linkme.com.au

Resume Search Manual

V2 June 2011

Table of Contents

Introduction

Welcome to the new and improved LinkMe resume search.

In the latter half of 2010, LinkMe embarked on a large scale project to completely overhaul our employer search experience. Over many weeks, we conducted extensive user testing from volunteers within our valued client list, incorporating the invaluable insight gained from this process into our new design.

The new Resume Search platform has been designed to make it easier for you to conduct meaningful broad searches in minutes. Our new refinement feature on your search results page then allows you to gradually refine or filter your results according to job hunter status, industry, salary and more.

Our aim is to provide you with the most user friendly interface we possibly can, so that you can confidently rely on LinkMe to be an efficient candidate sourcing tool.

What you can do without logging on

There are many things you can do within LinkMe without ever having to logon. You can search, refine and view full resumes from the public access area of LinkMe.

In order to contact candidates or view any identifying features, you will need to login to your account. You will also need to ensure you have sufficient credits in order to contact candidates on the LinkMe database.

Simple Search

The simple search screen

When you first login to your LinkMe account, you will land on the "Simple Search" screen. From here, you can navigate to any area of your account.
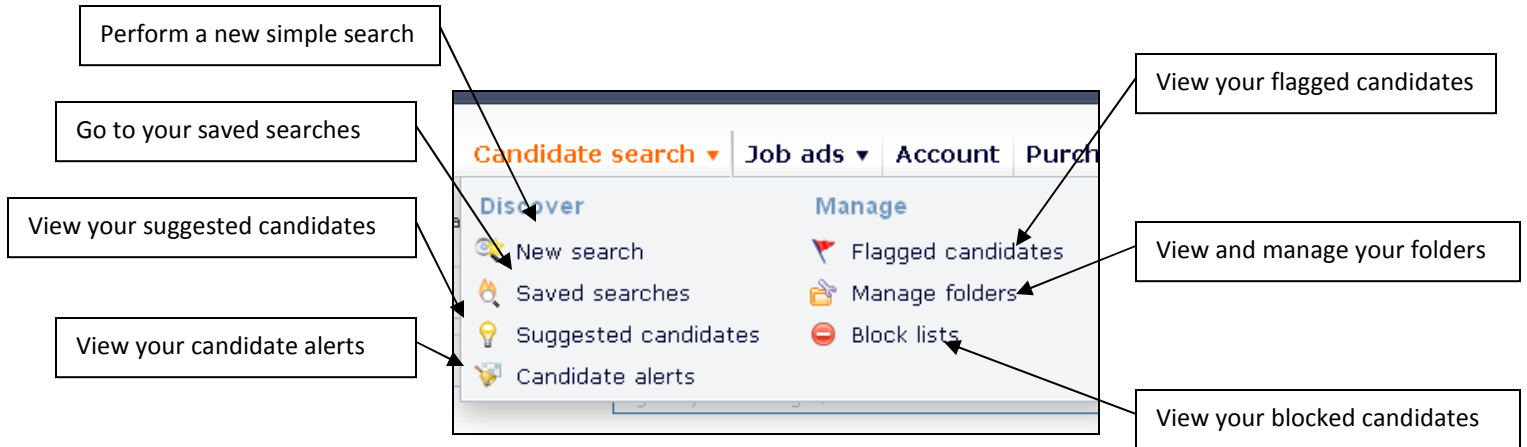
Global navigation header

From the top navigation bar, or global navigation header, you can reach all elements of Candidate search, job ads pages, your account details, and the purchase screen (if you are purchasing casual credits).
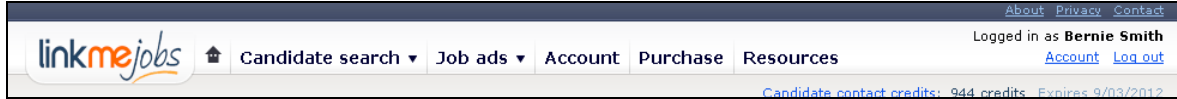
Candidate search options

From the Candidate search drop down tab, you can click through to all areas of the search site.

For more information on each section, see following chapters.

Job ads options

From the job ads drop down tab, you can click through to all areas of the job ads site. Please remember however, if you use an applicant tracking system or multiposter to post your job ads (ie you don't post directly through LinkMe), you will not be able to see your posted ads here.

Editing your account settings

You have some ability to edit your account settings when logged in.

Edit your name here

Change your username or email address

You can edit your phone number, industry, title and role here – you cannot change your company name.

Edit your suggested candidate and communications setting here

Useful links from the simple search page

There are several "quick links" from the simple search page for your convenience.

See your folders and blocklists

View your allocated contact and job applicant credits and expiry date

Expand to see and access your saved searches

Expand to see some helpful tips on getting the most out of your subscription

Performing your initial search

From the search screen, you can perform a comprehensive keyword search. In the old LinkMe format, you could choose to begin with what was referred to as an "advanced search", which would immediately give you access to all filters and fields to search by.

