



# Recruiting/ On Boarding/ Development ROD SOP

**INDEX: CLICK ON ANY TITLE TO BE DIRECTED TO THAT SECTION OF THE SOP**

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## Identifying the Hiring Need

New | Replacement position request:

How do I know the status of my request?

Position **approved** what happens next?

Position **rejected** what happens next?

## Sourcing/Attracting Candidates

Job Search Engines:

Referrals:

## ADP Applicant Tracker:

How does a candidate apply via ADP?

How to track a candidates status on ADP?

## Interview Process:

Initial Contact:

Phone Screening:

[In person interview - virtual interview:](#)

[Offer Letter Stage:](#)

[Requesting a offer letter for candidate:](#)

[Offer letter changes:](#)

[Offer letter acceptance:](#)

[Candidate On Boarding](#)

[Pre Hire \(After Offer Letter Is Sent and Signed\)](#)

[Pre Hire \(Before Start Date\)](#)

[Day 1 Start Date](#)

[Day 30](#)

[Day 60](#)

[Day 90](#)

[New Helper 90+ day plan](#)

## Identifying the Hiring Need

### New | Replacement position request:

The first step of the recruiting process is identifying and communicating with the entire team the need of a new team member by submitting a position request form. The request will need to be submitted via **TEAMS** and approved by your **MANAGER** and **HR**, to submit a new request please follow the instructions 🤖 [Submitting An Open Position Request](#).

### How do I know the status of my request?

- Open **TEAMS**
- Go to your side menu located on the left side of the screen & select **APPROVALS**
- On the top of your screen you will see RECEIVED & SENT press **SENT** and go to the position request you submitted
- If your position is **APPROVED** you will see this status next to your position request:

Approved

- If your position was REJECTED you will see this status next to the position request:

Rejected

## Position **approved** what happens next?

Once the position is approved by your manager and HR the following will happen:

- The hiring manager will let all team members know about the open position and request referrals. **(Remember there is a \$500.00 referral bonus for all employees that refer a candidate and they stay employed for over 90 days)**
- HR will submit the position on Indeed adding the job description and salary information provided in the position request form.
- HR will create a new requisition on ADP with the position name/ job description and location to allow applicants to apply online.

## Position **rejected** what happens next?

If your position was rejected by your manager the reason will be in the position request with information on why the request was rejected if you feel this is a mistake please contact your manager and resubmit the position again.

# Sourcing/Attracting Candidates

## Job Search Engines:

After the job is posted on indeed/glassdoor, the general manager and the hiring manager will start receiving applicants resumes to their emails. The **hiring manager** needs to review these candidates that apply within a 48 hour. If they feel that the candidate meets their initial requirements based on the resume review the will mark the candidate as acceptable on indeed. If the candidate might be a better fit in a different department or maybe need another set of eyes to review the resume you will mark is questionable. If the candidate does not meet expectations you will **reject** the candidate.

**PLEASE THE THE VIDEO BELOW FOR AN EXAMPLE:**

[https://s3-us-west-2.amazonaws.com/secure.notion-static.com/248e84a6-a700-4b46-b909-74d5f266179b/25.08.2021\\_12.06.22\\_REC.mp4](https://s3-us-west-2.amazonaws.com/secure.notion-static.com/248e84a6-a700-4b46-b909-74d5f266179b/25.08.2021_12.06.22_REC.mp4)

As you identify each candidate you and your team will be able to see the status of all applicants that have applied for this listing on the left side of the screen.

The screenshot displays a list of candidates in an ADP Applicant Tracker. Each candidate's entry includes their name, job title, location, and a 'Reviewed' status with a corresponding icon (checkmark or question mark). Red arrows highlight the 'Reviewed' status of Lorenzo Katio and Pernell Riley.

Candidate Name	Job Title	Location	Reviewed Status
[Name partially visible]	HVAC Lead Technician	Lexington, SC	Reviewed ✓
<b>Lorenzo Katio</b>	Maintenance Supervisor	Columbia, SC	Reviewed ✓
<b>Joshua Hickman</b>	HVAC/CONTROLS Service Technician	Charlotte, NC	Reviewed ✓
<b>Edwin Seibert</b>	Lead Building Engineer	Swansea, SC	Reviewed ?
<b>Pernell Riley</b>	HVAC Technician	Columbia, SC	Reviewed ?
<b>Kyle Johnson</b>	Refrigeration Technician	Ladson, SC	Reviewed ?

