

# UKG

## Recruiting Guide



A step-by-step guide  
on how to have a  
seamless recruiting  
process



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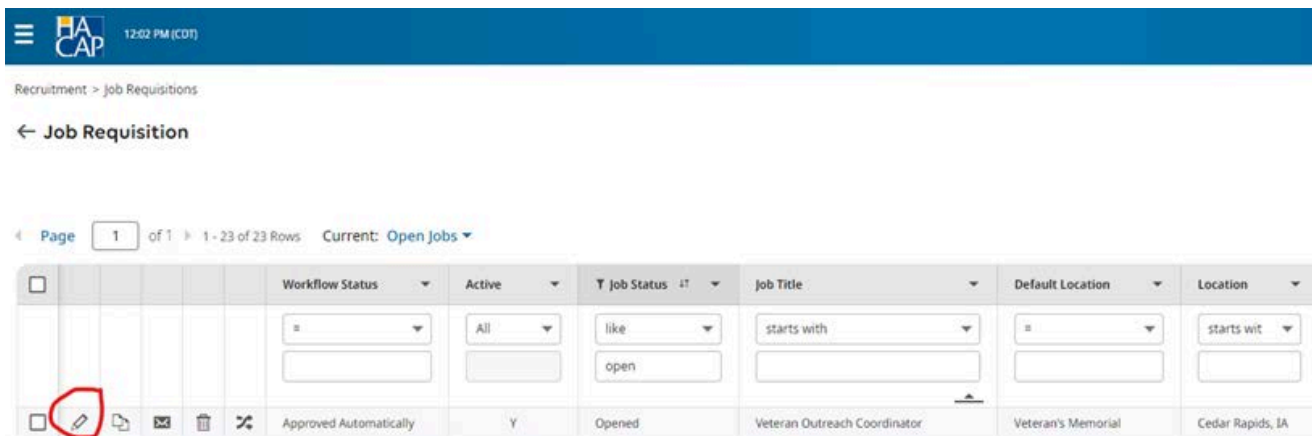
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# How to View Job Requisitions & Applicants

In order to see your Job Requisition (the job posting online) in UKG, you'll go to:

## Team > Recruitment > Job Requisition

The **Job Requisition** page will allow you to see all of the jobs that you have access to.



Once you're in the **Job Requisition** page and you see the open position that you are hiring for, there will be buttons to the left of the job req that all do different things.

**Start by** clicking on the pencil icon. This will take you into the actual job requisition and you will also be able to see a list of all of the applicants that have applied to your position so far.



# Communicating with Applicants

11:20 AM (CDT)

Search

Veteran Outreach Coordinator

Job Requisition #: 554092966 | Type: Internal & External | Status: Opened | 37 New Applications | 37 Total Applications | 15 Days Open

Job Req. Info Applications

Quick Filters

Job Application Status

- All Applications
- New Applications

Applicant Type

- External
- Internal
- Returning Employee

Applications

1 of 2 | 37 Rows | [System]

		First Name	Last Name	Primary Email	Application Status
<input checked="" type="checkbox"/>					New
<input type="checkbox"/>					New
<input type="checkbox"/>					New
<input type="checkbox"/>					New

Quick Actions

- Add Evaluation Questionnaire
- Update Hiring Stage
- Communicate
- View
- Update Application Rank

Once you find an applicant that you are interested in interviewing, you can select the first box on the left by their name (it's a checkbox) and off to the right there's a button that says **Communicate**. HR has created a bunch of templates for Hiring Managers to use for specific communication.

Communicate: 1 Applicant(s)

Email

Template To Use

Select Template

From \*

Please Enter E-Mail

Subject \*

Subject

Message

B I U S L T Default (Noto... 14pt

POWERED BY TINY

Add Tags

Cancel Send

Once you click on **Communicate**, a new box will pop up. You will need to click on the hour glass off to the top right in order to open up all of the communication templates.



Communicate: 1 Applicant(s)

Email

Template To Use

Select Template

From \*

Please Enter E-Mail

Subject \*

Subject

Message

B I U S L Text Color Background Color Default (Note...

Add Tags

Close

POWERED BY TINY

Cancel Send

You will see HR **and** Hiring Manager communication templates. Once you select a template, **all you have to do is change the parts that are bolded with < > around it**. If you see something in these templates that you want re-worded differently, or if you would like to add something to the message, you can do this at any time. All of these templates are completely customizable!

Communicate: 1 Applicant(s)

Email

Template To Use

Hiring Manager - In-Person Interview

From \*

donotreply@saashr.com

Subject \*

Invitation for In-Person Interview for (JOB\_REQUISITION\_TITLE) position with (COMPANY\_NAME)

Message

B I U S L Text Color Background Color Default (Note... 14pt

Hi {ACCOUNT\_FIRST\_NAME},

We have reviewed your application for our (JOB\_REQUISITION\_TITLE) position and we are impressed. We would like to move forward in the interview process and invite you to an in-person interview.

Please contact <NAME OF INTERVIEWER> at <PHONE NUMBER> or <HACAP EMAIL ADDRESS> to schedule a time to meet.

The interview will last about <30 MINUTES> and you will have a chance to discuss the (JOB\_REQUISITION\_TITLE) position and learn more about (COMPANY\_NAME).

We look forward to talking with you!

Sincerely,

<NAME OF INTERVIEWER>

Add Tags

POWERED BY TINY

Cancel Send

## IMPORTANT

- Anything that's **bolded** with < > around it needs to be filled out by the Hiring Manager.
- Anything that isn't bolded that has { } around it will automatically be filled in by the system. No action is needed on your part.

