

Managing evergreen roles in Greenhouse

If you have job requisitions that always remain open, it is important to follow these best practices so you can collect accurate data and report on the roles in a consistent manner.

Step 1

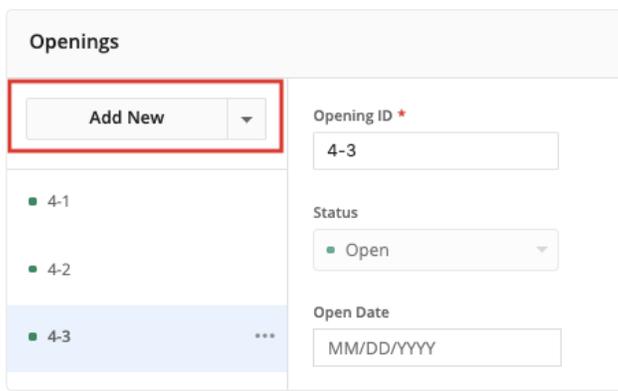
Make sure the number of openings is kept up to date.

When you first create the role, be sure to enter the current number of openings you are hiring for. Whenever that number increases, update it. If it's a role that you always have carte blanche to hire for, leave it at one opening, but leave the role open anytime you make a hire. Whether you plan the headcount monthly, quarterly or annually, go back and update the number of openings every time a new headcount is approved.

Step 2

Use Opening IDs to track each unique opening within the job. While the title of the job stays the same, having an alphanumeric ID will make reporting and goal-setting easier.

You can either generate the IDs with the “Generate IDs” button if you want to keep the IDs in numeric sequence or type them yourself if you use a different structure.



Openings

Add New

Opening ID *

4-3

Status

Open

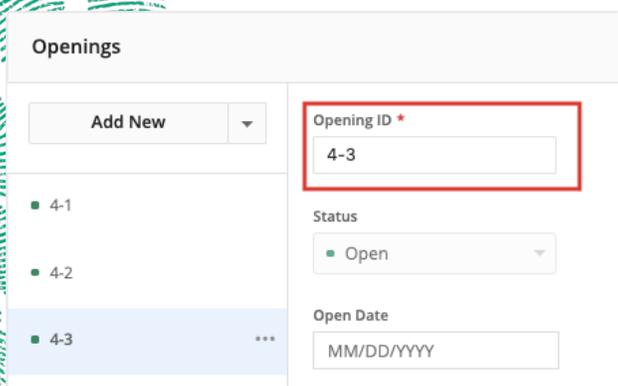
Open Date

MM/DD/YYYY

4-1

4-2

4-3



Openings

Add New

Opening ID *

4-3

Status

Open

Open Date

MM/DD/YYYY

4-1

4-2

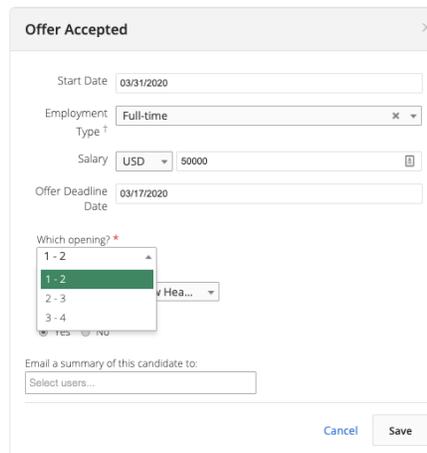
4-3



Step 3

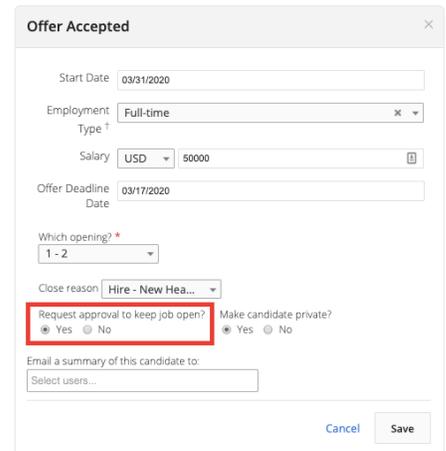
Mark each relevant candidate as hired and keep the job open if it is the last opening.

Every time you make a hire, you should be marking that candidate as hired in Greenhouse. When you hire against the last opening for the evergreen role, you'll be given the option to keep the job open. Selecting "Yes" will automatically add a new opening to the job. Doing this consistently is essential for accurate time-to-hire data, which is calculated from the opening date on the role. Once you mark the candidate as hired, the close date will be captured for one opening and the new open date will start tracking time-to-hire for the next opening.



The screenshot shows the 'Offer Accepted' dialog box with the following fields: Start Date (03/31/2020), Employment Type (Full-time), Salary (USD, 50000), and Offer Deadline Date (03/17/2020). The 'Which opening?' dropdown is open, showing options 1-2, 2-3, and 3-4. The '1-2' option is highlighted. There is also a 'Close reason' dropdown set to 'Hire - New Hea...'. At the bottom, there are 'Cancel' and 'Save' buttons.

If this is not the first opening, you will be prompted to select which opening is being filled.