## Referrals:

Technicians and employees that refer a candidate must provide a resume to the hiring manager or have the candidate send their resume to the hiring manager we strongly recommend to have all candidates apply directly to the position on ADP.

## ADP Applicant Tracker:

### How does a candidate apply via ADP?

Anyone can direct a potential candidate to apply via ADP by sending them to our company website. On our company website we have a career opportunities page that gives the candidate more information of what the company offers to its employees also the direct link to access all the available positions on our ADP platform.

You can copy the link below and email or text this to the candidate.

#### Career Opportunities - Day & Nite

Balanced Scorecard principles define our high performance company culture. Passionate about delivering consistently rewarding internal and external customer experiences, propelled by a continuous improvement imperative, committed to environmental, social and economic ideals of enriching People - Planet - Profit for all



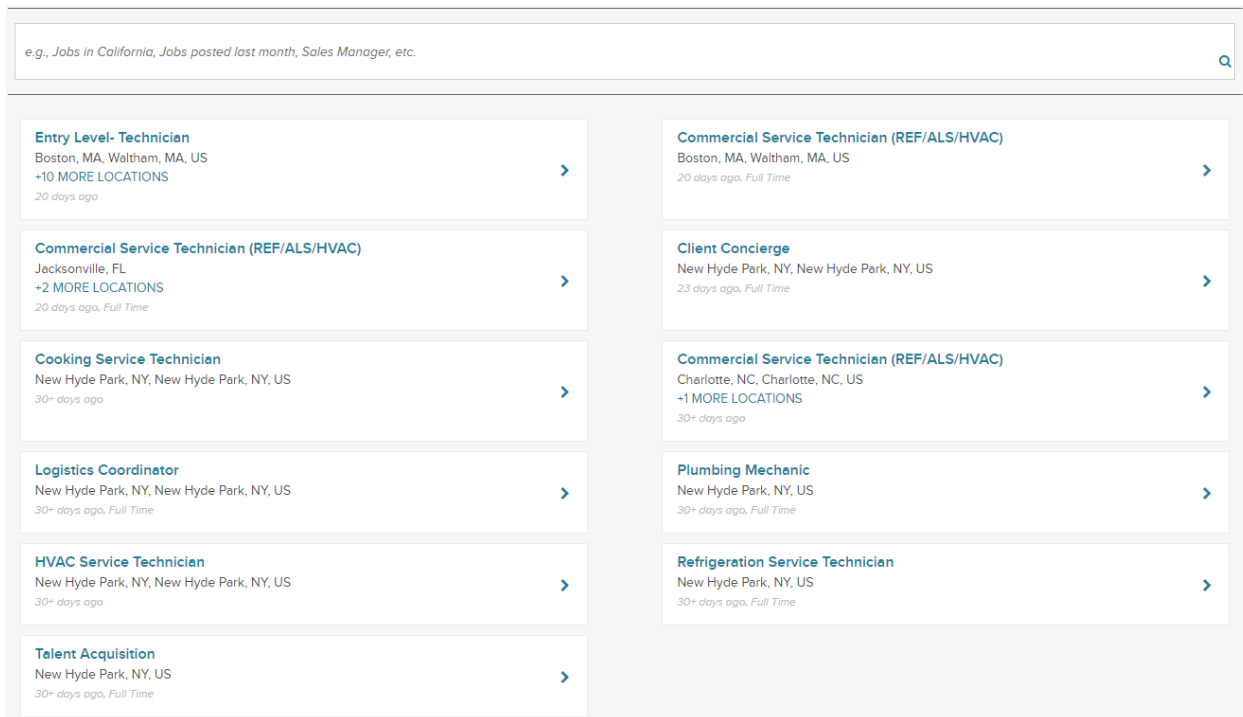
<https://www.wearetheone.com/career-opportunities/>

On the Career Opportunities page the candidate can view the all open positions by clicking apply here button on the page:



Section of the Career Opportunities page that will direct them to ADP platform.

Please make sure you tell the candidate what position and location they need to select when applying. The positions here are positions that were approved in the position request form if you do not see your position here and it was approved please contact Peggy in HR.