Communicate: 1 Applicant(s)

X

Email

Template To Use  
Hiring Manager - In-Person Interview

From\*  
donotreply@saashr.com

Subject\*  
Invitation for In-Person Interview for {JOB\_REQUISITION\_TITLE} position with {COMPANY\_NAME}

Message

B I U S L Text Background Color Default (Notes) 14pt Bold Italic Underline Strikethrough Text Color Background Color Bulleted List Numbered List Indent Left Indent Right Link Unlink Image Video Code Full Screen Print

Hi {ACCOUNT\_FIRST\_NAME},

We have reviewed your application for our {JOB\_REQUISITION\_TITLE} position and we are impressed. We would like to move forward in the interview process and invite you to an in-person interview.

Please contact <NAME OF INTERVIEWER> at <PHONE NUMBER> or <HACAP EMAIL ADDRESS> to schedule a time to meet.

The interview will last about <30 MINUTES> and you will have a chance to discuss the {JOB\_REQUISITION\_TITLE} position and learn more about {COMPANY\_NAME}.

We look forward to talking with you!

Sincerely,  
<NAME OF INTERVIEWER>

POWERED BY TINY

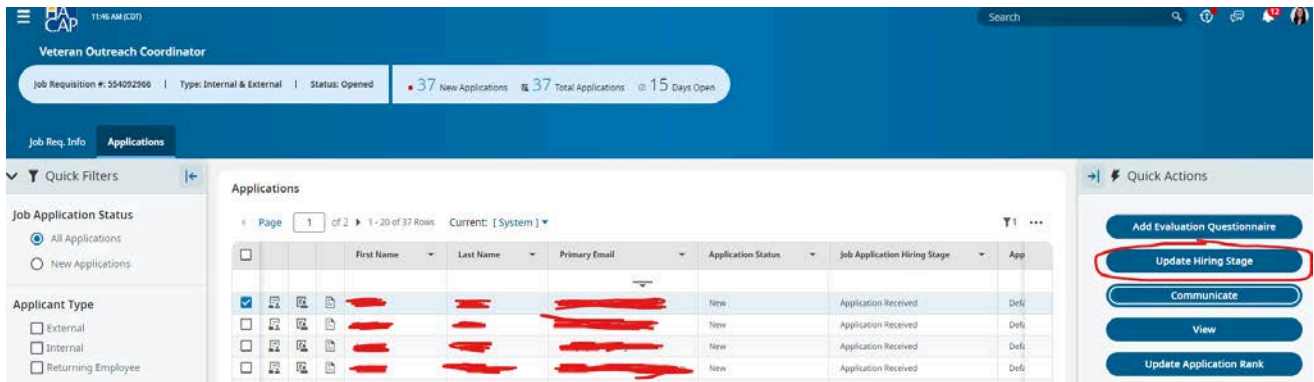
Add Tags

Cancel Send

**NOTE:** It's important to remember that when you communicate with an applicant through UKG, they will receive your message to their personal email account, but your message is going to be sent through an automated email address (a do-not-reply email account). If they hit reply to your automated message, **you won't receive their message back.**

**All of the templates have a section included where you can give them your contact information so they know how to reach you.**

# How to Request to Extend an Offer



Once you've finished up interviewing and you're ready for HR to make an official offer to one of your candidates, please select the candidate through the **Applications** screen and click on **Update Hiring Stage**.

## Edit Job Applications Hiring Stages

Set hiring stages for selected Job Applications

Hiring Stage

Request to Extend Offer

Actual Date \*

05/17/2024

Cancel

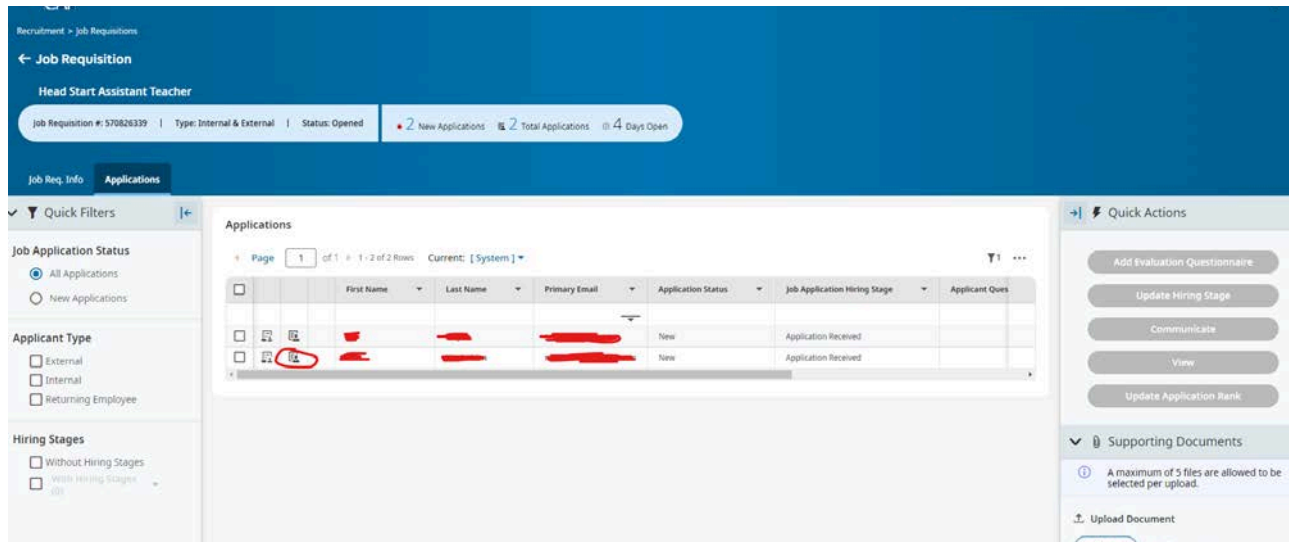
OK

Make sure to update the Hiring Stage to **Request to Extend Offer**. **This will notify HR that you want us to offer the position to this candidate.**

**NOTE:** Please leave the **Actual Date** as today's date, not the date you want them to start on. **Always leave the Actual Date field alone**, as we've learned it can throw things off if you change it.



