Candidate Experience Checklist

ACQUISITION

With today's candidate driven market, it is more important than ever to prepare your team to 'wow' candidates in your hiring process. Use this checklist to quickly evaluate your current process and identify any tweaks that may need to be made to improve your employer brand, candidate and employee experience and employee retention.

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☐ **Are we Conveying our Needs Accurately to the Candidate?**
- Position information captured
- Job description created
- Hiring team selected, notified and available
- Back-Up hiring Team selected, notified and available
- Auto-Reply engaged for applications

☐ **The Application Process Is Logical and Enjoyable**
- On-line application process is easy to follow and not laborious
- Application Is mobile-friendly
- Referred and internal candidate workflow created

☐ **The Candidate's Time is Important Too**
- Overall hiring speed - targets created
- Hiring team response time - targets created
- Recruitment response time - targets created
- No ghosting - process implemented

Candidate Experience Checklist Continued...

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☐ **Candidate Communications Templates Prepared in Advance**

- Phone screen request email template - Non-Referral - Created
- Phone screen request email template - Referral - Created
- Candidate test email template (for online. Assessment tests) - Created
- Interview email template - Created
  - Warm introduction
  - Location
  - Parking
  - Transit
  - Who they will be meeting with: (Names, Titles)
  - Who to ask for when the candidate arrives
  - What to bring (examples of design work, resume, etc.)
  - Information on how many interviews, and if the interview team is vetting technical skills, experience, or culture-add competencies
  - When the interview is expected to finish
  - A request to confirm receipt of the email
- Remote interview email template modifications - Created
  - Online conferencing link
  - Recommendation for stable wi-fi and quiet room
- Offer email template- Created
  - Optional enhanced offer letter created
- Rejection email templates - Created

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☐ **The Interview Team Is Polished and Prepared**

- Interviewers are trained
- Interview guide created and shared with hiring team
- Interviewing team Is prepared with relevant information
- Interview room selected and booked

☐ **Interview Day Is Structured and Intentional**

- Greeter scheduled Candidate bio needs - Addressed
- Interviewers know to introduce themselves
- Interviewers know to go through interview format
- Make time for candidate questions
- Office tour Interviewers know to thank the candidate for coming in
- Above and beyond "Thank You's"
- Point person does sendoff and informs on possible next steps
- Candidate survey sent