In order to reach the advanced search options in the new LinkMe search, you first need to perform a broad keyword search.

You have two options.

Option 1: Perform a simple keyword and location search

You can perform a basic keyword or job title search by simply entering your job title or keyword and selecting your location (if desired). You will need to select your location from the drop down list to ensure your results are accurate.

Enter your keywords here

Select your location

Option 2: Click for more options

You can refine your keywords and location by using the more options links below the simple search boxes.

More options for Keywords

By clicking on the more options link under the keywords field, you can add more keyword options to further refine your initial search results.

Your original search term will pre populate here – add more keywords for "all the words" searches

Search for an exact phrase you want to find in the resume – for example "Fast moving consumer goods" or "solution sales"

Search for resumes that have one or another of these words, for example "MYOB" or "QuickBooks"

Search for a candidate by name. Search by full name or last name, exact match or close matches.

Click here to see job title options (see below)

Filter out candidates who may have irrelevant experience by specifying words you do not want to see in their resume, for example "CEO"

By clicking on the **Filter job titles** option, you can search on keywords that appear in specified job titles only, rather than as keywords in the resume as a whole.

Hide job titles filter ▲

All of these words in their job titles:

◉ Last 3 jobs ○ All jobs

All of these words in their desired job titles:

Search on keywords found within job titles

Specify whether they need to have held this title in their last 3 jobs or at any point in their history

Specify keywords nominated by the candidate in their **Desired job** title

More options for location

By clicking on the more options link under the location field, you can specify a location radius, whether you want to view candidates who are willing to relocate to your location for work, and whether or not you wish to include international candidates willing to relocate to your area for work.

Select your radius option to find local candidates

Include candidates who have specified they would move to your area for a job

Include international candidates or nominate a country of origin

Search results screen

Search results header

The results header will immediately show you the results of your search.

The text reflects the search parameters you entered to attain the results on this page, as well as the number of candidates matching those parameters.

Expanded view

The expanded view is the default results page that you will be presented with when you first perform a search.

The candidate record in the expanded view contains the following information:

1. The job hunter status, indicating the candidate's current availability
2. The candidate name – this will be hidden until you unlock the candidate if you are on a casual usage plan, or if the candidate has chosen to keep their name hidden
3. The location of the candidate
4. Their Join or Update date (whichever is most recent)
5. A link to any notes you have made, or those in your organisation may have made
6. An unlock link – this will cost a casual user 1 credit, but an unlimited user no further cost is incurred
7. A list of the candidate's most recent 3 jobs, derived from their resume, including length of tenure
8. Their desired salary
9. A summary of the elements within the full resume that contain your keywords used in your search

The keywords you used in your search are bolded where they appear to make it as clear as possible their suitability for your role.

Compact View

By clicking into the compact view tab, you can see more results per page. The compact view contains the following information:

1. Job hunter status, name, location and updated/joined date as per expanded view
2. Most recent jobs list as per expanded view
3. Desired salary
4. "Flag" (see section below on flagging canididates)
5. Locked and notes icons

By hovering over the compact view, you will see the flag, block link and down pointing arrows highlight. Click on the double arrows to reveal more of the candidate record as follows:

1. Snippet taken from areas of the resume and profile relevant to your keywords/search terms
2. Block Link
3. Arrows and flag

Refine search (Advanced Search)

Once you have performed your initial search, you can then use the many options on the left hand side of the screen to change and refine your search. You can also use the options at the top of the results screen to sort your result by key profile features.

1. Breadcrumbs: you can click through to previous pages at any time by using the breadcrumbs at the top left hand side of the page
2. The double arrows at any point on the screen mean that there is a drop down section that can be revealed by clicking on these arrows
3. You can sort by aspects of candidate profiles by selecting options here
4. By clicking the single arrows for any refine section, the detail will be revealed
5. You can reset all search filters at any time to return to your original search
6. The LinkMe faceted search allows the numbers for each status to be displayed underneath each status button. Clicking these will alter the results

Refine filters

Change keywords and location

From the search results screen, you can edit your original search terms, keywords and location at any time by clicking on the **Change keywords and location** link.

This will display the same options as the simple search screen, including the **more options** links. Edit or enter your new search terms and click the search button.

Job hunter status

You can refine your search to view only those candidates who have nominated a certain availability status. The number of candidates that have selected each status within your search results is displayed below each status (faceted search).

By ticking or unticking each box, your results will automatically refresh to display those candidates who match the ticked options.

1. **Immediately available**: this option must be updated by candidates daily. If they do not confirm their status as immediately available, they are automatically changed to the status of **actively looking**
2. **Actively looking**: this option must be updated by candidates monthly. If they do not confirm their status as actively looking, they are automatically changed to the status of **not looking but happy to talk**
3. **Not looking but happy to talk**: this is the status selected by candidates who are not actively seeking employment, but who have nominated that they are happy to be approached for other opportunities

Full time, part time etc

By ticking or unticking each box, your results will automatically refresh to display those candidates who match the ticked options. The number of candidates that have selected each work option within your search results is displayed below each option (faceted search).

