

# **Concept Note: ChangeLeaders Recruiter Portal**

ChangeLeaders is transforming India's recruitment landscape by launching a comprehensive digital ecosystem designed specifically for freelance recruiters and small recruitment firms. This innovative platform integrates four strategic pillars: intelligent recruitment facilitation, skills development through curated training content, community building via industry events, and AI-enhanced resume screening for optimal hiring outcomes.

## **Core Value Proposition**

### **Intelligent Position Discovery & End-to-End CV Management**

Our unified platform enables client organizations to post job openings while simultaneously connecting them with a curated network of recruitment professionals. Freelance recruiters and boutique agencies gain streamlined access to diverse client mandates, fostering collaboration and dramatically improving placement success rates within a secure, transparent digital framework.

#### **Key Features:**

- Position Selection & Assignment: Recruiters can browse, filter, and self-assign positions aligned with their expertise
- Resume Submission & Tracking: Comprehensive submission workflow with real-time status updates
- Transparency Dashboard: Complete visibility into resume status, rejection rationales, candidate interview progress, and offer outcomes
- Financial Management: Integrated tracking of joining confirmations, billing cycles, invoice due dates, and payment status
- Performance Analytics: Individual and comparative metrics to optimize recruiter effectiveness

### **AI-Powered CV Screening & Quality Assurance**

The portal leverages advanced natural language processing and machine learning algorithms to automatically parse job descriptions and evaluate resume alignment. This

intelligent screening system flags mismatched applications, reduces manual review time, and accelerates the shortlisting process while maintaining quality standards.

#### Technical Capabilities:

- Automated JD-Resume Matching: Semantic analysis of skills, experience, and qualifications
- Intelligent Filtering: Pre-screening based on customizable client criteria
- Quality Scoring: Algorithmic ranking of candidate suitability
- Bias Reduction: Standardized evaluation parameters to ensure fair assessment

## **Collaborative CV Repository & Revenue Sharing System**

The platform features an intelligent CV repository where all uploaded resumes are automatically parsed, tagged, and stored in a searchable database accessible to participating recruiters.

#### Repository Features:

- Automated CV Parsing: All submitted resumes automatically extracted and stored with metadata
- AI-Powered Search: ChatGPT-style natural language search interface for finding relevant candidates
- Revenue Sharing Mechanism: 5% fee transfer from utilizing recruiter to original CV contributor upon successful placement within the portal
- Cross-Pollination Benefits: Expanded candidate pool access for all participating recruiters
- Opt-Out Flexibility: Recruiters can choose to exclude their CVs from shared database during registration

#### Revenue Sharing Rules:

- Trigger Event: Y recruiter selects X recruiter's previously uploaded CV for any portal client
- Fee Structure: 5% of total placement fee automatically transferred from Y to X recruiter
- Platform Limitation: Revenue sharing applies only to placements within portal clients
- External Placement Exclusion: No claims available for candidates joining non-portal clients
- Notification System: Automatic alerts to original CV contributors when their candidates are selected

# Platform Architecture & User Experience

## 1. Home Page (Visitor Experience)

### 1.1 Featured Job Listings

- Searchable carousel showcasing high-priority openings with position title, location, and CTC
- Prominent "Submit Resumes" CTA redirecting visitors to recruiter registration

### 1.2 Client Showcase

- Grid display of hiring-client logos building credibility and highlighting marquee partnerships

### 1.3 Top Trending Recruiters

- Featured profiles of top five active recruiters: photo, name, total placements, and average feedback time

### 1.4 Curated Opportunity Sections

- Immediate Resume Requests: Urgent client submissions flagged for priority
- Upcoming Interview Drives: Positions with interviews scheduled within 3 days
- Fast-Response Positions: Jobs with <24-hour average client response time
- High-Commission Roles: Senior openings offering ₹1 Lakh+ recruiter commissions
- Rapid Submission Roles: Positions with fastest submission-to-shortlist turnaround

## 2. Recruiter Experience

### 2.1 Registration & Verification

- Comprehensive profile setup: name, email, phone, recruitment experience
- CV Repository Participation: Opt-in/opt-out choice for CV database sharing
  - Opt-In: Access to full CV repository + revenue sharing eligibility
  - Opt-Out: No database access + no revenue sharing participation
- Email verification with secure activation link

### 2.2 Onboarding & Payment Integration

- Model Selection: Choose between Revenue Sharing (50/50 split) or Subscription (₹5,000/10 CVs)

