

# Recruitment Service Level Agreement (SLA) – Process Overview

Hiring Manager	Recruiter
<b>Position Creation / Discovery</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Create a posting at <a href="http://jobs.nd.edu/hr">http://jobs.nd.edu/hr</a>.</li> <li><input type="checkbox"/> Speak with recruiter within 5 days of initiating the process and at least once weekly via phone or email throughout the search process.</li> <li><input type="checkbox"/> Identify interview committee (recommend up to 4) – interviews should not begin until after the posting closing date.</li> <li><input type="checkbox"/> Begin creating Interview Guides for phone and in-person interviews.</li> </ul> <p><b>Note:</b> No third party search work can be engaged except through the approval of the VP of Human Resources.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contact Hiring Manager within 2 business days of receiving an approved posting.</li> <li><input type="checkbox"/> Develop prescreening questions for the posting and establish a posting closing date.</li> <li><input type="checkbox"/> Lead initial discussion about the position and discuss search timeline.</li> <li><input type="checkbox"/> Work with hiring manager to develop the interview strategy – identify interview committee.</li> <li><input type="checkbox"/> Assist in the creation of the Interview Guides – Provide guidance on what to ask based on core competencies for the specific role.</li> </ul>
<b>Sourcing Strategy</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify any internal or external candidates you want contacted or have already talked to.</li> <li><input type="checkbox"/> Refer all candidates to apply on-line at ND.jobs.</li> <li><input type="checkbox"/> Identify external resources such as benchmark institutions, professional contacts for networking, and advertising options.</li> <li><input type="checkbox"/> Review and discuss Diversity needs for the position.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Consult with Hiring Manager to develop a comprehensive sourcing strategy.</li> <li><input type="checkbox"/> Discuss advertising needs.</li> <li><input type="checkbox"/> Discuss passive internal candidates with HR Consultants.</li> </ul>
<b>Interviewing Candidates</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Finalize phone interview questions.</li> <li><input type="checkbox"/> Finalize Interview Guide in preparation for in-person interviews.</li> <li><input type="checkbox"/> After posting period ends and recruiter has reviewed all applications, review top candidates and collaborate with recruiter to identify which candidates should be phone interviewed.</li> <li><input type="checkbox"/> Identify internal administrative support for scheduling interviews.</li> <li><input type="checkbox"/> Provide interview committee with position description, candidate resumes &amp; Interview Guide.</li> <li><input type="checkbox"/> Gather interview feedback. Provide recruiter with timely feedback, direction for next steps.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> After posting period ends, review all applications and recommend top candidates for further evaluation by Hiring Manager.</li> <li><input type="checkbox"/> After discussion with Hiring Manager, conduct phone interviews using pre-screen questions and Behavioral Interviewing techniques.</li> <li><input type="checkbox"/> Present top 4-5 candidates to Hiring Manager.</li> </ul>
<b>Offer Process</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct candidate reference checks; if candidate is internal, also check with HR Consultant or Recruiter to obtain performance review information.</li> <li><input type="checkbox"/> Consult with the Business Manager and HR Compensation to develop offer. Obtain approvals and extend verbal offer.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Consult with Hiring Manager on the offer.</li> <li><input type="checkbox"/> Provide sample offer letters templates.</li> <li><input type="checkbox"/> After offer is verbally accepted, call candidate to initiate pre-employment checks.</li> </ul>
<b>On-Boarding</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Within 1 – 2 business days of pre-employment clearance, hiring manager will receive an automated e-mail with the employee’s ND ID to initiate the Staff Personnel Action Form (SPAF).</li> <li><input type="checkbox"/> Call new hire to welcome and confirm start date.</li> <li><input type="checkbox"/> Notify the final candidates not selected via email or phone. Deselect remaining applicants within ND.jobs.</li> <li><input type="checkbox"/> Arrange for facilities (desk, phone, computer access, etc.).</li> <li><input type="checkbox"/> Ensure completion of new hire paperwork within 3 days of employee’s first day.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Recruiter confirms when pre-employment checks have cleared.</li> <li><input type="checkbox"/> Ensure candidates not selected are sent appropriate correspondence if needed.</li> <li><input type="checkbox"/> Fill posting to complete recruiting process.</li> </ul>

Typical Search Process Overview	Responsibility
Position is posted and recruiter has initial discovery discussion with the Hiring Manager	Joint
Posting/Sourcing period (Typically 2-4 weeks)	Recruiter
Candidate review	Joint
Conduct initial phone interviews	Recruiter or Hiring Manager
Recruiter and Hiring Manager select candidates to be interviewed in-person	Joint
Hiring Manager's administrative support schedules interviews	Hiring Manager
In-Person Interviews	Hiring Manager
Hiring Decision and Offer Extension	Hiring Manager
Pre-employment checks (Hair Drug Test/Criminal Background Check)	Recruiter
On-Boarding Begins	Hiring Manager
Employee Starts Work (allowing for 2-4 week notice)	Hiring Manager