You can choose to view candidates who wish to work full time, part time, contract, temp or job share (or all of the above).

Desired salary

You can specify a salary range that you wish your search results to fall into. Using the slider, you can specify a minimum and a maximum salary bracket – any candidates who have nominated a minimum or maximum within that range will appear.
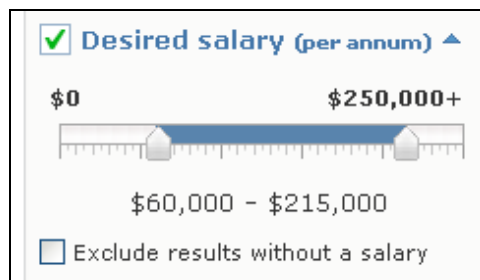
You can also choose to exclude candidates who have not nominated a salary in their profile by ticking the **exclude results without a salary** tick box.

Resume recency

You can specify a minimum update date for the candidate resumes you view in your search results by using the resume recency slider. The default for this option is 6 months **when the option is ticked**, which means that no resumes older than 6 months will be shown.
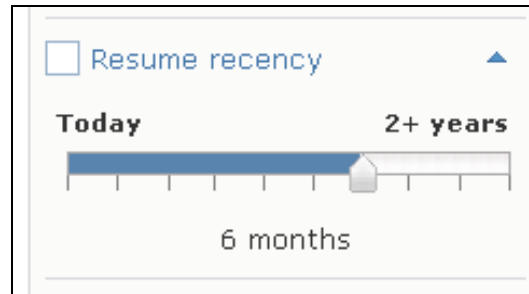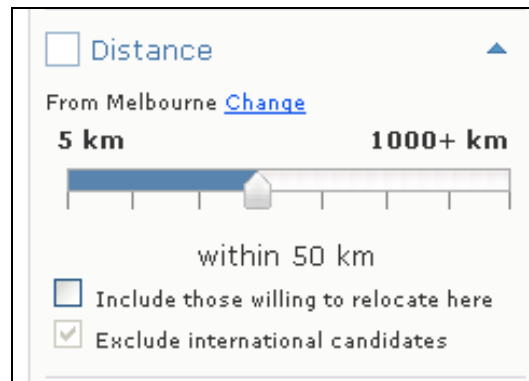

Distance

You can use the distance slider to specify the radius from your nominated location that you wish you candidates to be located in. You can also choose to include candidates who are willing to relocate to your location by ticking the **include those willing to relocate here** tick box. This will search for candidates based on the postcode of their nominated location.

Employer

You can search for candidates who work or have worked in specific organisations. By typing in the employer name, you can then select whether you want to see candidates who have worked for this organisation in **Any job**, their **Current job** or in their **Most recent 3** jobs by clicking the radio buttons.

This can be used to search for employees or past employees of competitors.

Education

You can search for candidates with specific qualifications by using the education search box as below.

Industry

You can search for candidates who have nominated whether they have worked in a specific industry by using the tick boxes to nominate the industries below. To view more of the list, click the **Show more** link. The number of candidates that have selected each industry option within your search results is displayed next to each option (faceted search). Candidates may have selected more than one industry.

Specifying industry in your search can be quite restrictive, and often will not take into account transferable skills that can be used across a range of industries. Only use this filter if it is absolutely necessary for your candidate to have worked within a certain industry sector.

Non profile information

This area can be used to further filter your results in a specific search by any activity you may have performed on the candidate. You can use a combination of these filters to narrow your results down to as little as one or two candidates.

1. **In a folder**: by ticking the yes radio button here, you will only see candidates that you have put into a folder. By ticking no, you will only see candidates that you have not put in any folder
2. **Has notes**: by ticking the yes radio button here, you will only see those candidates that you or a member of your organisation have put notes against. By ticking no, you will only see candidates with no notes
3. **Was viewed**: by ticking yes here you will only see those candidates that you have clicked through to view their resume. By ticking no you will only see those who you have never viewed their resume
4. **Is flagged**: by ticking yes you will only see flagged candidates. Clicking no will show you only unflagged candidates
5. **Contact was unlocked**: by ticking yes you will only see unlocked candidates. By ticking no you will only see locked candidates.
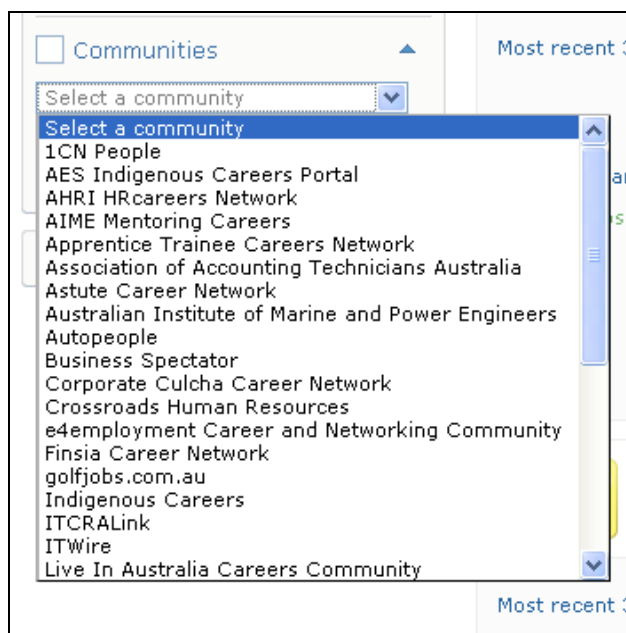
Indigenous Status

