



10 TOUCH POINTS EVERY HIGH VOLUME RECRUITING PROCESS NEEDS TO LEAVE A LASTING IMPRESSION

In 2016, **63% of employers** predicted the volume of hiring would increase the following year. Did you feel that expected increase within your own organization? Obviously, high-volume hiring requires a different approach than the usual job opening, and if navigating the strategy seems a little overwhelming, don't panic. This checklist will get you on track to efficiently hire a whole new team of professionals.

1 Data Support

Most technology boasts some sort of recruiting and hiring data or analytics feature to inform strategies, but that doesn't mean those hiring teams know what to look at to inform decision making. When it comes to your high-volume recruiting efficiency, consider these metrics:

- Turnover/Attrition Rate
- Voluntary vs. Involuntary Turnover/Attrition
- Expected Activity/Production Frequency
- Expected Time-to-Proficiency
- How many hires are needed to maintain production



2 An Itinerary

You probably have a hiring strategy, so this step might seem like a redundancy. Do not skip this. This is more than a plan, this is a reference map. Instead of focusing on strategic tactics, an itinerary should be developed around checkpoints and expectations. With your attrition data and knowledge around what's needed for the department to be productive, build an itinerary that assigns dates to goals. For example, once the date of the first training class is set, work backwards to establish the date...

- Offers should be accepted by.
- Offer letters are sent.
- Interviews are held.
- Phone interviews are conducted.
- Candidates are chosen.
- Job postings are placed.

3 The Definition of a Superstar

Hiring superstar candidates is possible, even at a high-volume. In order to make it reality, you have to start your strategy with a clear definition of what a superstar candidate looks like at your organization. Some departments or positions can have a very detailed description, while others are a little more open to interpretation. In either case, building candidate personas should help your recruiting team decide where to place job listings, what screening methods will be most beneficial and what to look for in resumes and interviews.



Details to consider when defining a superstar:

- Where do your best hires come from?
- What jobs do your best hires usually have on their resume?
- Do you usually work best with entry level employees or can there be any internal movement?
- What values do you expect?
- What skills are non-negotiable?

4 Efficient Screening Techniques

Your team will probably hold interviews, but that might not be enough to really narrow down your candidate pool. Depending on the position, screening should go beyond the basic resume check and in-person conversations. Competency-based assessments, specific skill tests and even personality questionnaires can give you a window into your candidate's abilities and fit.

5 An Established Team

When hiring for one or two openings, the basic recruiter and hiring manager team is a perfect route, however, high-volume recruiting is a bit more complicated. When building out your itinerary, decide how many people can feasibly interview, screen and train your candidates and be sure you have the team to support that. That will ensure you aren't overwhelming your company while trying to meet the demands of high-volume hiring.



When building your hiring team, ask these questions:

- Who will be screening?
- Who will be recruiting?
- Who has experience in the seat?
- Who will know the metrics and who can train/mentor?

6 Succession Planning

High-volume hiring usually takes a few weeks to a few months to accomplish, so the team you've established will probably experience unforeseen challenges. Whether those challenges are personal or professional, it's important your organization has a plan for balancing the workload. When assigning responsibilities, be sure no one person handles more than their fair share and cross train screening techniques and training curriculum.

7 Campaign for Culture

Culture is important to candidates. Use your definition of a superstar hire and knowledge of your unique organization to create a campaign around your high-volume hiring needs. Carry elements of that campaign throughout, starting with job ads and continuing on to onboarding. The campaign doesn't have to be a full-blown theme, but it should be supportive of your company's genuine culture. At minimum, be able to define your values and point out where they show in your hiring process.



8 A Plan for Re-Engagement

Not all candidates will make it to the offer stage, but that doesn't mean they aren't a fit or don't have the potential to be in the future. Be sure to create a welcoming candidate culture for each applicant, even if they aren't hired immediately. Nurturing so many relationships might seem overwhelming, but it doesn't have to be. For example, with their rejection letter, explain to the applicant why they weren't chosen and list other potential openings for which they might be better suited. If there are no other openings, provide information on when another round of hiring might occur. This will show you see their value even if you can't hire them right now.

9 Intelligent Automation

There's a lot of moving parts to high-volume hiring and even with the best team, things can fall through the cracks. **65% of job seekers** report never receiving correspondence from the company they applied to, which is horrible for the candidate experience and even worse your employer brand and reputation. High-volume hiring means a high-volume of steps, applicants, interviewees and hires. Introducing **automation to your hiring process** will mean less administration work for your hiring team and a lowered chance of leaving your applicants in the dark.

10 The Right Technology

Hiring teams need the right technology to perform screening and interviewing effectively. Each part of a high-volume hiring process needs multiple steps to be done correctly and efficiency depends on the right system. One that is out of date, prone bugs, loses data or doesn't supply the right features to keep recruiters and hiring managers on track is simply costing time without producing reward. Meanwhile, there's a good chance your candidate experience is suffering, too.



Finding the right **high-volume hiring technology** isn't easy, but it is possible. Consider your needs and if they have features that match:

Does it have...

- Pre-application support
- Post-application communication support
- Candidate information storage
- Social media compatibility
- Automation capabilities
- Candidate self-screening options
- User-friendly interfacing/dashboard