- Financial Setup: Bank details integration and Razorpay connection for seamless subscription management

### 2.3 Comprehensive Dashboard

- KPI Summary Cards: Total CVs submitted, positions assigned, pending submissions, commission earned, subscription status, CV repository earnings
- Position Management Table: Complete overview with position title, client, model, assignment status, CVs submitted, status tracking, and submission actions
- Client Rating Display: Each position shows client's overall star rating (1-5 stars) based on response time and recruiter confidence
- CV Repository Section:
  - AI-Powered Search Bar: ChatGPT-style natural language interface for candidate discovery
  - Repository Statistics: Total CVs contributed, CVs utilized by others, revenue sharing earnings
  - Contribution Tracking: List of uploaded CVs with usage statistics and earnings
- Detailed Pipeline Visualization: Advanced tracking from "Submitted" → "Under Review" → "Shortlisted" → "Interview" → "Offer" → "Hired"
- Interview Stage Granularity: L1 TBS, L1 Scheduled, L1 FP, L1 Reject, L2 TBS, L2 Reject, L2 FP tracking
- Real-time Activity Feed: Live updates on feedback, assignments, subscription alerts, CV repository notifications
- Advanced Filtering: Sort by date, status, client, commission level, client rating
- Financial Tracking: Credit availability, utilization, expiry monitoring, repository revenue sharing
- Client Rating Interface: Option to rate clients after receiving feedback on response quality and timeliness (1-5 stars with comments)

## 3. Client-wise Hiring Manager Experience

### 3.1 Role-Based Access Control

- Secure authentication for ChangeLeaders staff with position-specific permissions

### 3.2 Comprehensive Management Dashboard

- Performance Overview: Total positions uploaded, CVs pending review/submission, active recruiter count
- Client Performance Metrics:

- Overall Client Rating Dashboard: Visual display of each client's star rating (1-5 stars)
- SLA Compliance Tracking: Real-time monitoring of client response times against 5-working-day SLA
- Rating Breakdown: Detailed view of response time performance and recruiter confidence scores
- CV Repository Management:
  - Repository Analytics: Total CVs in database, search frequency, cross-utilization rates
  - Revenue Sharing Tracking: Monitor 5% fee transfers between recruiters
  - Quality Metrics: CV parsing accuracy, search relevance, duplicate detection
- Detailed Position Tracking: Complete table with position title, client, client rating, recruiter assignments, submission metrics, interview stage breakdowns (L1/L2 reject rates), and scheduling
- Advanced Action Controls: Recruiter assignment management, bulk feedback dispatch, WhatsApp group broadcasting
- Communication Hub: Dynamic WhatsApp group links per position for instant messaging
- Alert Management: Task center for CV reviews, client feedback, interview scheduling, SLA breach warnings, and repository notifications
- Rating Analytics: Client-wise rating trends, improvement areas, and performance benchmarking

## 4. Client Rating & Performance System

### 4.1 Automated SLA-Based Rating

- 5-Star Rating: Client responds within 5 working days (SLA compliant)
- 4-Star Rating: Client responds within 6-7 working days
- 3-Star Rating: Client responds within 8-10 working days
- 2-Star Rating: Client responds within 11-15 working days
- 1-Star Rating: Client responds beyond 15 working days or provides incomplete feedback

### 4.2 Recruiter-Driven Rating System

- Response Quality Assessment: Recruiters rate feedback depth, clarity, and constructiveness
- Timeliness Evaluation: Additional rating for actual vs. expected response time

- Overall Confidence Score: Combined rating reflecting recruiter willingness to work with client again

#### 4.3 Composite Rating Algorithm

- 70% Weight: SLA-based automated rating
- 30% Weight: Average recruiter-provided ratings
- Monthly Recalculation: Dynamic rating updates based on recent performance
- Minimum Threshold: Ratings based on minimum 5 submissions for statistical validity

### 5. CV Repository System Architecture

#### 5.1 Automated CV Processing

- Intelligent Parsing: Extract skills, experience, education, contact details, and career progression
- Metadata Tagging: Automatic categorization by industry, function, experience level, location
- Duplicate Detection: AI-powered identification of similar/identical candidates
- Privacy Compliance: Anonymized search results with contributor attribution

#### 5.2 Search & Discovery Interface

- Natural Language Search: "Find Java developers with 3+ years experience in fintech"
- Advanced Filters: Location, experience, skills, education, salary expectations
- Relevance Scoring: AI-driven ranking based on search criteria and CV quality
- Search Analytics: Track popular search terms, success rates, and user behavior

