



**Revealing the Hidden Secrets of the
Employee Screen Process– How to sail through
the process and Get on the MUST-HIRE List!
Presented by Bob McEachnie**

**Wednesday, October 27, 2010 at
1:00 PM at GTAR Building, 2918 W.
Kennedy Boulevard in Tampa.**

**Uncover the HR Screening Process and all the Checks,
Why HR uses Pre-Tests and More Tests and what you can do to pass.
Resume Screening/Parsing Software – What to do?
What HR is looking for in a Phone & Any Interview,
Dealing with your background.
What to Negotiate.**



Hiring an employee can be a critical process and quite literally, it is the kind of candidates they employ, who become a contributing factor in the success or failure of their business.

That is why; **employment screening** has become an integral part of the recruitment process in the companies.



The Reasons for doing Employment Screening

There can be **discrepancies** in the résumé/curriculum vitae of the job seeker.

A thorough background check can help **differentiate** between a potential employee and a weak one, for a given position.

For positions concerning **special security**, a set of tests and checks need to be conducted pertaining to the person's professional profile and personal details.



The Law

Negligent hiring is now strictly dealt with under the law. The Courts in several places are now **ordering the disqualification of the employees** whose background checks reveal them ineligible for a given position.

Also, if an employee becomes the reason for a foreseeable injury that affects a third party and he or she is proved to not to have paid heed to the warnings, then the court has the right **to hold the company liable for the damages.**



THIS IS VERY IMPORTANT

Competencies that Employers Seek

Communication

Critical Thinking

Ethics

IT Knowledge

Leadership

Financial

Change Management

Self Managed Learning

Product / Process Knowledge

Technical Knowledge



Recruiting Process Flow Map

HM represents Hiring Manager

RM represent Recruiting Manager

HR represents Human Resources

JOB REQUISITION/POSTING

HM contacts RM and HR regarding open requisition.

- Open requisition is posted on career page and intranet site for two week period. Via legal requirements and/or recommendation.

This does not mean there is an open position.

Twitter is a good place to view discussions on hidden job market.



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RM CONTACT W/HM

RM contacts and discusses open requisition w/HM.

- RM discusses sourcing strategy w/HM.

[i.e. internal job posting, internet job boards, research, headhunters, etc...]

Notice that the posting of the open position has no bearing on the strategy they will use to fill the open position.



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INTERNAL CANDIDATE REVIEW

Review internal candidates.

Succession planning.

This is a good time to search for an internal employee willing
To sponsor you.

Also a good time to send resumes directly to hiring manager and
CEO.



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CANDIDATE GENERATION

- Company website/Career page

Research

Internet [monster, etc.].

Employee referrals.

Headhunters.

HM-Hiring Manager HR-Human Resources RM-Recruiting Manager TD-

Turndown Letter 1

This is also a good time to search for a employee referral and send your resume directly to HM or CEO.



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RESUME SCREENING

RM screens resumes for potential matches.

First of all, lets get the 'Optical Character Recognition' issues off the table. There are only a few companies who still scan paper versions of resumes, so if you are holding on to concerns about using italics, underlining, bolding and color in your resume, you can let them go.



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RESUME SCREENING

RM screens resumes for potential matches.

The resume extraction tool uses advanced algorithms to scan your resume, identify text information, and categorize it using the rules of standard resume formatting.

Data such as your name, address, telephone number, education, professional experience, years with each job, and keywords will be extracted and fed into an HR database such as Oracle, PeopleSoft, or SAP, or into a candidate tracking system such as Hire Desk.



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RESUME SCREENING

RM screens resumes for potential matches.

The talent management database is the foundation tool for the candidate evaluation and qualification process, not your actual resume. Based on the criteria identified by the recruiter or hiring manager, each candidate that makes it into the talent management database is ranked in terms of how closely they match the parameters of the job.

Factors that will go into this ranking include where the candidate lives, their years of experience, and most importantly, the appearance of specific keywords – the more keywords, the better the ranking.



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RESUME SCREENING

RM screens resumes for potential matches.

Today's advanced tools, such as Talent Technology's Resume Mirror and HireDesk, have the capacity to parse and interpret meaning from entire sentences and phrases, which allows hiring managers to conduct contextual and parametric candidate searches.

So adding a bunch of keywords in white at the bottom or separate standing won't trick the system.



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How to Make It Past the Resume Extraction Process

1. Submit your resume in a text format. Stick to MS Word.
2. Don't use graphics at all on resume that are electronically submitted.
3. Don't forget your address and complete contact information.
4. Don't use Word's header or footer to place info. Outside scan.
5. Stick to standard layouts. So use the cool stuff directly or paste. Use text for extraction.
6. Use conventional spacing – no special characters.
7. Use reverse chronological order rather than functional.



