



CUSTOMER SERVICE EXPECTATIONS HUMAN RESOURCES - ACADEMIC RECRUITMENT

The following are the recruitment phases, responsibilities, and estimated timelines for support from the Academic Recruitment Manager.

Discovery Phase - Ideally this phase begins **before** a position is posted

- Contact Hiring Manager within 2 business days of receiving completed [Recruitment Form](#)
- Discuss diversity opportunities and considerations for the position
- Lead an initial discussion about the position and discuss search timeline
- Develop pre-screening questions for the posting and establish a posting closing date
- Work with the hiring manager to develop the interview strategy including but not limited to:
 - identifying the interview committee
 - assist in the creation of interview guides, provide guidance on questions to ask based on core competencies for a specific role

Sourcing Strategy - successful recruitment strategies typically take 2-4 weeks

- Consult with the hiring manager, develop a comprehensive sourcing strategy including:
 - advertising and marketing (where we will post the position to source a diverse pool of candidates)
 - discuss passive internal candidates

Screening Candidates - successful screening of candidates can take from 2 to 5 business days

- After the posting period ends, review all applications using the screening matrix and recommend top candidates for further evaluation by Hiring Manager
- After review with the Hiring Manager, conduct phone interviews using screening questions (If when and possible).
- Present top 4-5 candidates to Hiring Manager for interviewing



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Responsibilities and Estimated Timelines

Typical Search Process	Responsibility	Estimated Timeline
The position is posted and the recruiter has an initial discovery discussion with the hiring manager	HR Staffing Associate, Hiring Manager, Recruiter	1-2 Days
Discussion between the hiring manager and recruiter regarding diversity opportunities	Recruiter	1 Day
Sourcing Period (Typically 2-4 weeks)	Recruiter	2 Weeks
Posting Advertising	HR Staffing Associate	4 Weeks
Application Screening	Screening Committee	1 week
Conduct initial phone interviews	Recruiter or Hiring Manager	2 Days
Select candidates to be interviewed in-person	Recruiter and Hiring Manager	1 Day
Schedule interviews	Hiring Manager or their designee	1 Day
Bias Awareness Training	Dir. of Workforce Development and Diversity	1 Day
In-Person Interviews	Hiring Manager and identified interview team	2-3 Days