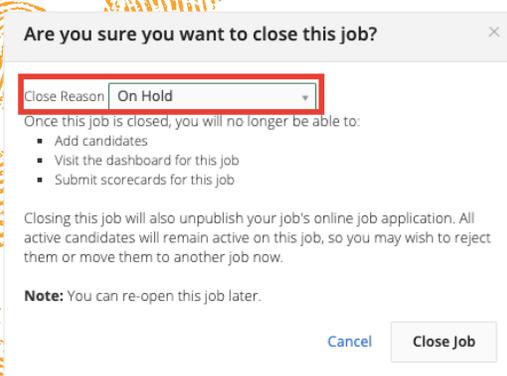
The screenshot shows the 'Offer Accepted' dialog box with the same fields as the previous one. The 'Which opening?' dropdown is set to '1-2'. The 'Close reason' dropdown is set to 'Hire - New Hea...'. The 'Request approval to keep job open?' section is highlighted with a red box, showing radio buttons for 'Yes' and 'No'. At the bottom, there are 'Cancel' and 'Save' buttons.

If it is the last opening, you will also be prompted to select whether to "Keep job open?", select yes!

Step 4

If the role is ever on hold, be sure to close it in Greenhouse. You'll reopen it when you are hiring again.

Close the job by modifying the status on the "Job Info" page, and be sure to select the close reason "On Hold".



The screenshot shows the 'Are you sure you want to close this job?' dialog box. The 'Close Reason' dropdown is set to 'On Hold' and is highlighted with a red box. Below the dropdown, there is a list of actions that will no longer be possible once the job is closed: Add candidates, Visit the dashboard for this job, and Submit scorecards for this job. There is also a note: 'Closing this job will also unpublish your job's online job application. All active candidates will remain active on this job, so you may wish to reject them or move them to another job now.' At the bottom, there are 'Cancel' and 'Close Job' buttons.



Step 5

Check the details of openings and time on hold by clicking “Manage Openings” under “Job Info”. When you click “Manage Openings”

When you click “Manage Openings”, you’ll be able to see and adjust the open dates for previous openings and when the job was put on hold.

Openings View Report		Manage Openings			
Opening ID	Status	Open Date	Target Start Date	Close Date	Close Reason
2	• Open	03/27/2018			
3	• Open	03/03/2020			
4	• Open	03/03/2020			

Step 6

Leverage reports to track metrics for each opening.

If you’ve followed all these tips, you are now ready to report on your evergreen roles. Here are a few reports that will be most helpful.

Job status

View each opening for the role and all the details of when it was opened and closed.

All Reports > Job Status							
Job Status Save 🔄 ↓ ✉ 🔗							
Filters and more (1 job) ▼							
Job	Job ID	Department	Office(s)	Requisition ID	Opening ID	Opening Status	Open Date
Evergreen Job	613037	Communications		9	9-3	Closed	08/02/20
Evergreen Job	613037	Communications		9	9-2	Hired	11/03/20
Evergreen Job	613037	Communications		9	9-1	Closed	10/01/20



Offer details

See all the offers extended over time for your evergreen roles, with all of the offer details.

All Reports > Offer Details

Offer Details

Save [refresh] [download] [email] [share]

Filters and more (1 job) [dropdown]

Candidate	Application ID	Job	Requisition ID	Opening ID	Source	Referrer	Department
Gwenn Suffield	72550770	Evergreen Job	9	9-2			Commur
Taryn Moyd	72550771	Evergreen Job	9		Referral		Commur

Time-to-hire per job

Report on the days from the open date to hire for each opening.

All Reports > Time to Hire Per Job

Time to Hire Per Job

Save [refresh] [download] [email] [share]

Filters and more (1 job) [dropdown]

Job	Requisition ID	Department	Office(s)	Status	Opening ID	Open Date	Hired Can
Evergreen Job	9	Communications		Open	9-2	11/03/2017	Gwenn S

Hiring speed per candidate

Measure how quickly you were able to move each candidate from application to offer. This will be a much more reliable recruiting metric if you are continuously hiring.

All Reports > Hiring Speed Per Candidate

Hiring Speed Per Candidate

Save [refresh] [download] [email] [share]

Filters and more (1 job) [dropdown]

Hired candidate	Job	Source	Requisition ID	Opening ID	Applied on	Offer date	Accepted
Gwenn Suffield	Evergreen Job		9	9-2	11/03/2017	11/03/2017	11/01/20



Frequently asked questions

How do evergreen roles affect time-to-hire?

Time-to-hire is calculated from the open date for each opening. As long as you are creating a new opening every time you get approved for additional headcount or make a hire, the time-to-hire will count the total number of days from the opening date to hire for each unique opening. That's why it is important to always mark candidates as hired and to update headcount when you start the search for additional hires. You can always retroactively update the open date for an opening by going to Job Setup > Job Info > Edit Details.

Should I open a new job every time I make a hire for an evergreen role?

No, you should just be creating a new opening within the same requisition. That will allow you to keep your data a lot more organized and reportable in Greenhouse.

What if we pause hiring on the role?

If you pause hiring, close the job and select the "On Hold" close reason. Then as soon as you are ready to start hiring again, change the status back to "Open". That will allow you to keep track of when you put the job on hold and the duration. It will also make sure that time-to-hire does not include time when the job was not actually open.



How do I track headcount if the number of approved openings changes every quarter?

When the new headcount is approved, go to the Job Info section of the job and update the number of openings. For tracking purposes, make the open date for the openings the first date of that quarter, or whenever the new headcount was allocated. Then, you will be able to track time-to-fill for each opening and for each quarter accurately.

If you have any additional questions, reach out to your account manager or [support.greenhouse.io](mailto:support@greenhouse.io).



greenhouse

Greenhouse is *the* hiring software company.
We help businesses be great at hiring through
our powerful hiring approach, complete suite of
software and services, and large partner ecosystem –
so businesses can hire for what's next.

Have questions? Need help? Contact us at
support.greenhouse.io