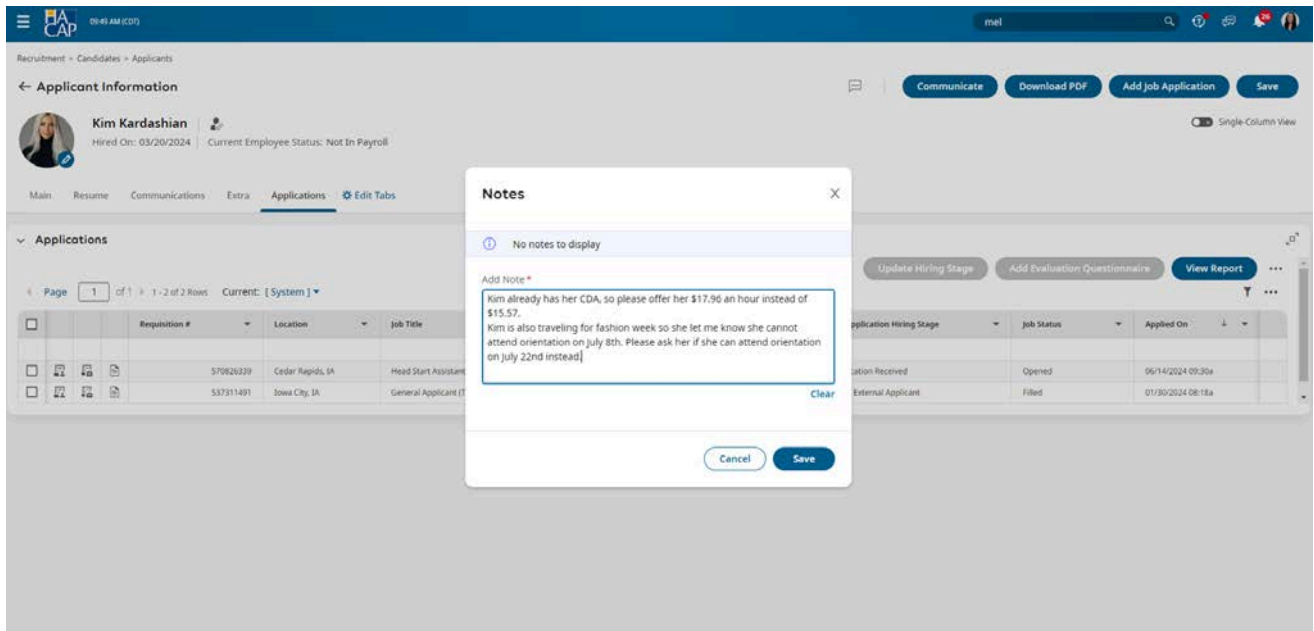
# Adding Notes to Applicants Profiles



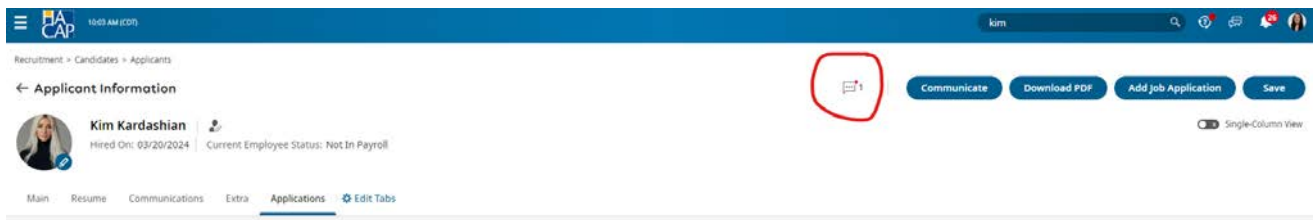
Once you've submitted the **Request to Extend Offer**, one of the buttons off to the left of their name will open up their **Applicant Profile**. Once you're in their Applicant Profile, you are able to leave HR any specific instructions that you want regarding the offer being made to your candidate.



Once you open up the **Applicant's Profile**, off to the right there is a small box with dots in it. This is the notes section.



Please leave specific hiring details that you want HR to know ahead of time before we offer out the position to them. Examples would include when you would like the candidate to start, their rate of pay, etc. **All of this communication moving forward will be through UKG rather than email**, so the more information you can provide the better!



Once you save your note, the box will change to red and HR will be able to see what you wrote!

## **Important Information Regarding the Notes Tab**

Applicants and Employees are **NOT** able to see the notes that you enter here, however **ALL** Directors and Managers have access to see all of these notes. **Please use this field appropriately.**

