Recruitment Service Level Agreement (SLA) – Process Overview

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

Typical Search Process Overview	Responsibility
Position is posted and recruiter has initial discovery discussion with the Hiring Manager	Joint
Discussion between Hiring Manager & Recruiter regarding Diversity opportunities or considerations	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

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