By selecting **Australian Aboriginal** or **Torres Strait Islander** using the tick boxes under Indigenous status, you will only see those candidates who have indicated that they are of Indigenous origin.

Please note: This area is updated by candidates themselves. At times this may have been indicated in error.

Communities

LinkMe partners with many professional organisations, training providers, education providers and community groups to provide industry specific career portals to their members. You can search specifically on candidates who have joined through these portals by selecting the community name from the drop down list.

Sort by

You can sort your results by several elements contained within the candidate profile. This will not change the number of your results, but will bring the most relevant candidates according to your nominated filter to the top of your page.
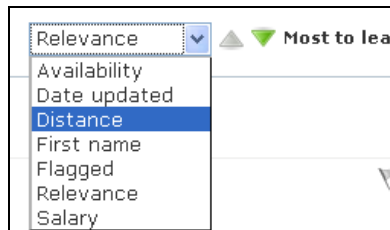
You can select a sort option form the list below, and then nominate which direction you wish the results to appear:

1. **Relevance**: this sorts your candidates by the level of their match to your nominated keywords and criteria. You can view from most to least or least to most relevant
2. **Availability**: this sorts your candidates from most to least available (ie Immediately available is most available, while not specified is considered least available)
3. **Distance**: this sorts your candidates based on their proximity to your specified location. You can view from nearest to furthest or from furthest to nearest
4. **First name**: you can sort your results alphabetically by first name
5. **Flagged**: this will show all flagged candidates at the top of your results
6. **Salary**: you can view from highest to lowest desired salary, or from lowest to highest

Viewing and contacting candidates

Action from the search results screen

You can perform the same actions from both the expanded and compact view of your search results.

Unlocking a candidate

Unlocking a candidate will reveal all of the available candidate details to you.

If you are on an unlimited subscription contract with LinkMe, you will be asked to unlock a candidate in order to view their phone number only. The candidate name and identifying details will already be available to you.

If you are a casual LinkMe user, you will need to unlock a candidate in order to see any of their identifying features. Other actions that use credits on your account will also serve to unlock a candidate – you will only be charged once for accessing one candidate. Once the candidate has been unlocked, you will always see their details.

To unlock a candidate, click on the **Unlock contact** link. You can also do this from the resume screen.
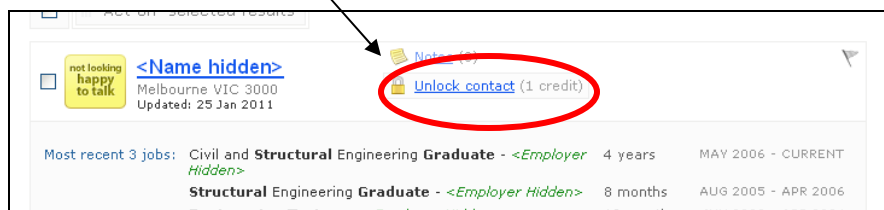
Action a single candidate from search results

You have many options from the search results page for acting on individual candidates. By clicking on the drop down arrow

Click on the drop down arrow to view menu

Click here to view the resume

View phone number

Click here to send a message

Add to a new or existing folder

Add to a job ad (if you have one open)

Download resume as DOC: also contains "email resume to me"

Add a note

Action selected candidates from search results

You can perform the same actions on multiple candidates at once. By selecting the tick boxes next to the records you want to action, you can then click on the **Act on x selected results** drop down menu to choose your action.

Select Act on selected results drop down menu and choose from actions as above

Select the tick boxes to select candidates you wish to action

Action from the resume screen

Viewing a resume

You can view a single resume by clicking on the name or **<name hidden>** link from the search results page. You can view multiple resume by selecting them from the search results and selecting View x resumes from the drop down list as above.

View a single or multiple resumes at a time by selecting from the search results page.

The resume screen

The resume screen contains the following important elements:

1. The name, status, update, join and edit details of the candidate's profile
2. The locked status, notes link and phone number
3. The resume is divided into section tabs. Click through each tab to view the whole resume
4. You can navigate from one resume to the next and back if you have selected more than one resume by clicking the arrows here

Action from the resume screen

You can perform the same actions from the resume screen as with the drop down menus above – click on the drop down arrow next to the candidate name to reveal your options.