### **What Managers Should Add to the Notes Tab:**

#### ***All Recruiting Details!***

#### **Before Hiring a Candidate:**

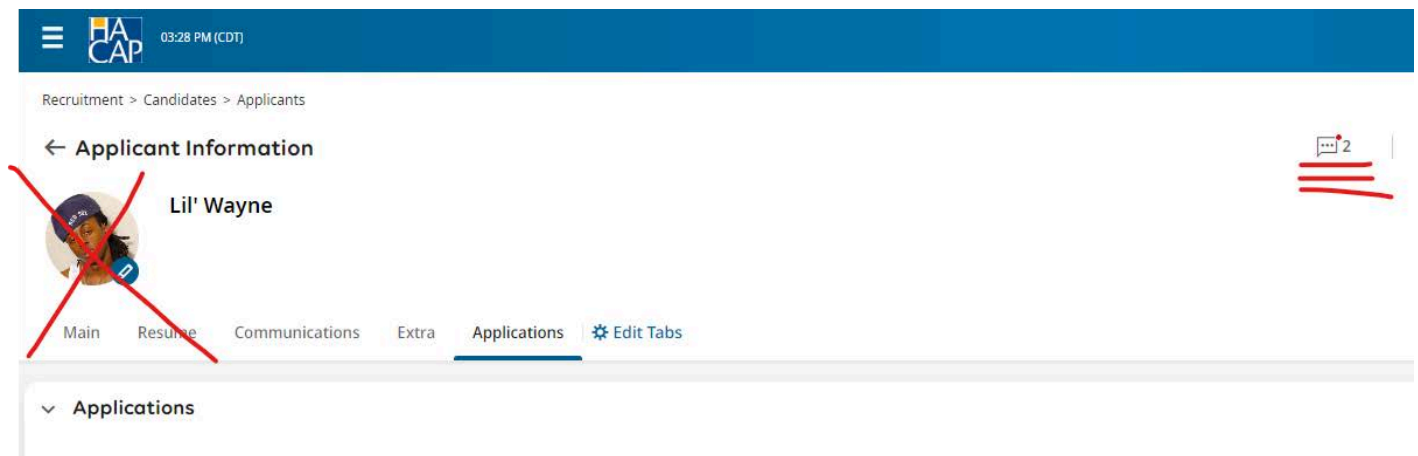
- Interview Date/Time Details
- Candidate No Call/No Showed for the Interview
- You've reached out to the candidates 3 times to schedule an interview, but they did not return your calls
- The candidate interviewed well but they lack experience, so you encouraged them to start out as a Substitute Teacher first to gain more experience
- The applicant is looking for specific hours/location/pay/etc.

**Extending an Offer to a Candidate:** Once you are ready to have HR offer a position to the candidate of your choice, please use the notes field to let us know the following...

- The date that you would like your candidate to start on
- The candidates rate of pay
- Any other specific hiring details.

## What Managers Should NOT Add to the Notes Tab:

- Worst candidate **EVER**
- Smelled funky and appeared unkept
- Meh... Did okay
- Absolutely do not hire this person!!!
- Medical or accommodation notes
- No demographic information on the candidate, such as their age, marital status, etc.



## HR's Hiring Process

Once HR receives the Request to Extend Offer notification, we will reach out to the candidate and offer the position to them. **Please allow this process to take up to 24 hours.** HR will continue to let you know via HACAP email if your candidate has accepted or declined the position, along with any other specific hiring details.

Recruitment > Candidates > Applicants

← Applicant Information

Kim Kardashian  
Hired On: 03/20/2024 | Current Employee Status: Not In Payroll

Communicate Download PDF Add Job Application

Main Resume Communications Extra Applications Edit Tabs

Applications

Page 1 of 1 1 - 5 of 5 Rows Current: [System]

	Requisition #	Location	Job Title	Job Category	Application Status	Job Application Hiring Stage	Job Status	Applied On
<input type="checkbox"/>	570844328	Cedar Rapids, IA	Alliance Clinic Dietitian or Nurse (Part Time)		New	Offer Has Been Extended	Closed	07/15/2024 09:26a

Once you've hit Request to Extend Offer, you can check back on the status of the offer (where HR is at in the process) by going to the **Applicant's Profile** and going under **Applications**. You can see this information under **Job Application Hiring Stage**.



***If the Job Application Hiring Stage says...***

- **Request to Extend Offer:** This means that HR has not reached out to this candidate yet.
- **Offer Has Been Extended:** This means that HR has reached out to the candidate and is waiting to hear back from them.
- **Pending Pre-Hire Results:** This means that the candidate has accepted the position and HR is waiting to receive their pre-hire results in order to officially hire them.
- **Offer Accepted:** This means that the candidate has accepted the position, and there are no pending pre-hire results.
- **HIRE - External Candidate:** This means the candidate is officially an employee in our system and is now working on completing their new hire paperwork!

If your candidate accepts the position, HR will send them an official offer letter through UKG. Once your candidate accepts or declines the offer letter, all Hiring Managers should receive a notification on UKG letting you know if they accepted or declined it. HR will then continue to work with the candidate to get them fully onboarded.

# Categorizing Applicants

## 1st Way

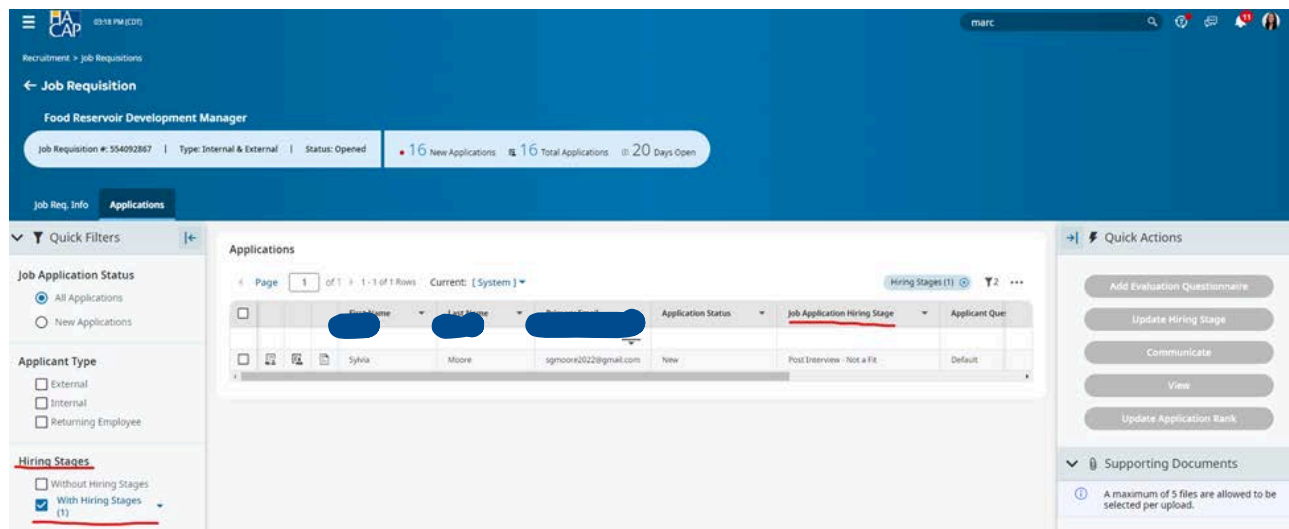
The screenshot shows the 'Job Requisition' page for 'Food Reservoir Development Manager'. The 'Applications' tab is active, displaying a table of 16 applications. The 'Update Hiring Stage' button in the 'Quick Actions' panel is highlighted with a red circle. The 'Applications' table has several columns redacted with red boxes.

