

Providing Feedback on Candidates in ORC

Once you move a candidate to the **Manager Not Interested** state, you will need to provide a comment or candidate feedback to explain your decision. It is very important to only enter appropriate interaction notes on candidates that are no longer being considered. Again, please only move the candidate to **Manager Not Interested**, and not to **Rejected by Employer** or **Withdrawn by Candidate** state. Only HR & Recruiting users may select **Rejected** or **Withdrawn** as this is consider a legal disposition.

Your recruiter needs the most accurate and appropriate reason a candidate is not moving forward in the process to determine the legal disposition reason to select.

BEST PRACTICES WHEN LEAVING COMMENTS

Stick to black & white reasons, for example:

- *Candidate never returned my phone call*
- *Candidate's voicemail is full, and won't respond to my emails to schedule 2nd interview*
- *Candidate showed up to interview 20 minutes late*
- *Candidate stated they would need a minimum of \$100,000 salary; the approved range is only \$60K-\$80K*
- *During the interview, candidate stepped out to take a personal phone call and never returned*

Reference the requirements of the posting, for example:

- *Candidate's experience was not in relevant industry*
- *Experience in sales was not as strong as other candidates*
- *Selected candidate has more industry related experience*
- *Selected candidate has the preferred degree in Engineering*
- *Education does not meet the requirement – candidate stated they have yet to graduate*
- *Experience is not relevant to the position – it's in retail customer service, not B2B sales as required*

If a candidate is no longer interested in the role, indicate their reason, if known. For example:

- *Candidate was not willing to travel 50% of the time as required for the role*
- *Spoke to candidate – is planning to relocate for this position but won't be able to do so for 6 months*
- *Spoke with candidate they have accepted another position and is no longer interested*

You may also add additional notes about where a candidate may be a better fit for your Recruiter, for example:

- *Experience in sales was not as strong as other candidates – would consider in future openings with more experience*
- *Technical experience was not as strong as other candidates – would consider when we have additional openings*

BEST PRACTICE

Always provide concise, specific comments about why a candidate was not selected for the position.

You can leave comments as an *Interaction*, and also when you 'move' a candidate through the recruiting process.

COMMON PITFALLS TO AVOID

Whenever the Company is rejecting a candidate, always look for the most **defensible** reason to select – choose something that is legitimate, non-discriminatory, objective, and black & white, not subjective.

- **Making assumptions about your candidate**
 - “Candidate not in my area” – A candidate may be relocating to your area in the near future or has already, so be sure to confirm with the candidate.
 - “I don’t think the candidate will be happy with this position” – This is a subjective assumption that doesn’t reflect what a candidate has said or actually feels so be sure to confirm with the candidate.
- **Inaccurate or outdated requirements**
 - “Candidate is overqualified” – A candidate only needs to meet your minimum qualifications to be considered so statements like ‘overqualified’ or ‘too much experience’ could be considered age discrimination.
 - “Candidate doesn’t have enough experience for my entry-level role” – It isn’t an entry-level role if we are requiring experience.
- **Not providing clear feedback**
 - “Someone else was selected” – We must justify why we hired one person over every other candidate.
 - “Manager not interested” – You must justify why you are not interested in the candidate.
- **Saying “I don’t have time to follow the process”**
 - “I don’t have time to provide disposition reasons and need the offer out ASAP” – Every qualified candidate on a posting with a hire is required to have an appropriate reason for not being selected.
 - “I’m too busy - Just put the requisition on hold for a few months until I’m ready to fill the opening” – We should have a requisition when there is an active need to fill a role and if we’re reevaluating the need for the position, it should be for no longer than 30 days.

BEST PRACTICE

Document information and make notes as you screen and interview candidates, so you don’t have to do everything at once.

Because we must document every candidate considered, being behind on candidate feedback could potentially hold up an offer once a final candidate is selected.

NOTE: Only HR or Recruiting users may select "Rejected by Employer" or "Withdrawn by Candidate"