HIRING MANAGER'S GUIDE TO THE BEST INTERVIEW EXPERIENCE

CS RECRUITING

Creating and adhering to an interview process when hiring for your team is important because it promotes consistency, efficiency, alignment with hiring needs and improves the candidate experience and employer brand.

PREPARING FOR INTERVIEWING

Assemble the Right Hiring Team

As soon as you have been approved to hire, you should begin identifying your hiring team. You will want to make a few key decisions with all involved parties including: interviewer order, internal feedback and communication flow, and what you'd all like to share with candidates about the role and the organization. Additionally, work with your HR team to ensure all interviewers are properly trained ahead of any candidate conversations.

Common Hiring Team Roles

Hiring Manager

Defines the position, sets the criteria, evaluates the candidate on overall culture and technical fit, and makes the final decision.

HR Representative/Recruiter

Posts job listings, screens resumes, conducts first interviews, and manages communications between the candidate and hiring team.

Technical Interviewer

Uses their expertise to assess the candidate's technical or specific job-related skills.

Values Fit Interviewer

Evaluates how well a candidate's values, behaviors, and work style align with the company's culture and the specific team's dynamics.

Do the Prep Work Upfront

We know you're looking for a candidate that will perform well and stick around for a long time. Here are a few steps to take so you don't feel like you're winging the interviews.

Pre-Interview Prep Checklist

- [ ] *Make sure you're aligned with the job description ahead of the interview.*
- [ ] *Establish a range for compensation so you're grounded before interviews start.*
- [ ] *Compile interview questions that will help you qualify the candidate.*
- [ ] *Align interviewer questions (i.e. culture interviewer should ask the behavioral questions).*
- [ ] *Decide where the priority of soft skills versus hard skills stacks up with this particular role.*
- [ ] *Establish hiring timeline and duration of interviewing phase.*

Manage Your Time and Communications

This may be the most important tip. *Stay on top of your timeline and correspondence. From the very first call to the final offer, your candidates are evaluating you too. 72% of candidates say the smoothness of an interview process would affect their final decision on whether or not to take the job (Source: Cronofy's Candidate Expectations Report)*

Best Practices for Effective Time Management

Establish a hire date goal.

- *Decide when the candidate should start and build your timeline from there. For reference, a standard timeline to consider is 30-60 days.*

Be mindful of interview length.

- *Screening calls should last 15 to 30 minutes. For interviews, consider how much time you need to uncover all answers. 1 hour is usually enough.*

Determine the number of interviews to help make your decisions.

- In our experience, candidates may opt out after 5+ interviews. Keep it to 4 or less.

Provide consistent and clear communication to candidates.

- *Ensure the recruiter or HR rep is communicating updates to candidates at least weekly.*

AFTER THE INTERVIEW

Remember the 3 Ds of Post-Interviewing

Follow three simple steps after interviews to really put a bow on the hiring journey for your candidates (and your hiring team too).

Do What You Said You Were Going to Do

Stick to the information and timeline you shared with the candidate. Communicate any changes in the hiring process quickly and with clarity. Follow the same approach with your internal team - they deserve to be in lockstep with you.

Debrief Honestly

The HR representative or recruiter should lead an unbiased debrief with the hiring team. Use consistent and fair debrief templates. Allow for a safe and collaborative environment so all involved parties can share their honest assessments.

Decide with Full Support

Now that you have all the information you need to evaluate the candidate, make a final decision with the support of your fellow interviewers.

OUR FAVORITE RESOURCES

Example questions to ask candidates

Interviewer etiquette

Staying compliant with the EEOC

10 mistakes to avoid as an interviewer