

Contacting Candidates

Calling Candidates

You should always start by calling a candidate. There are two reasons you should do this. First, you can find out if they are still interested in the opportunity at your store. Secondly, you can confirm an interview date, time, and place to schedule the interview.

1. Start on the candidate's profile page and call the phone number they have listed.

Pro Tip: Create a generic script that includes any information a candidate might need- especially if you leave a voicemail.

Calls and voicemails should include:

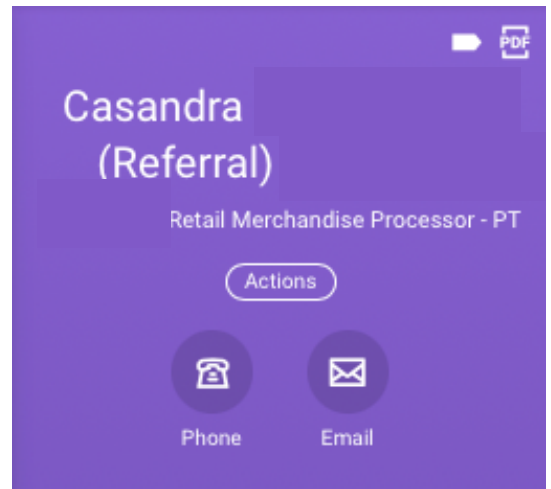
- Your name
- Position
- Store name and number
- Title of job your interviewing for
- Phone number they can reach you at

The screenshot shows a candidate profile page. At the top, there are three contact options: Phone Number (+1 (602) 783...), Email (Cass...@gmail.com), and Jobs Applied to (8). The phone number is highlighted with an orange box. Below this is the location: Glendale, AZ 85302, United States of America. The main section is titled "Active Job Applications (6)". The first application is for "Retail Merchandise Processor - PT" at "110106 - 67th Ave Store", applied on 02/08/2024. It has a "Review" button and an "Actions" dropdown menu. The second application is for "Cashier - FT" at "110058 - Olive Store", also applied on 02/08/2024, with a "Review" button and an "Actions" dropdown menu. At the bottom, there is a "More (4)" link and a "Decline These Applications" button.

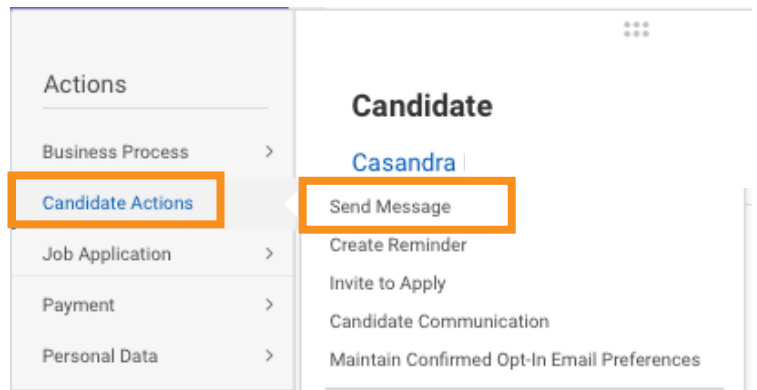
Emailing Candidates

After calling the candidate, you should follow up with an email generated in Workday. That way, the candidate has your information in case they need to reschedule or cancel the interview.

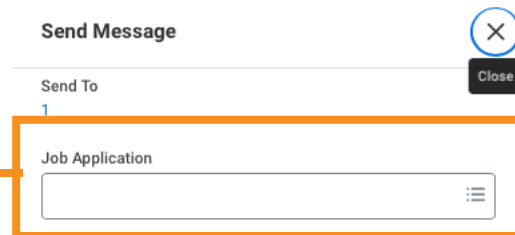
1. Choose **Actions** from the left column of the candidate's profile page.



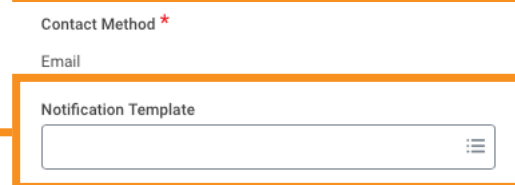
2. Choose **Candidate Actions** then **Send Message** from the menus



3. Choose the Job Requisition you will interview this candidate for.



4. Choose the **Goodwill Branded Candidate Message**.

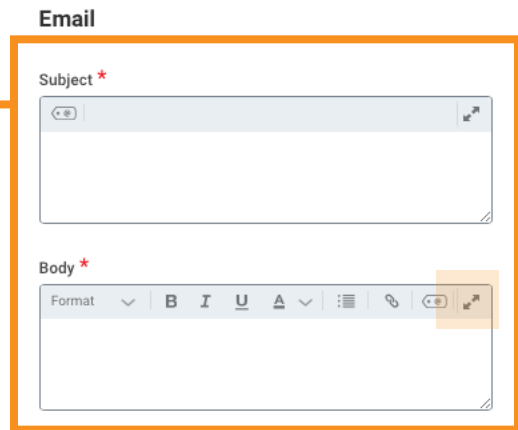


5. Choose the **Interview Confirmation Template.**



A screenshot of a dropdown menu titled "Message Template". The menu is currently empty, showing only a list icon in the top right corner. An orange line points from the text to the right of this menu.

Based on the template you chose, the **Subject** and **Body** will autofill.



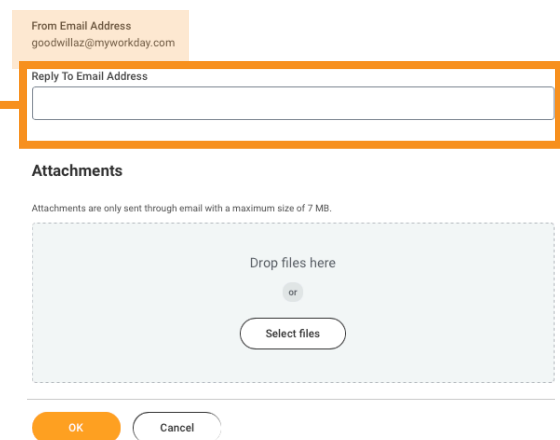
A screenshot of an email composition form. It has a title "Email". Below the title is a "Subject" field with a red asterisk and a double arrow icon in the top right corner. Below the subject field is a "Body" field with a red asterisk and a rich text editor toolbar. The toolbar includes options for "Format", "B" (bold), "I" (italic), "U" (underline), "A" (text color), a list icon, a link icon, and a double arrow icon in the top right corner. An orange line points from the text to the right of the subject field.

Note: You will have to fill in some information in the Body template. Use the double arrow in the right hand corner to expand the message so you don't miss any information.

Edits:

- Date of Interview
- Time of Interview (include timezone)
- Interviewer name & title
- Store location information
- Optional: any information from your conversation or voicemail that you'd like to add to personalize the template

6. Fill in your email so you will receive the candidate's reply.



A screenshot of an email reply form. At the top, there is a highlighted "From Email Address" field containing "goodwillaz@myworkday.com". Below it is a "Reply To Email Address" field. Underneath is an "Attachments" section with a note: "Attachments are only sent through email with a maximum size of 7 MB." Below the note is a dashed box containing the text "Drop files here", "or", and a "Select files" button. At the bottom of the form are "OK" and "Cancel" buttons. An orange line points from the text to the right of the "Reply To Email Address" field.

Note: your email will be hidden. The candidate will see the highlighted return address.

7. Add any relevant or necessary attachments and choose **OK**.