Application Status	Job Application Hiring Stage
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received
New	Application Received

When you're in the **Job Requisition** page and you go to **Applications**, you can select the candidate that you're not interested in interviewing/hiring and off to the right you can select **Update Hiring Stage**.

Please take note that all applicants will **automatically be assigned to the Hiring Stage of Application Received**. This will eventually need to be changed for all of the applicants.

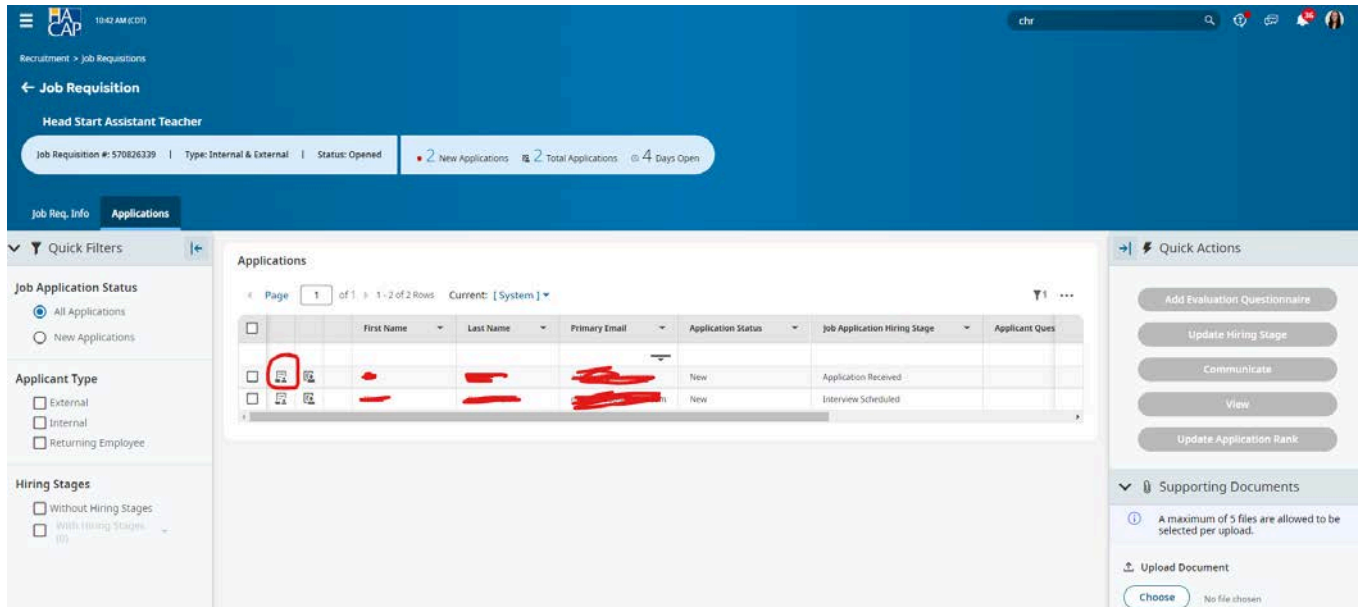




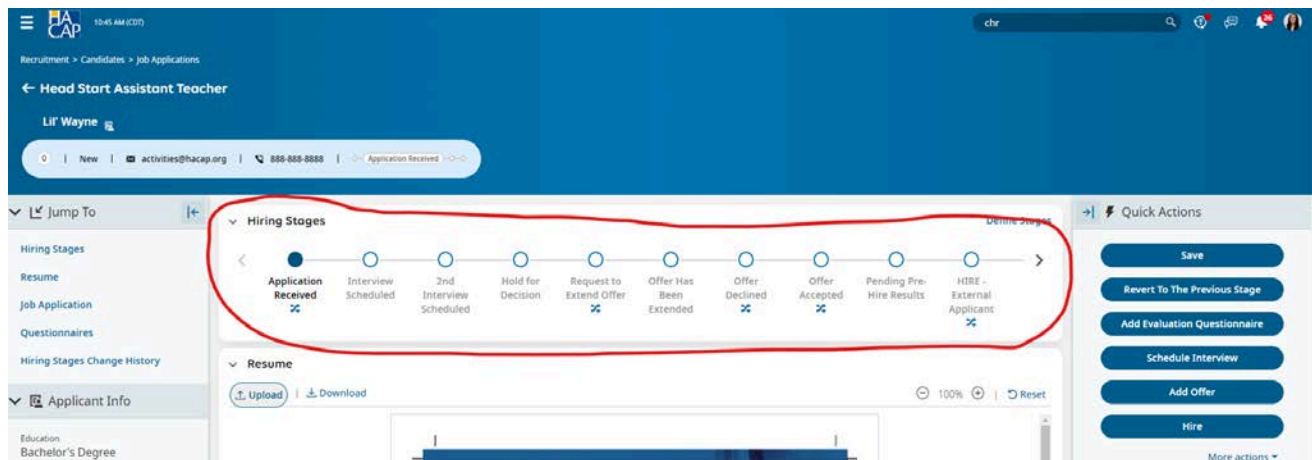
Once you have more candidates marked in certain Hiring Stages, you can click off to the left where it says **Hiring Stages** and select **With Hiring Stages** and you can generate a list of all of the candidates that you want to see with that specific Hiring Stage. For this example I clicked on **With Hiring Stage** and selected that I wanted to see all of the candidates that are marked with **Post Interview - Not a Fit** and it brought up our one candidate.