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How to stand out in the Candidate Ranking Process

1. Tailor the resume specific to the job. Use the keywords they use.
2. Learn to read the qualifications and list the must haves high in the resume
3. Incorporate the keywords into the body of your resume.
4. Understand resume fatigue. Avoid look-a-like formats.
5. Get your resume in early.
6. Use a multi-pronged approach: direct applications, networking, cold calling, and relationship building.



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RM PHONE INTERVIEW

RM conducts phone interview with all potential candidates based upon skill sets and cultural fit required for open requisition.

HM PHONE INTERVIEW

HM phone interviews potential candidates based upon RM's recommendation.

** OPTIONAL **

NOT A FIT

RM sends "TD" letter via email or US Mail.



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CANDIDATE SUBMITTAL

RM forwards pre-screened & pre-qualified candidates to HM.

Email to include: resume, notes, etc...

HM RESUME REVIEW

HM reviews pre-screened pre-qualified resumes submitted by RM.

CANDIDATE SELECTION

HM determines (from a prescreened resumes) which candidates are matches.

NOT A FIT

RM to send "TD" letter.



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INTERVIEW SCHEDULED

Candidates qualified...HM or Admin. schedules face to face interview with designated interview team (regionally).

HM or Admin. sends company information to candidate prior to face to face interview.

Admin. or HM to administer "Pre-Employment Assessment" on-site prior to face to face interview at local office.

OPTION

RM/Admin. or HM emails "Pre-Employment Assessment" link to candidate prior to interview to complete.



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CANDIDATE INTERVIEW

Candidate participates in interview regionally.

Option

- Team Based Interview [depending on Business Unit]
- Team consensus for output/decision on candidate interview [depending on Business Unit].

NOT A FIT

RM to send “TD” letter via email or US Mail.

A number of interviews may occur: Be more professional at each. Do more Research on the company – 30/60/90 Plan, Ask more questions.



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Tests

Competency models are used to identify knowledge, skills, and/or abilities needed to perform a certain duty within an organization. These competency models are industry specific to make sure the best candidate is chosen for the position. The models also help define positions for succession planning.

For basic logic, math and grammar use the Wonderlic Test.

Leadership or Team test may be given.

General personality tests may also be given.



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REFERENCE CHECK

RM/HM to initiate reference checks.

Civil Records

County Civil Report Direct search of county court records for civil litigation. 48 Hours

Federal Civil Report Direct search of federal level court records for civil litigation. 48 Hours

Bankruptcy Filing Report Federal district search for bankruptcy filings. 24 Hours

Clinical Services

Medical Services

Physicals, Consultation Services, Medical Clearance,

Respiratory, Vision and Vaccination/Inoculation. Varies by service



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REFERENCE CHECK

RM/HM to initiate reference checks.

Credit Reports

Consumer Credit Report Consumer data as reported by Experian (Credit Bureau). Immediate

Business Credit Report

Business credit data as reported by Experian (Credit

Bureau). Immediate



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REFERENCE CHECK

Criminal Searches

County Criminal Report Direct search of county court records for criminal case filings. 36 Hours

Federal Criminal Report

Direct search of federal level court records for criminal case filings. 24 Hours

Crimwatch

Crimwatch is an ongoing monitoring program that performs a monthly scan for subsequent criminal cases on existing employees that may occur after hire.



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RM/HM to initiate reference checks.

Driving Record Reports

Driving Record Report Provides a driving record based on the state of issuance.

Please refer to state availability guide.

Immediate in 40

States, others vary

CDLIS Report

Provides validation of a current commercial driver's license and up to three previous licenses. Immediate



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RM/HM to initiate reference checks.

Drug & Alcohol Testing

Oral Fluid Drug Test Drug test conducted utilizing oral fluids (saliva). 24 Hours-neg result

Hair Drug Test Drug test conducted utilizing a hair sample. 24 Hours-neg result

Urine Drug Test Drug test conducted utilizing a urine sample. 24 Hours-neg result

Instant Drug Testing

Drug test conducted utilizing urine or oral fluids for an instant negative result; laboratory analysis of positive results is available. Instant

Breath Alcohol Testing

Breath Alcohol Test administered by a certified BAT technician. Instant

Administrative & Compliance Based Services for Drug & Alcohol



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Employment Verification

Education Verification

Professional Certifications/Associations Verification

These 3 verifications may occur prior to bringing in the candidate for Interviews.



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OFFER DEVELOPED

RM/HM collaborate to develop offer for candidate.

OFFER EXTENDED

HM to extend offer (RM backup) verbally & written offer sent overnight or emailed. Start date determined

OFFER ACCEPTANCE

Candidate accepts offer.



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DRUG SCREEN

Candidate is scheduled to complete pre-employment drug screen.

- HM Admin. or HR schedules drug screen & forwards necessary forms.

OFFER DECLINED

Candidate turns offer down.

Review back-up candidates.

- HM communicates turndown to RM.
- If necessary, return to “Sourcing” step to begin identification of new potential candidates



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