#### 5.3 Revenue Sharing Automation

- Real-Time Tracking: Monitor CV usage across all positions and recruiters
- Automatic Notifications: Instant alerts to original contributors when CVs are selected
- Fee Calculation: Automatic 5% deduction from utilizing recruiter upon successful placement
- Payment Processing: Seamless transfer through integrated payment system
- Audit Trail: Complete transaction history for transparency and dispute resolution

### 6. Dashboard Integration Features

#### 6.1 Recruiter Dashboard Enhancements

- Client Rating Filter: Filter positions by client rating (5-star, 4-star, etc.)
- Rating Alert System: Notifications when previously high-rated clients experience rating drops
- Performance Insights: Historical view of client rating changes and trends
- Repository Earnings Tracker: Dedicated section for CV sharing revenue and statistics

## 6.2 Hiring Manager Dashboard Enhancements

- Client Performance Scorecard: Visual dashboard showing all clients with color-coded rating system
- SLA Breach Alerts: Real-time notifications when clients exceed 5-working-day response threshold
- Improvement Action Items: Suggested interventions for underperforming clients
- Rating Trend Analytics: Monthly/quarterly rating progression for each client
- Repository Health Monitor: CV database growth, quality metrics, and utilization rates

# 7. Collaboration & Communication Ecosystem

## 7.1 Integrated WhatsApp Communication

- Automated status updates posted to dedicated position-specific recruiter groups
- Real-time transparency ensuring all stakeholders remain informed
- Rating-based messaging: Automatic alerts when client ratings change significantly
- Repository notifications: CV usage and revenue sharing alerts

## 7.2 Streamlined Contact Management

- Single point of contact model with dedicated hiring managers per position
- End-to-end responsibility for recruiter assignments and client interactions
- Rating accountability: Hiring managers responsible for maintaining client SLA compliance

## 7.3 Comprehensive Audit & Notification System

- Timestamped logging of all platform actions (uploads, feedback, assignments, ratings, CV repository activities)
- In-platform notification system replacing email alerts for instant updates between recruiters and hiring managers
- Rating change notifications: Automated alerts when client ratings are updated

- Repository activity alerts: Notifications for CV usage, revenue sharing, and contribution milestones

## Flexible Revenue Models

### Revenue Sharing Model

- Zero upfront investment: No registration fees or monthly commitments
- Performance-based earnings: 50/50 split on successful placement fees + 5% repository sharing revenue
- Risk-free entry: Payment triggered only upon candidate hiring
- Ideal for: New freelancers, part-time recruiters, and professionals testing the platform

### Subscription Model

- Predictable cost structure: ₹5,000 per recharge cycle for 10 CV submissions (₹500 per submission)
- Full earnings retention: Recruiters keep 100% of placement fees + 5% repository sharing revenue
- Feedback guarantee: 10% credit back if no client feedback received within 7 days
- Ideal for: High-volume recruiters, established freelancers, and small agencies requiring budget certainty

## Trust-Building Mechanisms

### 1. Escrow-Style Payment Protection

- Staged payment security: 50% payment on signup, 50% after first successful feedback cycle
- Credit rollover flexibility: Unused credits carry forward for 1 month

### 2. Enhanced Peer Verification System

- Dual-Direction Rating: Both automated SLA-based and recruiter-driven client ratings
- Automated warnings: System flags consistently low-rated clients
- Community insights: Anonymous feedback on client experiences with rating context

- Performance transparency: Public client ratings visible to all recruiters
- Repository integrity: CV contributor verification and quality scoring

### **3. Service Level Guarantees (SLA)**

- Response commitment: 5-business-day client feedback guarantee with rating consequences
- Platform support: 24-hour response for all recruiter queries
- Uptime assurance: 99.9% availability with service credits
- Rating integrity: Regular audit of rating system accuracy and fairness
- Repository reliability: Data security, privacy protection, and accurate revenue sharing

### **4. CV Repository Terms & Conditions**

- Platform Limitation: Revenue sharing applies exclusively to portal client placements
- External Placement Exclusion: No claims for candidates joining non-portal clients
- Opt-Out Consequences: Recruiters choosing to exclude CVs forfeit database access
- Data Ownership: Contributors maintain candidate relationship ownership
- Privacy Protection: Anonymized search with controlled candidate contact access