# Categorizing Applicants

## 2nd Way



When you're in the **Job Requisition** page and you go to **Applications**, you can click on this second box that says **View Job Application**.



From this view, you can see the Hiring Stages listed out in order for the steps that you can take. As you can see, once this applicant applied for this position, it automatically marked them under **Application Received**. For this demonstration, I just scheduled an interview with this applicant, so I'm going to click on the circle next to it that says **Interview Scheduled**.



## Hiring Stage Modification



Please enter actual date for hiring stage.

Actual Date \*

06/14/2024

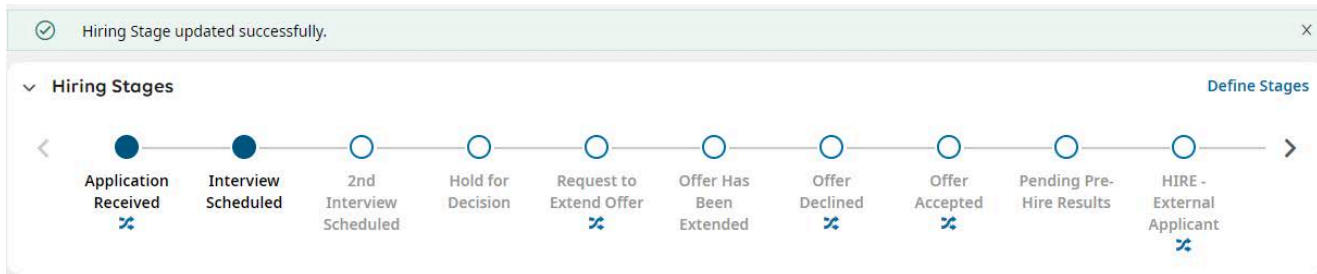


Cancel

OK

Another box will come up with an **Actual Date** to enter.

Please make sure to always leave the **Actual Date** field alone.



Once you have submitted it, the color of the circle will change to **blue**, so this view can give you a better visual of where you're at in your process.

Recruitment > Job Requisitions

Job Requisition

Head Start Assistant Teacher

Job Requisition #: 570826339 | Type: Internal & External | Status: Opened

2 New Applications | 2 Total Applications | 4 Days Open

Job Req. Info | Applications

Quick Filters

Job Application Status

All Applications

New Applications

Applicant Type

External

Internal

Returning Employee

Hiring Stages

Without Hiring Stages

With Hiring Stages (0)

Applications

Page 1 of 1 | 1 - 2 of 2 Rows | Current: [System]

	First Name	Last Name	Primary Email	Application Status	Job Application Hiring Stage	Applicant Ques
<input type="checkbox"/>	LF	Wayne	activites@hacap.org	New	Interview Scheduled	

Quick Actions

Add Evaluation Questionnaire

Update Hiring Stage

Communicate

View

Update Application Rank

Supporting Documents

A maximum of 5 files are allowed to be selected per upload.

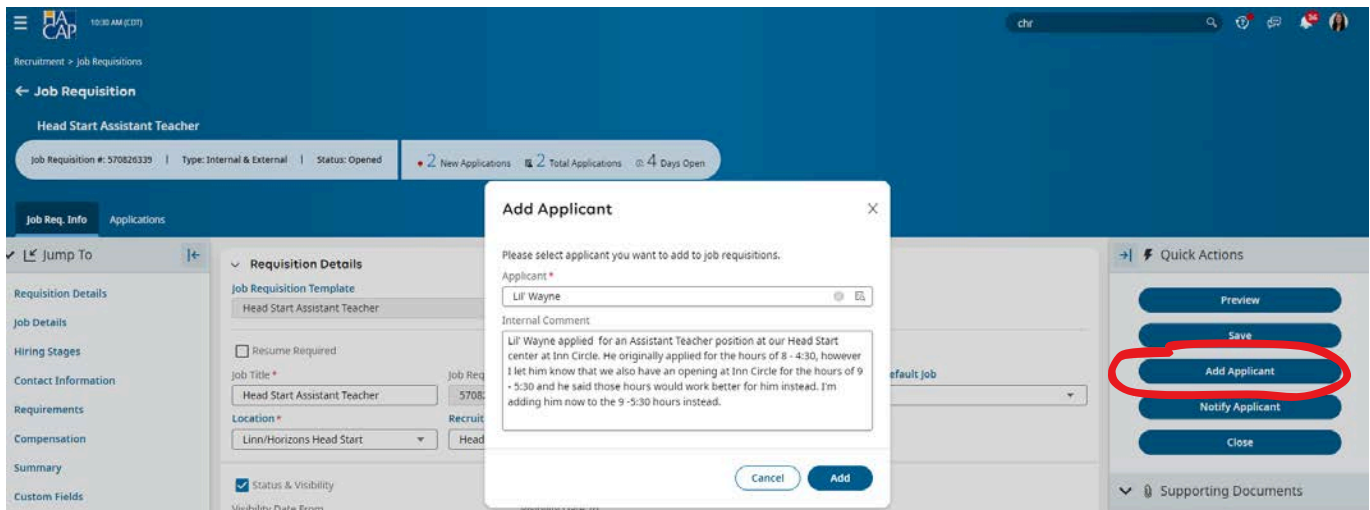
Once you go back to the **Applications** screen, you can see that by clicking on that box, it automatically updated the **Job Application Hiring Stage** for you this way.

