WFU Guide to OpenHire

The job requisition and approval process essentially replace the former process of creating a position description and completing a position requisition. A full tutorial of how to use OpenHire is available under the "Customer Care" link while logged into OpenHire. Talent Acquisition is available to answer any questions. If you would like assistances in the hiring process we can help in any or all of the following ways:

1. Recommend targeted advertising resources
2. Provide compensation market analysis
3. Review resumes and recommend candidates
4. Pre-screen candidates
5. Schedule interviews
6. Participate on the interview committee
7. Provide behavioral interview questions/EEO guidelines
8. Schedule tours of the area, gift baskets and coordinate travel arrangements
9. Provide interview packets with information about WFU
10. Recommend and extend the offer
11. Notify applicants that you did not select
12. Help with the on-boarding process/relocation if necessary

Step One: Create a Job Requisition

1. Log into Open Hire (https://wake-hr.silkroad.com/) with the log in credentials sent to you.
2. Click on Manage Requisition
    a. Click on Create Job Requisition.
3. Complete a Job Requisition
    a. Requisition Administration Section
        i. The Requisition Creator and Requisition Administrator fields will pre-populate with the name of whoever is logged in.
        ii. The Job Creator field will pre-populate with a Talent Acquisition team member.
    b. Requisition Information Section
        i. You have the option of selecting an existing template from the Job Template field and it will pre-populate the majority of the fields listed below. If you do not want to utilize a template or if one does not exist you can manually complete the requisition.
        ii. Complete the Internal Job Title field. If Posted Job Title is left blank the title from the internal field will automatically populate. You have the option of completing the Posted Job Title. For example, the internal job title might be "Custodian" but you would like the posted job title to be "3rd Shift Custodian".
        iii. You can leave the Tracking Code box empty because this field will be system generated.
        iv. Enter the necessary information for the fields listed below. Only the Position Type field is visible to applicants. The remaining fields are only used if the position is posted on external job boards (yahoohotjobs.com, etc.) or for internal use.
            1. Number of Positions.
            2. EEOC Job Category
            3. EEO Group (field will pre-populate based on the option selected in the EEOC Job Category field).
            4. Position Type
            5. Job Level
            6. Duration
            7. Level of Education
            8. Years of Experience
            9. Expected Start Date
    c. Position Requirements

i. Complete all fields. Note that the Salary Minimum and Salary Maximum fields will display to applicants if they are completed. Complete these fields only if you would like applicants to know the specific pay range.

d. Budgeting Details
    i. No fields are visible to applicants.
    ii. Complete the Department field by clicking on "Search" above the field. A pop-up will open and you can search by entering the first 2 letters of your department and then select the appropriate budget code.
    iii. Complete all remaining fields. Note that the budgeted quarter and year are based on the fiscal year.

e. Description/Skills
    i. The Job Description field is required and visible to applicants.
    ii. Complete the Job Description field. This field should include the "Position Summary", "Essential Functions", "Knowledge/Skills/Abilities", "Education/Experience" and "Physical Requirements" sections that are included in our current position descriptions.
    iii. If you prefer, you can copy and paste an existing Word document by selecting the clipboard icon that has the "W" on it.
    iv. It is not necessary to complete the Required Skills and Required Experience sections.

f. Location Details
    i. Complete the Job Location Code field by selecting an option from the drop-down list. The remaining fields will pre-populate and are visible to applicants.

g. Internal Fields
    i. Both fields are optional and not visible to applicants. You can include any information you would like. Suggestions include posting specific questions, advertising requests, and information you would like Talent Acquisition to know in order to assist in the hiring process.

h. Custom Fields
    i. Complete rest of open fields with appropriate information.
    ii. The following fields are visible to applicants: FLSA Status; Benefits Eligibility; Salary Grade; Posting Closing Date; Scheduled Hours; Number of months per year; Number of hours per week; Department; and Hiring Range.
    iii. If you would like a detailed Compensation Market Analysis to help you determine a salary for your position please select "Yes" for the Compensation Market Analysis field. A member from the Compensation team will provide you with this data before your position is posted.