This is what the candidate will see when selecting an open position in the ADP screen.

## How to track a candidates status on ADP?

## Interview Process:

The hiring manager is responsible of contacting the candidates that apply via the job search engines or that were referred for the position, the general manager can also assist the hiring manager in the interview process.

**We strongly recommend that the hiring manager follows this interview process:**

### Initial Contact:

Checking the candidates availability to schedule a initial phone screening. If the candidate has time to speak during the initial contact please proceed with the initial phone screening. The hiring manager must direct the candidate to apply to the position online by going to our career opportunities page this MUST be done before proceeding to the phone screening and interview steps.

## Phone Screening:

The hiring manager will speak to the candidate to discuss basic qualifications, information about the company/position and possible salary expectations. The hiring manager can make the decision to skip the interview process if he feels strongly about a specific candidate but must get approval from the general manager to skip the interview process.

## In person interview - virtual interview:

If the candidate passes the initial contact and phone screening they are now going to schedule an in person or virtual interview. All interviews must be scheduled using the outlook calendar if the interview is virtual you must select TEAMS MEETING on the invite. If you need a breakdown on how schedule a meeting on outlook please click this link. ( INSERT LINK HERE)

## Offer Letter Stage:

You have completed the interview process and you are ready to submit an offer letter to the candidate before you contact HR you must confirm that the candidate applied to the ADP position.



**CANDIDATE MUST HAVE AN ADP PROFILE TO SEND OFFER LETTER ELECTRONICALLY!**

## Requesting a offer letter for candidate:

The hiring manager will personally call the candidate congratulating them and welcoming them to the team. They will also notify them that the offer letter will be sent




from HR within 24 hours.

**The hiring manager or general manager will send an email to HR:**

- Send email to HR with the subject that includes the candidates full name followed by the words offer letter.
- The body of the email must included the candidates name/division/pay rate/start date/any special request like union benefits or extended vacation time.
- If HR is not available (on vacation) the general manager has the ability to send the offer letter directly thought ADP
- When selecting your start date always try to make it two weeks out. This gives HR enough time to complete the background process and allows you and your team to prepare

Please see below for an email example:

 Send	From ▾	sgarcia@wearetheone.com
	To	<a href="#">Human Resources</a>
	Cc	
	Bcc	
Subject		SIMON GARCIA OFFER LETER REQUEST

Candidate Name: Simon Garcia  
Division: QA NYC  
Position: Quality Assurance  
Start Date: 8-30-2021  
Pay Rate: 100.00 Hourly (If Salary please make sure you also say that)



**HR WILL HAVE 24 HOURS TO CONFIRM THEY RECEIVED THE OFFER LETTER REQUEST AND SUBMIT IT TO THE CANDIDATE. HIRING MANAGER CAN VIEW THE OFFER LETTER STATUS IN APD.**

## **Offer letter changes:**

The candidate might request a salary adjustment or maybe they can start sooner than the initial time frame on the offer letter. If the offer letter is declined or needs to be revised you must get approval from your general manager and submit another OFFER LETTER REQUEST to HR with the updated information and you MUST COPY your GM in the email to keep a record of the changes.

## **Offer letter acceptance:**

Once the candidate accepts the offer the general manager will receive an email notice. HR will review the offer letter and change the candidate status to accepted offer in ADP after that is done the on boarding process will begin.

# **Candidate On Boarding**

## **Pre Hire (After Offer Letter Is Sent and Signed)**

☐ HR will create a new entry in the 🚚 New Hire Onboarding this will include the candidates information | start date | manager | division information| and technician on boarding check list.

If HR is not available Simon Garcia can create this as backup.

☐ HR will send background check instructions to candidate via email

- ☐ HR will drug test ESCREEN information to candidate
- ☐ HR will submit MVR request to our insurance company once they receive the candidates license **(THIS IS ONLY FOR CANDIDATES THAT WILL BE DRIVING A DAY & NITE TRUCK)**
- ☐ HR will add uniform size to candidates checklist card
- ☐ HR is responsible of updating the candidates task cards from in progress to completed (Background | Drug | License | Tech ID ) This will eliminate any additional calls or miscommunication between managers and HR.
- ☐ Hiring Managers are responsible of updating each step in Notion checklist