**NOTE:** It's always going to show you a list of all of the candidates that have applied for the position, **and you don't have the ability to move the applicants to inactive like our old applicant tracking system did.**

Going forward with our new system, once you're ready to start interviewing your candidates, you can select the **With Hiring Stages** button and you can run a list that will bring up all of the candidates that you are interested in (if you are updating their hiring stages correctly).

# Adding Applicants to Open Positions

If you have multiple job openings and you have a candidate that is interested in applying for more than one of your positions, instead of making them apply separately for each position, you do have the ability to add them to a Job Requisition yourself (as long as they've applied for a job through UKG at least once before).



You can simply open up the **Job Requisition** and off to the right there will be a button that says **Add Applicant**. You must actually type in the applicants name in order for their name to come up, you can't click on the magnifying glass or it won't work. Once you hit **Add Applicant**, the applicant will automatically be listed under the **Applications** section on the new Job Requisition.

**NOTE:** If you have a candidate that you think would be a good fit for a different department in HACAP, you are **NOT** able to add them to a different job req if you are not attached to that job req. In this case, please reach out to the Hiring Manager of that department and let them know this. If the Hiring Manager is interested in the candidate, either of you can certainly encourage the candidate to apply for the different position instead if you would like.

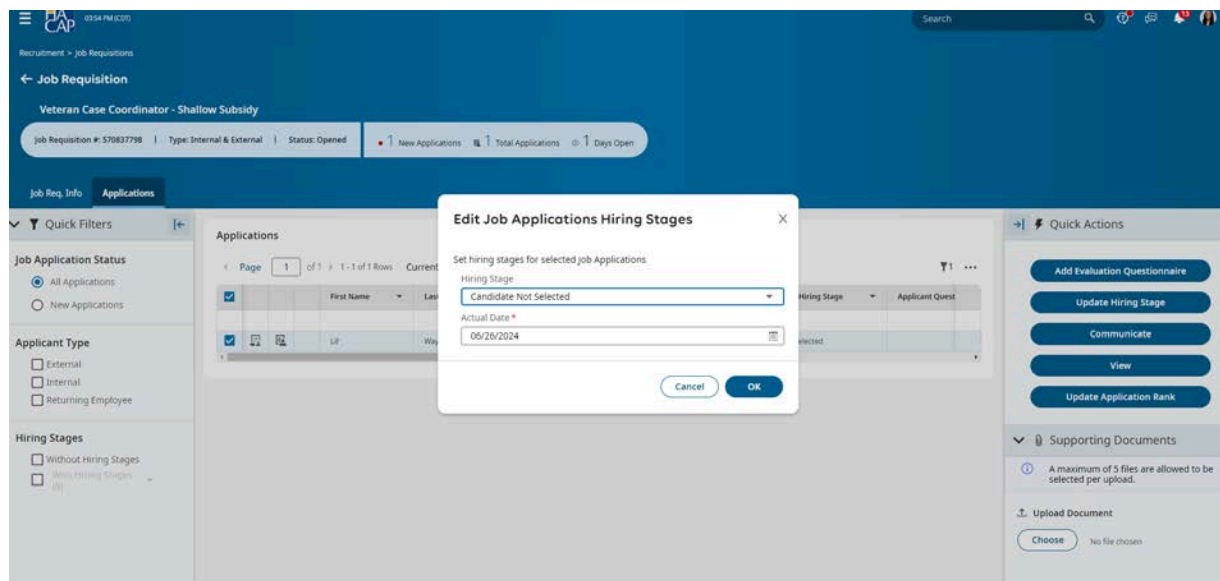
## Notifying Candidates that were NOT Selected for the Position

As your applications start to come in, it's up to the Hiring Managers on whether you would like to let candidates know that you will not be moving forward with them right away, **OR** if you would like to email them all at once at the end when you are ready to close the position on the HACAP careers page. Regardless of which way you choose to do this, **all candidates that do not get hired for the position that they applied for needs to have the Hiring Stage of Candidate Not Selected.**

### **Messaging Candidates One by One as they Come In: 1st Way**

The screenshot shows the HACAP Applications page. On the left, there are filters for 'Application Status' (All Applications, New Applications), 'Applicant Type' (External, Internal, Returning Employee), and 'Hiring Stages' (Without Hiring Stages, With Hiring Stages). The main area displays a table of applications with columns for First Name, Last Name, Primary Email, Application Status, and Job Application Hiring Stage. The first row is selected, and a red circle highlights the checkbox in the first column. On the right, the 'Quick Actions' panel is visible, with the 'Update Hiring Stage' button highlighted by a red circle. Below the quick actions is a 'Supporting Documents' section with an 'Upload Document' button.

Open up the **Job Requisition** and click on **Applications**. Select the candidate that you are not interested in, and off to the right click on **Update Hiring Stage**. Then you will select **Candidate Not Selected**.



Once you click on **OK**, it will update their Hiring Stage in our system to this **AND** it will also generate an automatic email that will go out to the candidate letting them know this. The email will come from a donotreply email account.



donotreply@saashr.com

To Kim Kardashian

Jun 27 at 9:41 AM

Hi Kim,

We appreciate you taking the time to express your interest in the Veteran Case Coordinator - Shallow Subsidy position. We carefully reviewed your information and we have decided to pursue other applicants who more closely match the requirements/preferences for the position.

Thank you for your interest. While you were not selected for this position, we encourage you to apply again in the future for openings that match your qualifications.