Other functions

Notes

You can add notes to candidate records within LinkMe to keep track of your thoughts on particular people. You can add either organisation wide or personal notes – no-one from outside of your organisation will be able to see the notes you have made, including the candidate.
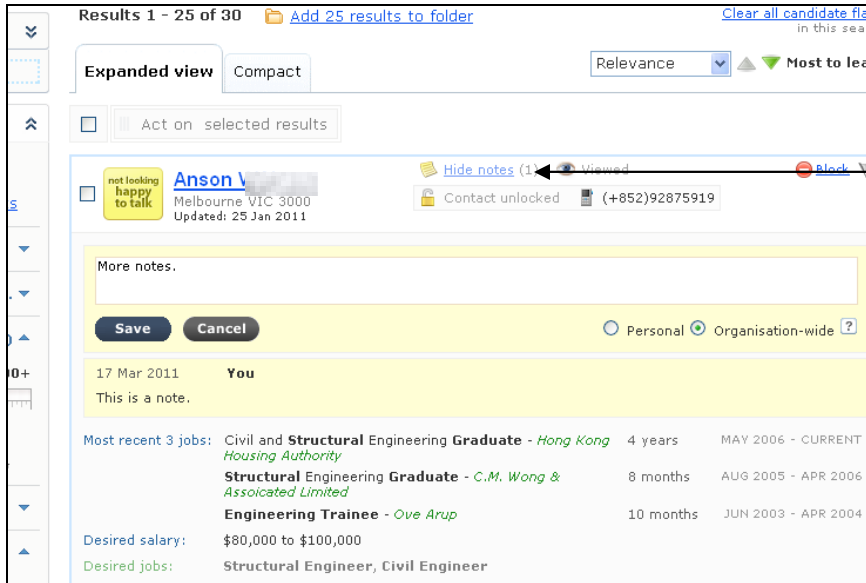
You can make notes from the search results screen by clicking on the notes icon. You will also be able to view notes from this link.
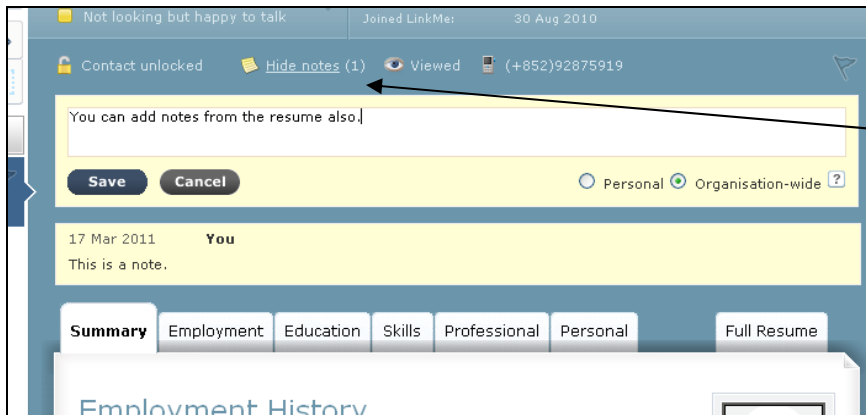

You can also make and view notes from the resume screen by clicking on the notes icon.

You can delete notes made by you at any time.

Folders

You can keep track of your candidates by adding them to folders. As with notes, you can create personal folders that only you can see and edit, and organisation wide folders for the benefit of your team.

