HR if you need assistance.
    - o Job Description Template - https://www.innowavehr.com/forms-for-managers (please be advised the link below will open to the HR site). Select the Job Description Template button and the form will be downloaded to your computer to complete.
- Next, we will post the requested job in JazzHR and will screen applicants' resumes, cover letters, pre-interviews, etc.
- When reviewing applicants, we will either reject candidates who are not a fit for the role with an applicable reason code or we will move the applicant into the "Department Review" status.
    - o If a candidate is rejected there is no action from the manager. The candidate will be notified that they were not selected and will retain their resumes for 60 days.
    - o If a candidate is viable, we will move the candidate into "Department Review" status in JazzHR and the hiring team will be notified (including you).
        - ▪ Within **3 business days** of receiving the notification for review, using JazzHR you are to review the applicants within this status and advise with one of the feedback options below for each.
            1. If you do not want to interview the candidate(s) please put a brief note on the discussion tab within JazzHR as to why the applicant was not selected to interview. Please view the attached rejection reasoning for guidance. Once the note is added, please confirm Everyone is selected in the dropdown and select post comment.
                - o We will reject the candidate based on reasoning left in the notes and the candidate will be notified they were not selected to interview.

            2. If you do not select the candidate(s) to interview, but you're not quite ready to reject the candidate(s) please add a quick note on the discussion tab in JazzHR for each applicant indicating you are holding the candidate for a possible interview if the initial selections are not a match. Once the note is added, please confirm Everyone is selected in the dropdown and select post comment.

o If you are holding on to a candidate, a final decision regarding these candidates needs to be made **within two weeks** of receiving the review notice, as the candidates will be expecting a timely update regarding their application.
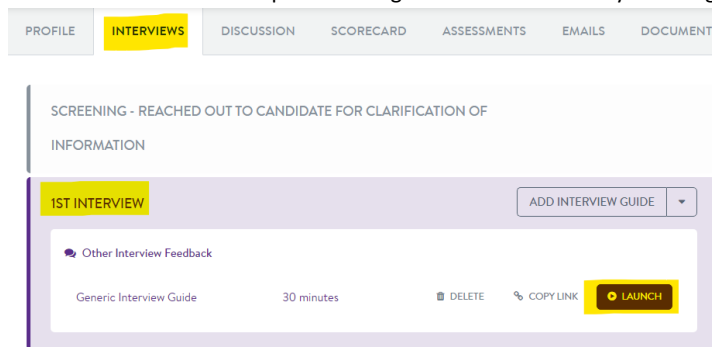

3. If you <u>do want to interview</u> candidate(s) please put a brief note on the discussion tab within JazzHR notifying us that you are wanting to schedule an interview. Within this note, please include specific dates and times you are available to interview the candidate(s). Once the note is added, please confirm Everyone is selected in the dropdown and select post comment.

   o If you are unable to meet with the candidate at the scheduled time, please coordinate with another department representative to conduct the interview, if possible. Canceling the interview is not preferred but if needed, please notify us via email ASAP with dates/times to reschedule with the applicant.
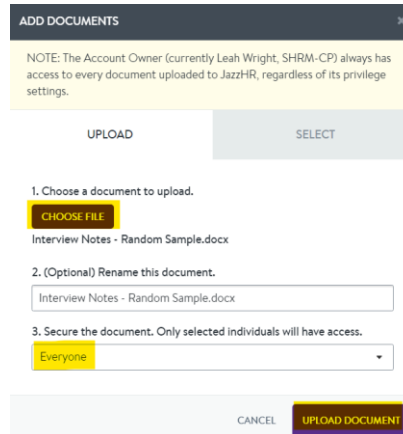

Interview Stage

- During the interview you will want to make notes of the questions being asked and the answers given by the candidates. As each department is so different in requirements, we leave it up to you to decide what questions to ask during the interviews. If you need assistance, please contact us for support.