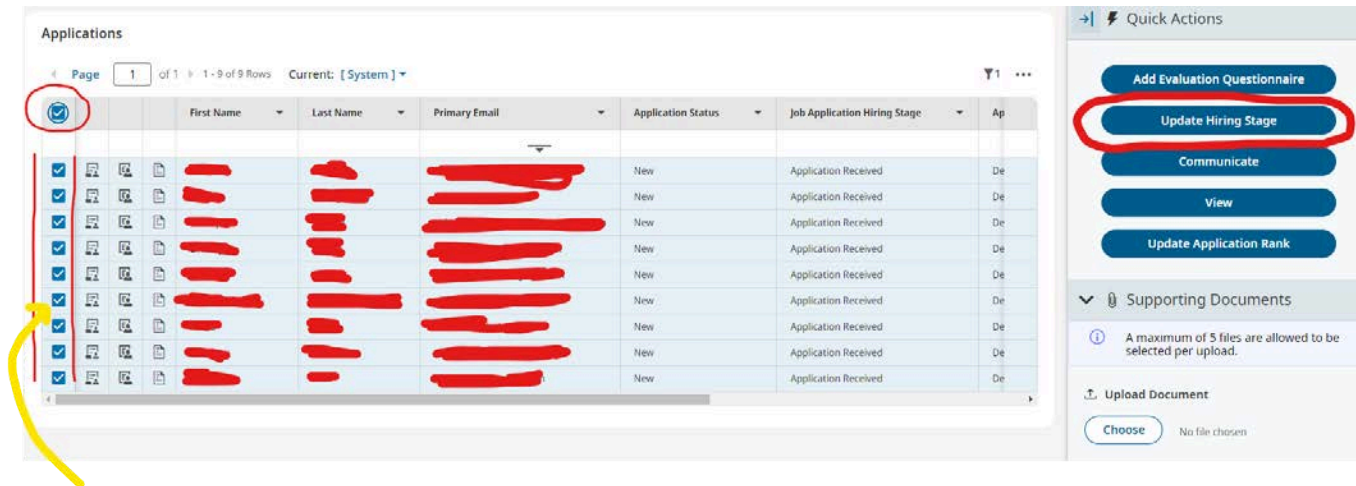
We wish you good luck in your future endeavors.

Sincerely,

Human Resources



## Messaging All Candidates at the End: 2nd Way



You will open up the **Job Requisition** and click on **Applications**. Select the top left box and that will select all of the candidates for you at once. **MAKE SURE** to unselect the one candidate that you hired (when you do this it will not unselect all of the other candidates). Then click off to the right on **Update Hiring Stage**. Then you will select **Candidate Not Selected**.

**NOTE:** HR does not prefer which method Hiring Managers would like to use. However, before your position closes, we need to see all of the candidates with a Hiring Stage of either **HIRED** or **Candidate Not Selected**. By leaving the Hiring Stage as Application Received (what it automatically puts all applicants under) this does not let us know what the status is on the remaining candidates.

## **HR's Expectations for All Hiring Managers Using Recruiting**

•When you **first** communicate with applicants online, **please use the communication templates that we have created for all Hiring Managers to use.**

•**All job offers that you would like HR to make MUST be requested through UKG.** If you send us an email asking us to offer out a position, we will ask you if you have submitted the Request to Extend Offer through UKG first. Instructions on how to Request to Extend an Offer to candidates is on page 7.

•**Once you hit Request to Extend Offer, you MUST use the notes field that is in the applicants account.** Please tell us when you would like the candidate to start, their rate of pay, and any other important hiring details. **Moving forward, this information will be tracked through UKG, not HACAP email.** If you do not leave HR any information in the notes field, we will automatically assume that you want them to start ASAP, and if your job posting has a pay range, we will assume that you want us to offer the minimum amount.

•**All Hiring Managers MUST change the Job Application Hiring Stage for every single candidate,** that way the whole Hiring Team **AND** HR knows where you are at in the process.

•All Hiring Managers **MUST** notify all of the candidates that were not selected for the position. There are two different ways that you can do this. Instructions on how to do this starts on page 21.

## Additional Information

- If you are attached to any Job Requisition in UKG, you will receive a notification through UKG **AND** a email to your HACAP email account **EVERY TIME** you have a candidate that applies for one of your positions. UKG cannot send you an email once a day with every candidate that has applied to your job in the past 24 hours. You can either receive a notification/email every time a candidate applies, **OR** we can completely turn it off for you so you won't receive any notifications/emails at all. Please let HR know if this is your preference.
- UKG is able to ask candidates questions based on their qualifications. Our old applicant tracking system used to rate candidates with one out of five stars based on how they answered these questions. **UKG does not rate candidates based on how they answered these questions**, but you can still see exactly how the candidate answered the questions that you asked.
- Previously in our old applicant tracking system when HR would offer a position to a candidate and they would accept, **HR was manually removing these job postings off of Bird Dog**. We would remove these job postings fairly quickly so no one could apply to the position anymore. However with UKG, **the system will automatically remove the job postings once we hire a candidate, BUT it will only remove the job posting once the candidate has completed all of their pre-hire requirements (Background Checks, Physical, Fit for Duty test, etc.)** This means that if you have a candidate that accepts a position, the job posting will probably still be available online for a while until the candidate has completed their pre-hire requirements. **You may still have candidates apply for the position in the meantime, even though the position has already been filled.**

- If you ever see anything that you want added or changed to the Hiring Manager communication templates going forward, please let Alivia know. I can also create custom templates for you if there's specific communication that you would like to use with candidates that isn't already in a template!
- While implementing Recruiting in UKG, we've learned that there's **MULTIPLE** ways to get to the exact same place, so everything you've learned in this packet is mainly based off of how HR likes to use the system. It's very beneficial to take the extra time to explore the system and to learn the various ways that you can do the same actions. This will help you to eventually figure out the ways that work best for you.

As always, if you have any questions regarding Recruiting in UKG, feel free to reach out to HR at any time!