You can create a folder or add to a folder from the search results screen or the resume screen (as above).
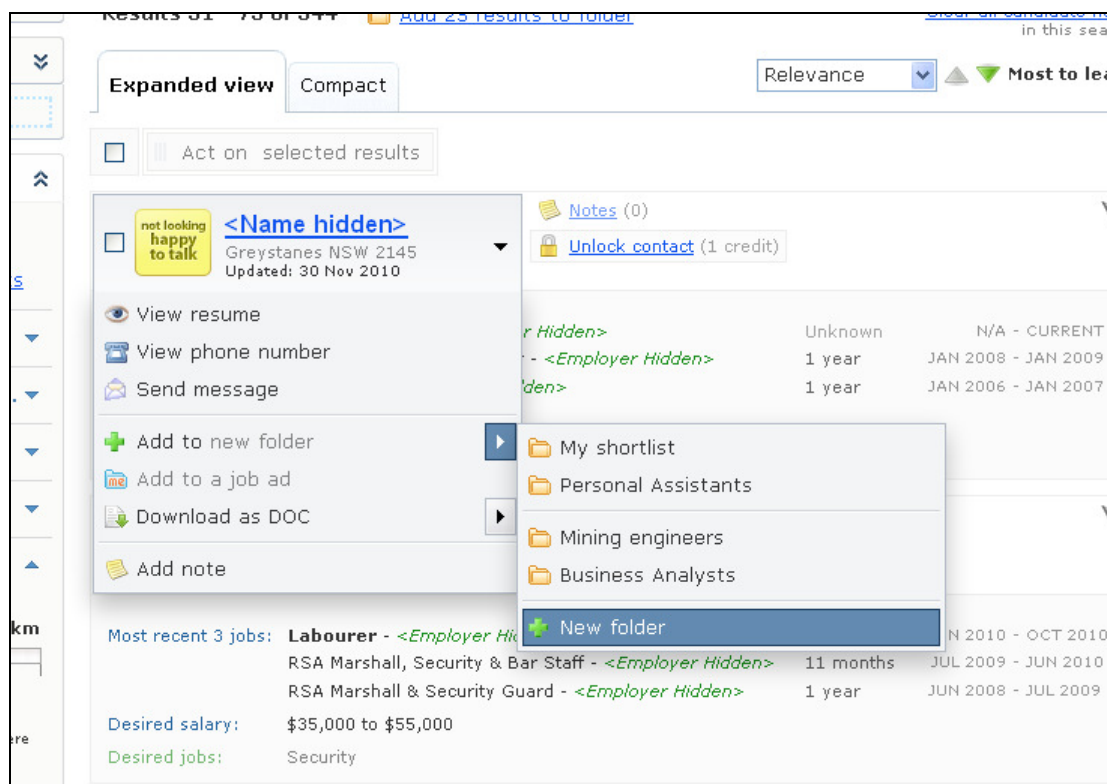
Select **Add to new folder** from the drop down menu on the candidate record. Select an existing folder, or **New folder** to create a new folder.
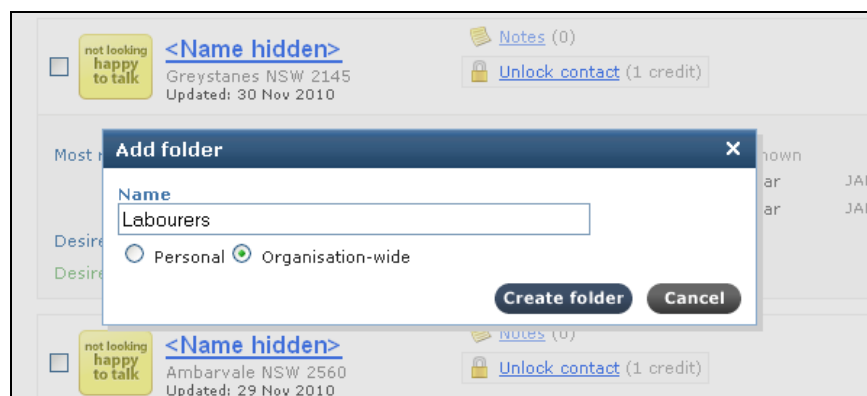
Name your folder and nominate using the radio buttons whether it is a personal or organisation wide folder.

You can also click and drag a candidate record into a folder by clicking anywhere on the search result and dragging into the Folder drop down area. Your existing folders and organisational folders will appear in the drop down – select the one you want and drop the candidate into that folder.

You can manage your existing folders in the Manage Folders screen. You can reach this screen by clicking on the link from the left hand side of your search results, or by selecting the option from the **Candidate Search** drop down menu at the top of every page.

From here, you can click in to view your folder contents, remove or act on candidates in each folder, rename or remove folders you have created.

Flags

You can tag individual candidates for further review later by clicking on the flag icon when you hover over a candidate record in your search results.


