



Hiring Process – Outbound B2B Telephone (Page 1 of 3)

Advertising a new or replacement position:

- _____ Staff Requisition Form: Completed, Approved and Forwarded to HR
- _____ Job Posting: Use blank job posting form to create and forward to HR with requisition form for posting – indicate whether the position should be posted internally only or both internal/external
- _____ Advertising: If this position will be posted externally, advertise in approved locations, with a closing date (newspaper, online, etc.)
- _____ IT/Facilities Logistics Form: Complete each section in its entirety and forward to HR. HR will copy IT and facilities as necessary; this ensures the position (whether new or replacement) will have appropriate workstation, computer access, telephone, etc. Once the new hire's name and start date has been determined, e-mail IT, copying HR and Facilities, in order to update the form.

Recruiting:

- _____ Interviewing: Accept resumé's and applications and conduct interviews for the position. If there is an internal candidate, ensure they have completed the proper Internal Application Form and HR/current department manager has approved the form. If only a resume has been received, have candidate complete the application when they arrive for the interview.
 - Make sure the candidate is aware of the background check and drug screening process, as this should be communicated up front to avoid any issues later in the hiring process.
 - Make sure that hiring supervisor and hiring manager/dept. head both interview and select the best fit for the position.
- _____ References: If references are wanted up front (before a conditional offer is made), use the Telephone Reference Check form provided by HR to record the reference information. Contact prior employers/supervisors first, before contacting any personal references. The applicant will usually list personal references that they know will recommend them for hire but the past employers, supervisors and co-workers are the ones we want to really hear from and can give a better indication of past performance in the workplace.



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Employment Offer: If the candidate has been determined to be the best fit for the position, then proceed with the hiring process:

_____ Offer Letter: Forward a copy of the application and resume to HR along with a completed Personnel Requisition (PRF), indicating department, position title, pay rate, pay range for the position. If the pay rate is above the rate indicated in the initial Staff Requisition Form, the justification section will need to be approved on the PRF. HR will prepare the Offer Letter and obtain management signature and will forward to the hiring supervisor/manager so they can present to the candidate. The only executives who will be able to approve/sign an offer letter will be CFO, V.P. Sales, V.P. HR. Once the candidate signs the Offer Letter, send the original signed copy to HR for filing. The supervisor/manager should keep a copy for the departmental file.

- A verbal offer of employment may take place while waiting for a written offer letter but make sure to state that it is a conditional offer of employment, contingent upon:
 - The candidate taking and passing a pre-employment drug screen according to Outbound Excellence policy and procedures
 - You providing evidence of your employability as required by federal law (which includes providing acceptable evidence of your identity and US employment eligibility within 3 days after your employment commences).
 - A successful final interview with the President of Outbound Excellence, receiving acceptable results of background check/reference screenings.

_____ Background Check/Reference/Drug Screening: At the time that the offer letter is presented, or verbal offer is made, the candidate should complete the BakChex background check and drug screen release forms. Fax the BakChex release forms to BakChex, so they can begin to process the order and give candidate the directions to the drug screening facility and tell them to report within 3 days or the employment offer may be withdrawn. *The candidate is not employed and may not work until the BakChex results have been received by HR and has passed all screening successfully.* HR will notify the hiring supervisor/manager when the results are received.

_____ Phone Interview with DK : The phone interview with DK must be scheduled by the hiring supervisor/manager before the candidate begins work, and can take place while waiting for the background/drug screen results. DK conducts this interview to reinforce the company's vision, mission, values and value proposition, he is not the "gatekeeper" for interviewing.

- If a candidate is scheduled for a phone interview with DK, it should be because they have the skills and attributes we are seeking (in the position and within the company) and you feel strongly that they will be make a positive contribution to your team and the company. If DK feels the interview was successful and this is a strong candidate, then the offer stands. If DK does not feel this is a good candidate, then contact HR to determine the process to withdraw a conditional offer of employment.

_____ IT/Facilities Logistics Form: Once the candidate has successfully passed screening, follow up with IT/Facilities to give them the new hire's name and start date. This updated information will be added to the Logistics Form that was already received for the position.

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New Hire Process/Paperwork:

On the new hire's first day of employment, the following paperwork and steps must be followed:

- _____ Employment Agreement: HR will prepare the Employment Agreement once the offer letter has been signed/accepted and a start date has been confirmed. The Employment Agreement should be presented to the new hire on their first day of work, along with the other new hire forms.
- _____ New Hire Personal Information Form: This form is for HR's personnel records and contains EEO information for confidential reporting purposes.
- _____ Employment Eligibility (I-9 Form): This form must be completed by the hiring supervisor/manager and the new hire must show proper form of identification as indicated on the back of the form. The hiring supervisor/manager must review original documents and verify this by signing and dating the form. Take a copy of the identification presented for the HR records.
- _____ W-4 Federal Tax Form and State Tax Form (if applicable): All employees must complete the W-4 Tax Form, including marital status and withholding. If the new hire will be working in AZ, they must also complete the AZ State Tax withholding form.
- _____ Employee Handbook Acknowledgment: Every employee must receive a copy of the Employee Handbook and sign the Employee Handbook Acknowledgement, acknowledging they received a copy of will review.
- _____ IT Policies; Acceptable Use, Email, Internet, Password and Remote Access Policies: Every employee must sign the IT policies. Make a copy of the signed policies and provide the copy to the new hire for their records.
- _____ Job Description: Present a current Job Description for the new hire's position and have them sign. Make a copy of the signed job description and provide the copy to the new hire for their records.