Rolling out Greenhouse: Thinking Through Process Changes

ALL USERS

How does your staff currently submit referrals?

Referrals are now submitted via Greenhouse using the "+Referral" button.

Do you have an internal job board? How does staff access it?

Greenhouse can host your internal job board.

Staff will access the board after logging in to Greenhouse.

INTERVIEWERS

How do interviewers currently know when they have been scheduled?

They will now receive an invitation that you generate via Greenhouse.

How do interviewers currently know what questions to ask, find a candidate's resume, etc.?

They will now access this information via the Interview Kit.

How do interviewers currently submit their feedback after an interview?

Interviewers will now submit feedback via the candidate scorecard.

Consider if you want to give interviewers a timeline for submitting feedback.

Greenhouse will automatically send a reminder one hour after the interview's scheduled end-time.

REVIEWING APPLICATIONS

Who will be responsible for first reviewing applications in Greenhouse?

Is there a Hiring Manager review stage in any of your interview plans?

You can configure notifications to inform the appropriate users when applications have been received in the "Application Review" or "Hiring Manager Review" stages.

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REJECTING
CANDIDATES

Who can reject candidates?

If Hiring Managers cannot reject candidates, they will need to be trained to leave feedback in the Application Review tool.

Are emails sent to rejected candidates, and when?

Which templates are used when rejecting candidates, and under what circumstances?

SCHEDULING

Who is responsible for scheduling interviews?

How will candidates be contacted to set an interview time? What will this workflow look like? (Note that it will largely exist outside of Greenhouse.)

Who will confirm interviews with candidates?

Will this be confirmed by emailing the candidate from Greenhouse, using a template? Or will it be confirmed by emailing the candidate from a user's email provider, bcc'ing maildrop@greenhouse.io?

RESCHEDULING

How do interviewers currently know when they have been scheduled?

Who should be contacted when an interview requires rescheduling?

Who is responsible for rescheduling on the calendar invitation itself, to ensure these changes are captured in Greenhouse?

ADVANCING
CANDIDATES

Who is allowed to advance a candidate to the next stage in the interview process?

What is the expected timeline for reviewing submitted scorecards, and making the decision to advance or reject?

Note that email notifications can be configured in Greenhouse, to inform the appropriate users when scorecards have been submitted for review.

REQUESTING
APPROVAL TO
OPEN JOBS/

Do you have approval workflows in place to open jobs or create offers?

Do these workflows vary by department?

Are Hiring Managers involved in giving approval?

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SENDING / UPDATING OFFERS

Who is responsible for sending offers to candidates?

Will these offers be sent via Greenhouse, via a user's inbox (and then marked as sent in Greenhouse), or via an e-signature service (e.g. DocuSign?)

Who is responsible for managing the offer negotiation process? Who will update offers throughout negotiations, and send updated offers to candidates?

Who will mark offers as accepted/mark candidates as hired in the system?

CREATING OPEN JOBS/ REQUISITIONS

Who creates open jobs/reqs in your system?

What is the process for requesting a new job is opened?

Who should be contacted?

If needed, how is the new scorecard and interview plan created? How are interview kits configured?

What is the timeline for this process?

GENERATING OFFERS

What is your current process for creating and extending offers to candidates?

Offers can now be created in Greenhouse.

What offer fields will you want captured when creating offers in the system?

If needed, these fields can be made required when generating an offer.

Who will have access to view and/or generate offers in Greenhouse?

Only Job Admins and Site Admins with the advanced permission to view manage offers will be able to perform these tasks.

Who will be responsible for creating offers and sending them for approval?

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