Step 2: Review & Approval Details:

1. Complete the Reviewer 1 field by entering the at a minimum the reviewer's name and email address. You can include specific information you would like the reviewer to receive by completing the Notes/Comments field. The Last Sent Date, Approval Status, and Date Approved will system generate.
2. Complete as many additional Reviewer sections as necessary for your department. Compensation must be included as the first Reviewer. Please enter "Compensation" as the name of the first reviewer and enter the email address as hrcomp@wfu.edu.
3. Up to six reviewers can review and approve the Job Requisition sequentially. Your department will need to determine who needs to review the requisitions and in what order. Our suggestion would be to review sequentially by first having the supervisor approve, then the Department Head/Cabinet member, and finally the Compensation team.
4. Once all reviewers are entered click on "Email Reviewer 1" in the Reviewer No. 1's box. All additional reviewers will receive reviewer request emails pending the prior reviewer's approval.
5. Reviewers will receive an email prompting them to "Approve" or "Reject" the Job Requisition.
    a. If a reviewer clicks "I Approve this Requisition" the next reviewer or Talent Acquisition will be notified.
    b. If a reviewer clicks "I Reject this Requisition" an email will pop up so that they can indicate why they rejected the Job Requisition. The Job Requisition creator will receive an email and it is their responsibility to correct the Job Requisition. After making the corrections, they need to change the "Approval Status" of the reviewer that rejected the Job Requisition to "Waiting for Response". The

approval status is found in the appropriate reviewer's section. Only "Email" the reviewer that rejected the Job Requisition again.

6. Once all reviewers have approved, Talent Acquisition will receive a system generated notice to post the position. Posted positions can be reviewed at: https://wakejobs.silkroad.com/.

Step 3: Resume Review

1. Log into Open Hire (ats.openhire.com) with the log in credentials sent to you.
2. Your homepage will display any positions that you are associated with as the Hiring Manager.
    a. On the Track My Jobs page there is a link to see "Total Resumes". You have the option to view all candidates. Simply click on the number associated with that column and it will take you to a list of all candidates who have submitted their resume for consideration.
    b. On the Review Request page the total number of reviews and the total number of reviews that have been completed in parenthesis displays.
    c. Select the candidate for which you want to complete the review, by clicking on their name and reviewing their credentials.
    d. After reviewing their resume navigate to the drop down box beside the "What would you like to do with this candidate? ". Select the "Complete Review" option and include comments if desired in the pop-up box. We strongly encourage you to complete reviews in order for Human Resource to complete the necessary EEO information.

Step 4: Interview

1. Complete interviews.
    a. There is an option to select the "Evaluations" tab while viewing a specific candidate. Click "Edit" to include feedback from the interview.
    b. If you would like all finalists to complete a full application email your assigned "Recruiter" by clicking on their hyper-linked name at the top of the candidate's page. Note the candidate that is offered the position must complete the full application.

Step 5: Offer

1. At minimum, you should complete two reference checks for your finalist prior to extending the contingent offer. References should be professional and ideally from a supervisor/manager at a recent employer. Confidentiality is important and you should not check a candidate's references without their permission. You are not required to check references for internal candidates, however it is recommended and you have the option of reviewing the performance reviews by request in Human Resources.
2. Once you have identified a candidate you would like to extend a contingent offer to, contact Talent Acquisition. In order to begin the offer approval process, you'll need to have the following information: Candidate's Name; Salary; Desired Start Date; Relocation (if applicable); Sign-On Bonus (if applicable), who needs to approve the offer and any other information that needs to be included in the offer letter. If you would like assistance crafting a competitive offer, Talent Acquisition is available as a resource.
3. Talent Acquisition will send an offer review request email to the appropriate reviewers.
4. Once all required approvers have reviewed and approved the offer, Talent Acquisition will contact you to let you know that you can extend a verbal offer. When you speak with the candidate, make sure you emphasize the fact that the offer is contingent upon successful completion of pre-employment screening which includes drug screen and background investigation (remind the candidate that they should carefully consider the appropriate time to give notice to their current employer), discuss a start date and salary and let them know that upon acceptance of the offer, HR will contact them.
5. Let Talent Acquisition know if/when the candidate accepts the position. Human Resources will generate and send an official contingent offer letter as well as work with you and the candidate to complete the on-boarding process. Human Resources will contact the candidate once they he/she has successfully completed pre-employment screening.