BEST PRACTICES: APPLICANT RELATIONS

As a hiring manager or department contact, you can shape an applicant's view of the University as an employer of choice. Communication from you during the search process can help applicants feel valued, even if they aren't hired for the position.

Email qualified applicants about your timeframe for making a hiring decision. This is especially helpful during extended searches that may take longer than three months. This helps keep your applicant pool engaged and interested.

Return all applicant phone calls and emails within two business days. If you are not sure how to respond to an inquiry, contact the Division of Human Resources' Recruitment & Outreach team for advice.

Create a basic script for fielding applicant inquiries. This could include highlights of the job, the hiring timeline, and key department information. This ensures all applicants receive a consistent message.

Update applicant status codes in a timely manner. Applicants who won't be interviewed should be dispositioned as soon as possible. This will allow applicants to view their updated status online.

Consider a "thank you for your interest" email to candidates you do not plan to interview. This acknowledges their efforts in applying and keeps candidates informed.

Brief candidates on what to expect during in-person interviews. This puts applicants at ease and can make the interview more productive.

Communicate personally with applicants who have been interviewed. If you do not plan to send them an offer, thank them for their time and wish them well. If they were a strong candidate, ask them if you can connect with them through a professional network. This is great way to end the call or email and maintain your talent pipeline.

You may also consider inviting them to apply to other open positions for which they might be a good fit.