## Recruitment Service Level Agreement (SLA) – Process Overview

<table>
<thead>
<tr>
<th>Hiring Manager</th>
<th>Recruiter</th>
</tr>
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<tbody>
<tr>
<td><strong>Position Creation / Discovery</strong></td>
<td><strong>Recruiter</strong></td>
</tr>
<tr>
<td>□ Create a posting at <a href="http://jobs.nd.edu/hr">http://jobs.nd.edu/hr</a>.</td>
<td>□ Contact Hiring Manager within 2 business days of receiving an approved posting.</td>
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<tr>
<td>□ Discuss Diversity opportunities or considerations for this position</td>
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</tr>
<tr>
<td>□ Speak with recruiter within 5 days of initiating the process and at least once weekly via phone or email throughout the search process.</td>
<td>□ Develop prescreening questions for the posting and establish a posting closing date.</td>
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<tr>
<td>□ Identify interview committee (recommend up to 4) – interviews should not begin until after the posting closing date.</td>
<td>□ Lead initial discussion about the position and discuss search timeline.</td>
</tr>
<tr>
<td>□ Begin creating Interview Guides for phone and in-person interviews.</td>
<td>□ Work with hiring manager to develop the interview strategy – identify interview committee.</td>
</tr>
<tr>
<td><strong>Note:</strong> No third party search work can be engaged except through the approval of the VP of Human Resources.</td>
<td>□ Assist in the creation of the Interview Guides – Provide guidance on what to ask based on core competencies for the specific role.</td>
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<tr>
<th><strong>Sourcing Strategy</strong></th>
<th><strong>Recruiter</strong></th>
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<tr>
<td>□ Identify any internal or external candidates you want contacted or have already talked to.</td>
<td>□ Consult with Hiring Manager to develop a comprehensive sourcing strategy.</td>
</tr>
<tr>
<td>□ Refer all candidates to apply on-line at ND.jobs.</td>
<td>□ Discuss advertising needs.</td>
</tr>
<tr>
<td>□ Identify external resources such as benchmark institutions, professional contacts for networking, and advertising options.</td>
<td>□ Discuss passive internal candidates with HR Consultants.</td>
</tr>
<tr>
<td>□ Review and discuss Diversity needs for the position.</td>
<td></td>
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<tr>
<th><strong>Interviewing Candidates</strong></th>
<th><strong>Recruiter</strong></th>
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<tr>
<td>□ Finalize phone interview questions.</td>
<td>□ After posting period ends, review all applications and recommend top candidates for further evaluation by Hiring Manager.</td>
</tr>
<tr>
<td>□ Finalize Interview Guide in preparation for in-person interviews.</td>
<td>□ After discussion with Hiring Manager, conduct phone interviews using pre-screen questions and Behavioral Interviewing techniques.</td>
</tr>
<tr>
<td>□ 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.</td>
<td>□ Present top 4-5 candidates to Hiring Manager.</td>
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<tr>
<td>□ Identify internal administrative support for scheduling interviews.</td>
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<tr>
<td>□ Provide interview committee with position description, candidate resumes &amp; Interview Guide.</td>
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<tr>
<td>□ Gather interview feedback. Provide recruiter with timely feedback, direction for next steps.</td>
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<th><strong>Offer Process</strong></th>
<th><strong>Recruiter</strong></th>
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<tr>
<td>□ Conduct candidate reference checks; if candidate is internal, also check with HR Consultant or Recruiter to obtain performance review information.</td>
<td>□ Consult with Hiring Manager on the offer.</td>
</tr>
<tr>
<td>□ Consult with the Business Manager and HR Compensation to develop offer. Obtain approvals and extend verbal offer.</td>
<td>□ Provide sample offer letters templates.</td>
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<th><strong>On-Boarding</strong></th>
<th><strong>Recruiter</strong></th>
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<tr>
<td>□ 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).</td>
<td>□ Recruiter confirms when pre-employment checks have cleared.</td>
</tr>
<tr>
<td>□ Call new hire to welcome and confirm start date.</td>
<td>□ Ensure candidates not selected are sent appropriate correspondence if needed.</td>
</tr>
<tr>
<td>□ Notify the final candidates not selected via email or phone. Deselect remaining applicants within ND.jobs.</td>
<td>□ Fill posting to complete recruiting process.</td>
</tr>
<tr>
<td>□ Arrange for facilities (desk, phone, computer access, etc.).</td>
<td></td>
</tr>
<tr>
<td>□ Ensure completion of new hire paperwork within 3 days of employee’s first day.</td>
<td></td>
</tr>
<tr>
<td>Typical Search Process Overview</td>
<td>Responsibility</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Position is posted and recruiter has initial discovery discussion with the Hiring Manager</td>
<td>Joint</td>
</tr>
<tr>
<td>Discussion between Hiring Manager &amp; Recruiter regarding Diversity opportunities or considerations</td>
<td>Joint</td>
</tr>
<tr>
<td>Posting/Sourcing period (Typically 2-4 weeks)</td>
<td>Recruiter</td>
</tr>
<tr>
<td>Candidate review</td>
<td>Joint</td>
</tr>
<tr>
<td>Conduct initial phone interviews</td>
<td>Recruiter or Hiring Manager</td>
</tr>
<tr>
<td>Recruiter and Hiring Manager select candidates to be interviewed in-person</td>
<td>Joint</td>
</tr>
<tr>
<td>Hiring Manager’s administrative support schedules interviews</td>
<td>Hiring Manager</td>
</tr>
<tr>
<td>In-Person Interviews</td>
<td>Hiring Manager</td>
</tr>
<tr>
<td>Hiring Decision and Offer Extension</td>
<td>Hiring Manager</td>
</tr>
<tr>
<td>Pre-employment checks (Hair Drug Test/Criminal Background Check)</td>
<td>Recruiter</td>
</tr>
<tr>
<td>On-Boarding Begins</td>
<td>Hiring Manager</td>
</tr>
<tr>
<td>Employee Starts Work (allowing for 2-4 week notice)</td>
<td>Hiring Manager</td>
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