## Pre Hire (Before Start Date)

- ☐ HR will submit a NEW HIRE ALERT to the HIRING TEAM and also all the managers and LC team notifying them of the candidates start date and notion check list.
- ☐ HR will create a new Concur expense account
- ☐ Fleet Manager is responsible for having the candidates truck clean and with inventory before his start date. The truck information will be added to the candidates notion card for IT to add to the database.
- ☐ If the candidate is starting in a different branch Fleet Manager is responsible in communicating with the Hiring Manager or General Manager on what truck will be given to the candidate and the Hiring Manager will add the information to the notion card
- ☐ Fleet Manager is responsible for providing uniforms to the candidates the uniforms will be placed in the passenger seat of the truck before delivery.
- ☐ Outer markets managers are responsible of keeping inventory of uniforms. If uniforms are needed you must request uniforms in bulk to the fleet manager.



**REMINDER!!!! IF WE ARE OUT OF STOCK IN HQ A NEW ORDER TO OUR MANUFACTURER CAN TAKE UP TO 3-4 WEEKS. ALWAYS MAKE SURE YOU HAVE UNIFORMS IN STOCK!!!!**

- ☐ Fleet Manager is responsible for providing a gas card pin code must be added to the notion card.
- ☐ Fleet Manager is responsible performing a full walkthrough of the vehicle with the candidate and take any pictures of damages on the vehicle.
- ☐ Inventory Manager is responsible of confirming that the truck is fully stocked.
- ☐ Inventory Manager is responsible of performing a full walkthrough with the candidate of the truck stock. (ONLY FOR TRUCKS IN NY)
- ☐ If the candidate is starting in one of the outer branches the manager of the branch must assign someone to give a complete count of the current inventory on the truck on site. The count will be provided to the Inventory Manager. The inventory manager is responsible of shipping the stock items to the branch to complete the stock levels on that truck.
- ☐ IT department is responsible of preparing the technicians phone they must confirm that tech anywhere | marketplace | teams | ETC is all in working order. The phone will be given directly to the manager of that department, phones that need to be shipped to any of the outer markets must be shipped 3 business days before the start date.
- ☐ IT department will create an office account (email and teams) and need to make sure to add that information in the outlook contact list.
- ☐ IT department will create parking app credentials if needed (depending on state). The credentials will be emailed to the candidates [wearetheone.com](mailto:wearetheone.com) email for review on his first day.
- ☐ IT department will confirm that TeamViewer quick support is installed and working correctly on the new phone.
- ☐ Hiring Manager will contact the candidate before the start date welcoming them once again to the team and providing instructions on their first day.

## Day 1 Start Date

- ☐ Hiring manager or supervisor will be assigned to on board the new hire on their first day.

The candidate will have an introductory session breaking down the following:

- 30-60-90 day plan (complete breakdown of the goals for the
- Tech Anywhere
- Marketplace
- SOP Review
- Teams | Outlook
- Concur



Hiring manager please request test work orders when breaking down tech anywhere to the technician.

- ☐ HR will confirm that all paperwork is completed
- ☐ HR will create a new ADP account
- ☐ HR will create a new concur account
- ☐ HR will confirm all New hire managers have completed their Notion task and move the card from **IN PROGRESS** to **COMPLETED**

## Day 30

- ☐ Hiring manager will report on the new hires first 30 days to the general manager and QA. Hiring manager must schedule 1 in person visit and meet with the new hire to review the original set goals and what is planned for the next 30 days.
- ☐ If the new hire is not meeting the initial expectations a performance review will be submitted and adjustments will be made to the 30-60-90 plan to match the new goals and expectations.

## Day 60

- ☐ Hiring manager will report the new hires first 60 days to the general manager and QA via email.
- ☐ If the candidate is still not meeting expectations a replacement request will be submitted to HR to start looking for a replacement for the candidate

## Day 90

- ☐ Hiring manager will report the new hires first 90 days to the general manager and QA via email
- ☐ Hiring manager will place the new hire on a tier level to identify their current strengths and what the focus for future development.
- ☐ Hiring manager will work with the general manager and create on going development plan depending on the tier the technicians is placed.
- ☐ QA will be assigned to perform an audit on the new hire.

## New Helper 90+ day plan

Please click here to see the 30-60-90 day plan for new helper. 🧑 [Day & Nite Training Program For New Hires](#)