Product Requirement Document (PRD)

Product Name: ClearHire
Version: 1.0
Owner: Kaushal Verma

1. Problem Statement

Job seekers today face a broken hiring experience. Platforms like Naukri, LinkedIn, and others allow companies to post jobs with minimal accountability. This leads to:

● Poorly written or misleading job descriptions.
● Unrealistic or bloated requirements.
● Lack of transparency about company type (startup vs established).
● Recruiters ghosting candidates after interviews.
● No visibility into response timelines.
● No mechanism for candidates to rate recruiter professionalism.
● No standardized classification of job levels.

As a result, candidates feel frustrated, demotivated, and uncertain about the hiring process or delay results.

There is a clear need for a platform that enforces **recruiter accountability**, **clarity**, and **transparency**.

2. Product Vision

To create the world's most transparent, candidate-centric job platform where **clarity, accountability,** and **fairness** are built into the hiring process.

ClearHire ensures that job posters follow structured guidelines, provide accurate information, and maintain professional communication — ultimately improving trust and outcomes for candidates.

3. Goals & Objectives

Primary Goals

● Ensure job postings are clear, concise, and standardized.
● Hold recruiters accountable for communication and follow-through.
● Provide candidates with visibility into recruiter behavior and company reliability.
● Reduce ghosting and improve response timelines.
● Improve job-to-candidate matching accuracy through structured requirements.

Secondary Goals

● Improve employer branding for companies that follow best practices.
● Create a feedback loop that encourages better recruiter behavior.
● Build trust and reduce anxiety for job seekers.

4. Key Features & Requirements

4.1 Job Posting Standardization

Functional Requirements

- Mandatory structured job posting form:
  - Company type: **Startup / Mid-size / Enterprise**
  - Role level: **Entry (0–2 yrs), Mid (2–5 yrs), Senior (5–7+ yrs)**
  - Required skills (max 5)
  - Optional skills (max 3)
  - Responsibilities (max 7 bullet points)
  - Compensation range (mandatory)
  - Work model: **Remote / Hybrid / On-site (Optional)**
- Auto-formatting to prevent ill-structured job descriptions.
- Real-time validation:
  - Flags vague or bloated requirements.
  - Prevents adding irrelevant certifications or unrealistic skill stacks.

Non-Functional Requirements
- Clean UI with guided prompts.
- Mobile-friendly posting experience.

4.2 Recruiter Accountability Score (RAS)

A public score (0–5) that reflects recruiter behavior.

Inputs to Score

- Response time after application
- Response time after interview
- Whether the recruiter updated candidate status
- Candidate feedback rating
- Completeness of job posting

Functional Requirements

- Recruiters must set:
  - Expected response time after application
  - Expected response time after interview
- System tracks actual behavior vs promised behavior.
- Score displayed on:
  - Job posting
  - Company profile
  - Recruiter profile

Non-Functional Requirements

- Score recalculated weekly.
- Transparent scoring algorithm.

4.3 Candidate Feedback System

Functional Requirements

- After each interaction (call/email/interview), candidates can rate:
- ○ Professionalism
- ○ Clarity
- ○ Timeliness
- ○ Respectfulness
- Optional written feedback (moderated for abuse).
- Feedback contributes to Recruiter Accountability Score.

Non-Functional Requirements

- Anonymous feedback to protect candidates.
- Moderation system for inappropriate comments.

4.4 Response Time Tracking

Functional Requirements (Mandatory & Very Important)

- Recruiters must specify:
- ○ "You will hear back within X days after interview."
- System sends automated reminders to recruiters.
- If recruiter fails to update:
- ○ Candidate sees "Delayed Response"
- ○ Impacts accountability score

Non-Functional Requirements

- Automated notifications (email + in-app).
- SLA: Updates must be processed within 1 hour.

4.5 Job Level Classification

Functional Requirements

- Mandatory selection:
- ○ Entry Level: 0–2 years
- ○ Mid Level: 2–5 years
- ○ Senior Level: 5–7 years
- System prevents mismatched requirements:
- ○ Example: Entry-level job cannot require 5+ years experience.

Non-Functional Requirements

- Classification logic must be enforced at form level.

5. User Personas

5.1 Job Seeker

- Age 20–35
- Looking for clarity, fairness, and transparency
- Wants to avoid ghosting and unrealistic expectations

5.2 Recruiter / Hiring Manager

- Needs to post jobs efficiently
- Wants to maintain a good employer brand
- Needs structured tools to avoid mistakes

5.3 Company HR Lead

- Wants visibility into recruiter performance
- Wants to ensure consistent hiring standards

6. User Journey (High-Level)

Job Seeker

1. Searches for jobs
2. Views standardized job description
3. Applies
4. Receives clear timeline expectations
5. Gets updates or sees accountability score
6. Provides feedback after interactions
7. Makes informed decisions based on recruiter/company score

Recruiter

1. Creates job posting using structured form
2. Sets response timelines
3. Receives reminders to update candidates
4. Gets feedback and accountability score
5. Improves behavior to maintain score

7. Success Metrics

Candidate Metrics

- 40% reduction in ghosting
- 60% increase in candidate satisfaction

- 30% increase in application-to-interview conversion

Recruiter Metrics

- 50% improvement in job posting quality
- 20% reduction in irrelevant applications

Platform Metrics

- Daily Active Users (DAU)
- Job posting completion rate
- Feedback submission rate

8. Risks & Mitigations

RISK	IMPACT	MITIGATION
Recruiters may resist accountability	High	Incentivize high scores with badges, priority listing
Fake negative feedback	Medium	Moderation + weighted scoring
Companies may try to bypass rules	Medium	Strict validation + audits
Candidates may expect instant responses	Low	Clear timeline communication

9. Future Enhancements

- AI-based job description quality scoring
- Recruiter training modules
- Company-wide accountability dashboards
- Integration with ATS systems
- Candidate sentiment analysis
- Verified company badges