TALENT ACQUISITION WORK INSTRUCTIONS

The purpose of this Work Instructions document is to provide clear, step-by-step guidance for each stage of the **OnSpot Talent Acquisition Process Framework**. While the framework defines the overall strategy, these instructions translate it into **practical actions** that Talent Acquisition (TA) team members, Hiring Managers, and other stakeholders must follow to ensure consistency, efficiency, and compliance.

These Work Instructions aim to:

- Standardize recruitment practices across all business units and accounts.
- Ensure alignment with client-specific requirements, including assessments, interviews, and non-negotiable terms.
- Support data-driven decision-making through structured scorecards, assessments, and evaluation tools.
- Reduce process deviations by providing clear escalation and documentation protocols.
- Enhance candidate experience through a streamlined and transparent recruitment journey.

By adhering to these Work Instructions, the TA team ensures that all candidates are evaluated fairly, efficiently, and in alignment with both **OnSpot's standards** and **client expectations**, ultimately driving successful placements and long-term retention.

1. Job Description & Job Success Profile (JSP) Creation

Objective: Define the role requirements and the ideal candidate profile.
Steps:

- Meet with Hiring Manager to gather role requirements (skills, experience, qualifications).
- Draft the Job Description (JD) using the provided template.
- Embed the Job Success Profile (JSP):
- List key competencies, behavioral traits, DISC profile, and red flags.
- Save finalized JD + JSP in the shared TA repository.
- Output: Approved JD & JSP ready for posting.

2. Candidate Sourcing

Objective: Generate qualified candidate pool.
Steps:

- Post job ads on job boards, company website, and social media.
- Include DISC assessment link.
- Monitor applications daily.
- Conduct talent pool search via internal database, referrals, and networks.
- Track applicant flow in ATS (or sourcing tracker).
- Output: Initial list of applicants with completed DISC or resumes.

3. Pre-Interview Evaluation

Objective: Filter candidates before formal interviews.
Steps:

- Conduct Phone Interview (5–10 mins): verify comms skills, background, interest.
- Compare candidate DISC results with JSP.
- Confirm non-negotiables (night shift, certifications, salary fit).
- Document outcome in tracking sheet.
- Output: Shortlist of candidates cleared for assessments.

4. Assessment & Initial Interview

Objective: Validate skills, cognitive abilities, and fit.
Steps:

- Administer assessments: English, Cognitive, DISC, Video Intro, Specialized (if client requires).
- Schedule and conduct Initial Interview (competency + cultural fit).
- Complete the Initial Interview Scorecard.
- Apply OnSpot Standard Passing Score (3.75 minimum).
- Output: Scored candidate profile with pass/fail decision.

5. Endorsement & Decision Making

Objective: Move qualified candidates forward.
Steps:

- Endorse candidates who meet criteria to Hiring Manager/Client.
- For non-qualifiers, re-profile for other accounts or 2nd batch.
- Document endorsements in TA tracker.
- Output: Candidate list shared with Hiring Manager/Client.

6. Documenting Deviations

Objective: Capture exceptions and disagreements.
Steps:

- Prepare Deviation Report for candidates not meeting criteria.
- Record Hiring Manager’s decision if they disagree with TA recommendation.
- Escalate unresolved disagreements to Senior Management/Review Committee.
- Archive decisions in candidate file.
- Output: Signed deviation record.

7. Final Interview & Offer

Objective: Confirm final candidate selection.
Steps:

- Client Interview: Facilitate in line with client’s recruitment process.

- Internal Interview: Arrange with senior management if client not involved.
- Collect interview feedback within 48 hours.
- Prepare and extend Job Offer (compensation, benefits, start date).
- Output: Accepted job offer.

8. Onboarding

Objective: Ensure smooth integration of new hire.
Steps:

- Collect pre-employment documents.
- Conduct background checks and medical clearance.
- Schedule Day 1 onboarding session.
- Assign buddy/mentor if applicable.
- Output: Candidate onboarded and documented in HRIS.

9. Supporting Annexes (Work Instructions Summary)

- JSP Implementation: Always build or update JSP before sourcing.
- Recruitment Stages: Follow accelerated vs. full-cycle process based on role type.
- Company Assessments: Apply standard + specialized tests consistently.
- Top-Tiering Process: Use scoring + weighting for candidate ranking.
- Hiring Process Timeline: Monitor SLA (sourcing, assessment, offer, onboarding).
- Paper Screening Bot: Trigger “screen” workflow → Bot handles resume check, interview scheduling, scorecards, and file management.