- After interviews are completed, you must provide feedback through JazzHR's **within 2 business days** of the first interview. ALL OPTIONS should include whether you want to proceed with a second interview and/or offer, or if you want to pass on the candidate and why. Please view the attached rejection reasoning for guidance.

  o There are a few ways you can provide the required feedback:

  1. To complete the feedback using JazzHR's generic interview guide, select the Interviews tab and click Launch within the 1ST (or 2nd) interview box. A pop-up will open, select start interview and input the feedback into the form and then select Complete Interview.
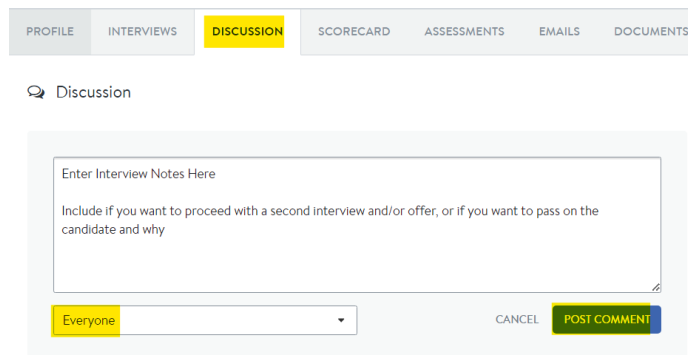
 ○ This form can be completed during the interview as a way of taking notes.

2. Another option you have is to upload handwritten interview notes to the candidate's profile in JazzHR. This is done by clicking on the Documents tab, and select add document. A pop-up will open and in step 1 you will want to choose the interview notes file you want uploaded. Please make sure that step 3's dropdown has Everyone listed and click on Upload Document.

3. The last option would be for you to input a note on the candidate's discussion tab in JazzHR. Once the note/comment is added, please confirm Everyone is selected in the dropdown and select post comment.

 ○ If a 2nd interview is completed, please follow the same options above.

After the Interview(s)

- Within **3 business days** of completing all interviews, you will need to decide on a candidate and complete the Offer Letter Request Form or the New Hire Payroll Setup Request (retail & warehouse) form (please be advised the link below will open to the HR site).
  - If no viable candidates were identified, please request a call with us to discuss the specific skills that were missing. We will work together to develop a plan to improve selection. The process may fully or partially restart based on the plan developed.
  - If a candidate is being offered the position, we will send the offer letter to the applicant and JazzHR will automatically email you letting you know when the offer letter has been signed.
    - If any bonus structure is being offered, it is required that the amount has been previously approved by Janet Skeens Or Amanda Savage prior to sending the offer request to HR.

Onboarding Process

- When the offer letter has been signed, we will go ahead and launch the Onboarding Packet in Paylocity.
  - You will be notified via email from JazzHR that the employee is cleared to start once all necessary onboarding steps have been completed.
  - You **MUST** notify us immediately of any changes to the start date. This is a critical step, especially for salary employees.
- Once the employee is cleared, you will need to determine the equipment needed by the new hire and confirm the address to which the equipment should be sent (this step can also be confirmed during the second interview to eliminate the need for an additional touch point).
- If it is determined that the new hire needs to receive equipment, an Innowave email, or any other system logins, please complete the New Employee - IT Setup Form (please be advised the link below will open to a Word document within your browser) and send it to it@innowavemarketing.com so IT can prepare equipment/accounts for the new hires start date.
  - IT will continue to communicate with Acumen until the equipment ships. IT will then provide the tracking number and the new hire's email password to you to provide to the new hire.
  - Once tracking shows equipment has been received by the new hire, IT will confirm with you that the new hire that they have received their equipment and do not need any additional help setting it up. Once all is complete, IT has Acumen close their ticket and considers the New Hire process complete.

Rejection Reasoning

1. Qualifications or answers
2. Salary too high
3. Job history is too unstable or unexplained gaps
4. Not enough aligned experience
5. Overqualified for role, role would be a step back in career track
6. Attention to detail, grammar, or clarity issues
7. Career Trajectory is another industry
8. Assessments too low
9. Not selected to interview
10. Not selected after interview
11. Candidate withdrew from consideration