By flagging a candidate, they automatically go into your **Flagged candidates** folder (below). You can remove a flag at any time, and your flagged candidates will only appear as flagged to you.
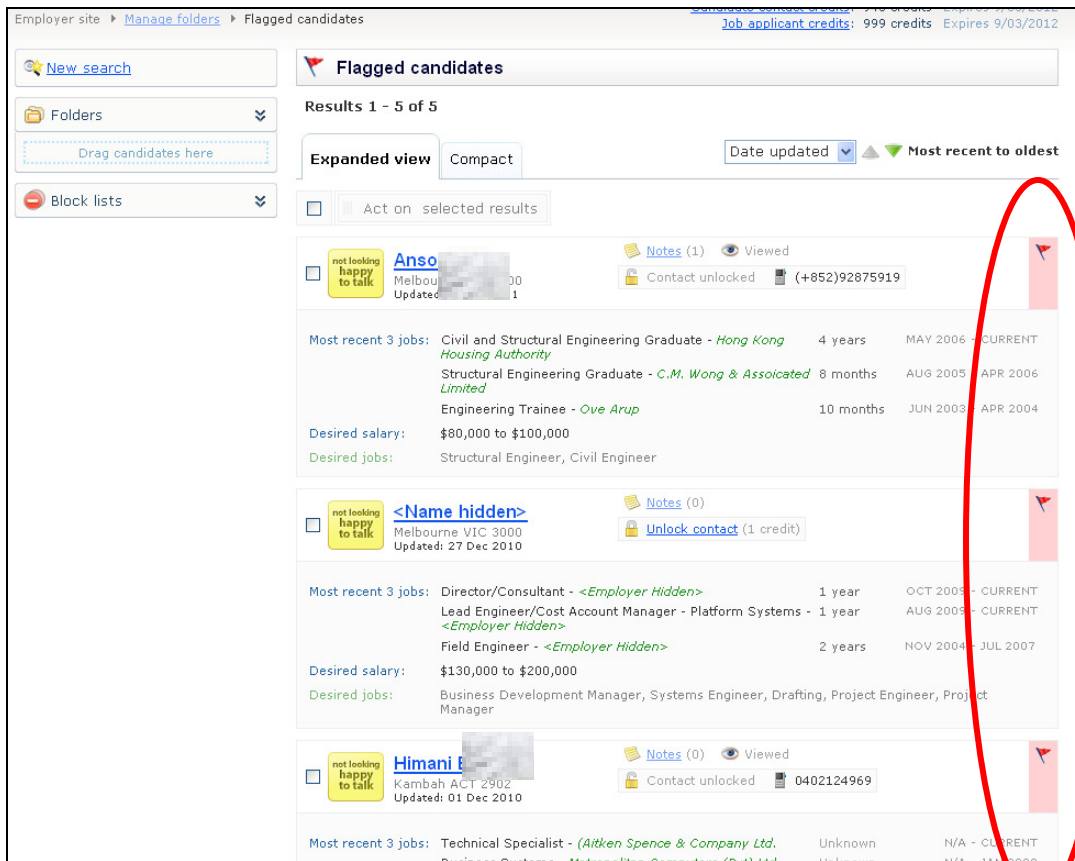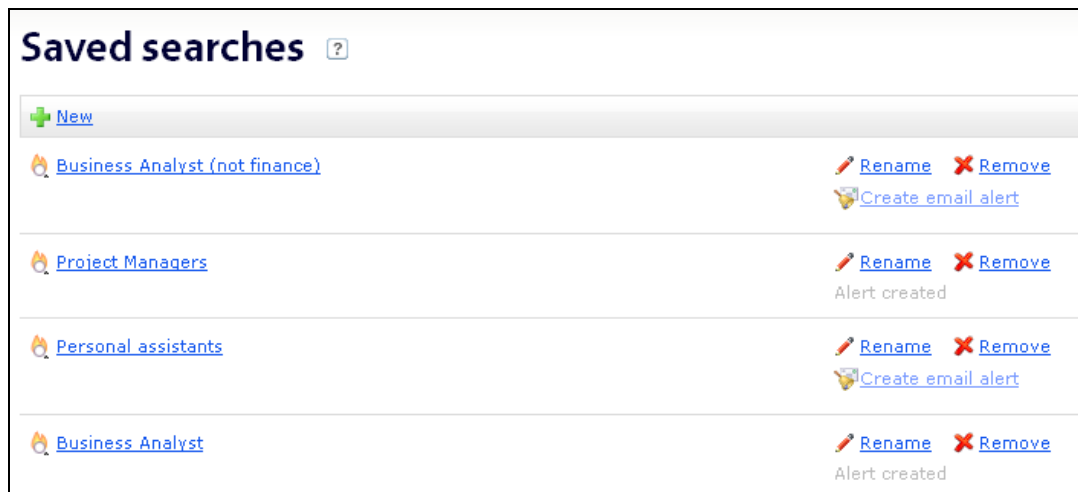
Saved Searches and email alerts

You can save a search that you perform often to make it easier to return to that search on a regular basis. You can also select to receive email alerts for your saved searches, so that you will receive email updates when new candidates hit the database that match your criteria.

Click on the **Save search** link

Name your search and click save
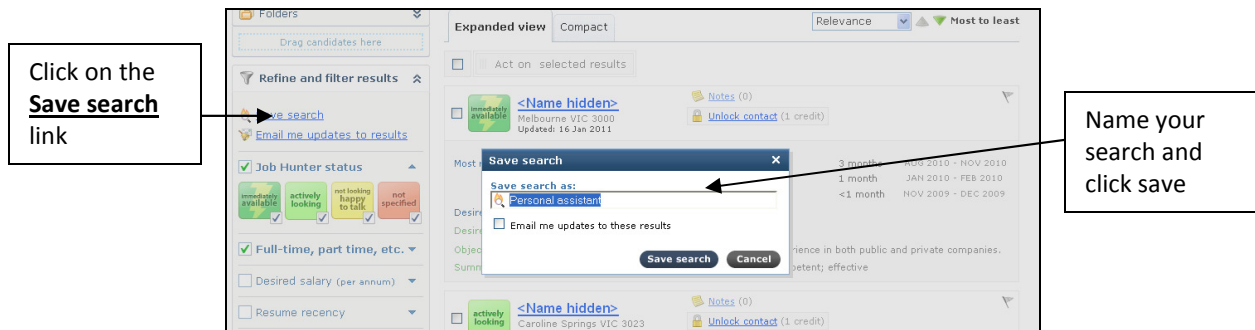
From your search results screen, click on the **Save Search** or **Email me updates** to results link

Click on the **Email me updates** link

Name your search and click save

You can access your saved searches list from the candidate search drop down menu on the top navigation tab, and through the simple search page (see above sections).

From the Saved searches screen, you can run, rename and remove your saved searches and email alerts. You can also create an email alert for a saved search that does not yet have an alert set.

