HR Management system

A US-based Recruiting Team has decided to track the Jobs/positions posted by recruiters and candidates who have applied for those positions. This is end to end HR Management system that involves many automations to avoid manual load for hiring process.

Goal of this project

The company runs through a **campaign event** expecting prospects to enroll in for various positions. This could also happen via other **web presence links**. Once a candidate is enrolled in, needs to be sent login credentials to the COMMUNITIES portal. So that, the candidate can view all the interviews, reviews, open positions for them. The system should also be able to resolve any grievances or complaints on time. The distribution of such tickets in your organization should be automated in order to ensure that each customer inquiry automatically and immediately gets to the right group and has the quick and most accurate resolution.

Enable **Chatter feed tracking**, to ensure the update is visible on Feed.

Using the Setup function in Salesforce, create a new permission set for the business owner, ensuring his customer service representatives receive the ability to edit only the desired fields the owner has outlined. Once created, assign this permission set to one of the users.

Classify the records of data based on business processes identified with different LIST views be created for different actors of the system, letting them to view their information

For every interview slot opted in by the candidate there should be a workflow letting them know the details of the interview lined up as well as to the interviewer, recruiter agency. This should allow the each stakeholder to view the records of data for their own region. This should also allow for letting reviewers view the comments of other reviewers across the regions.

When your company interviews candidates for a position, you may have several levels of approval before you can send an offer letter. We are going to create a three-step approval process that requires approval from multiple management levels. When the record is approved / rejected, based on the routing automations Approval actions will take place. Keep the criteria’s based on the score marks attained by the candidate in each interview stages.

The company wants to capture the details of the candidates in the Salesforce database. Depending on the preferred country location, it wants to assign the candidate to the related region-specific recruitment officer.

For selecting or rejecting the candidate, the company wants to implement some business rules for validation.  It also wants to notify the candidates when they are selected.

Within 24 hours of a scheduled interview with a hiring manager, the candidate is contacted via phone (voicemail) and email reminding them of the interview.

Having a lot of candidates in your pipeline is a great thing, but it doesn’t necessarily mean you are on your way to meeting your hiring goals. The following three measures should be reviewed regularly to ensure that your candidates move through your pipeline efficiently, and that your pipeline leads to on-target hires. Prepare the below reports to be shown in dashboard for only identified stakeholders within the organization.

1. Time to Present/Number of Candidate Slates: One of the most critical indicators of both time-to-fill and hiring manager satisfaction is the length of time that elapses between the opening of the job requisition and the presentation of a qualified candidate slate.

Usually, a slate is defined as three qualified candidates for a job, and the target date for presentation of a slate is 10-14 days from the opening of the job (depending on the position type and complexity).

By measuring both the average time needed to present a slate and the percentage of slates presented within the target period, you will quickly be able to identify whether or not the recruitment team is meeting hiring manager expectations for speed. If you find that targets are consistently being missed, you can start to dive into root-cause issues of advertising and posting effectiveness, proactive sourcing capabilities, and recruiter efficiency and workload.

2. Hiring Manager Feedback Timeliness: Getting quick feedback from the manager about the quality of the submitted candidate slate is critical. We generally encourage an internal service level agreement (SLA) of two business days for managers to provide go/no-go feedback on the presented candidates.

It can be very effective for TA to publish a quarterly scorecard across regions, by department, of the time-to-hiring-manager-feedback averages. Often, business leaders will compete to see who can turn in feedback the quickest once it becomes apparent that certain departments are outperforming others in this area.

3. Aging of Requisitions: Tracking and monitoring aged requisitions is critical for evaluating the effectiveness of your recruiting team and process. Generally, 10-20 percent of requisitions aged beyond 45 days are normal. Anything beyond that should be CONDITIONALLY HIGHLIGHTED

By tracking and reporting on both the number and the percentage of aged requisitions weekly, TA leaders can identify and solve small problem areas before they become big problems.