

Ready to make that call?

The decision has been made that new employees need to be hired to meet quarterly/year-end goals.

Your next phone call goes out to your chosen resource, a recruiter, and every detail is discussed: i.e., job qualifications, salary information, and fee arrangements. If fee arrangements have never been discussed, the next step is the approval of the cost of hiring this employee. The recruiting firm springs into action and prepares their contract and you approve their terms and wait by the fax for the resumes to arrive, having cleared your schedule for the next week to interview every candidate that is presented so that the new employee can start "as soon as possible." Sound like a perfect scenario in the perfect world?

A Recruiting Scenario:

Day One: Job requirement received at recruiting office. Fee agreement signed and returned.

Days Two-Five: Resumes presented to hiring manager for approval or denial.

Day Seven: Follow-up phone call made to discuss candidates. "I haven't had a chance to review the resumes.

Day Twenty-One: Phone call made to initial contact to determine regional manager's interest. "We will be conducting our quarterly reviews next week and can't possibly review the resumes before then."

Day Thirty-One: A decision is made at the recruiting office that this company isn't interested in making any hiring decisions, many of the candidates have found other positions and the process would need to start all over again.

Did the recruiter get a "mixed signal?" Didn't the hiring manager know what their time frame was? Obviously they were just "kicking tires!"

Remember that you are the recruiting firm's client and that they are ready to begin the recruiting/hiring process once the contract has been approved. The activity begins at the recruiting office as job qualifications are discussed with interested candidates, resumes are then submitted to the hiring manager for their approval and those candidates that have been recruited wait anxiously for the phone call that an interview will be forthcoming.

How long should this process take?

Is it unreasonable to expect a response within a week or two?

Would you want your customer to wait a week before you respond to their bid or to just return their call?

Common courtesy enters into the process. Should you not be interested in a candidate, immediately let the recruiter know and if you can't personally inform them, have your assistant notify them.

When ready to set up interviews, let the recruiter know so there is enough time for the candidate to schedule a meeting.

In this modern age of technology where our lives are driven by cellular phones, fax machines, voice-mail, E-mail and the use of the Internet, it appears that we have lost or forgotten the fine art of communicating person-to-person. Perhaps the tin cans attached with string would assist all of us in our attempt to do business.