Blocklists

You can choose to block candidates from your search results should you wish to remove them from the list.

By blocking a candidate from the current search, you are blocking them temporarily and they will reappear if you perform a new search or if you perform the same search again. By blocking a candidate from all searches, they will not come up in any search you perform until removed from the blocklist.

The blocklist only refers to your login, and will not affect the searching of anyone else within your organisation or any other logins on the LinkMe system.
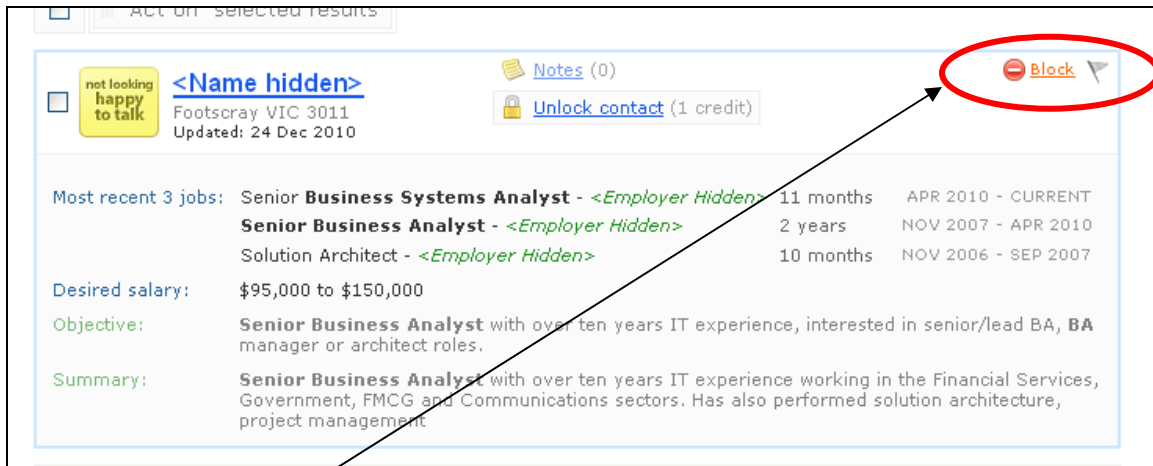
To block a candidate, hover over their record in the search results screen. The Block icon will appear – click this icon to block the candidate. This will remove the candidate from your current search session.
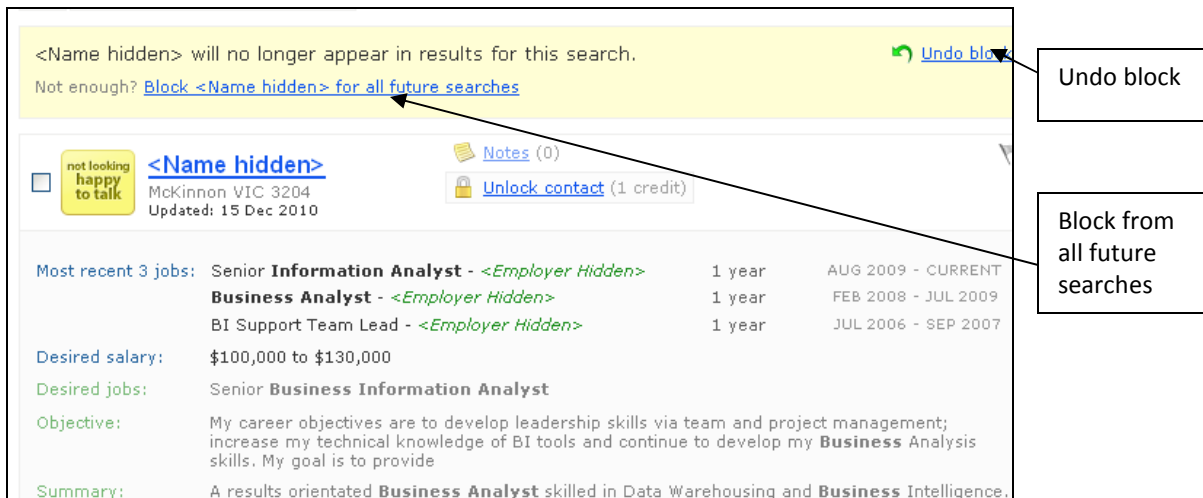
You will then see an option to block this candidate from all future searches, or to remove the block. If you remove them from all future searches, they will never come up again in a search you perform under your login.

To view your blocklists, you can select the blocklist folders from the bottom of the left hand side navigation in your search results. You can also access this through the candidate search drop down at the top of the page.

Access your blocklists here

Your blocklist for your current search will appear as below. You can restore all results to your search by clicking the **Restore x from blocklist** link.

Your blocklist for all searches will appear as below. Again, you can restore all results to searches by clicking the **Restore x from blocklist** link.

Contact us

For training, troubleshooting or more information on the LinkMe search capabilities, please contact us on 1800 LINK ME for a chat with our Account Management or Sales team.