

RECRUITING SOP

AN INTERACTIVE GUIDE TO GSFB FRONTLINE RETAIL
RECRUITING FOR HIRING MANAGERS



Goodwill

SAN FRANCISCO BAY

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LINK	RECRUITING, HIRING, AND ONBOARDING TASKS (GSFB RETAIL FRONTLINE ASSOCIATES) CBT COURSE

Note: Click on the title or the page number(s) to navigate to the desired section. Click on the Goodwill logo in the corner of each page to return to the Table of Contents.

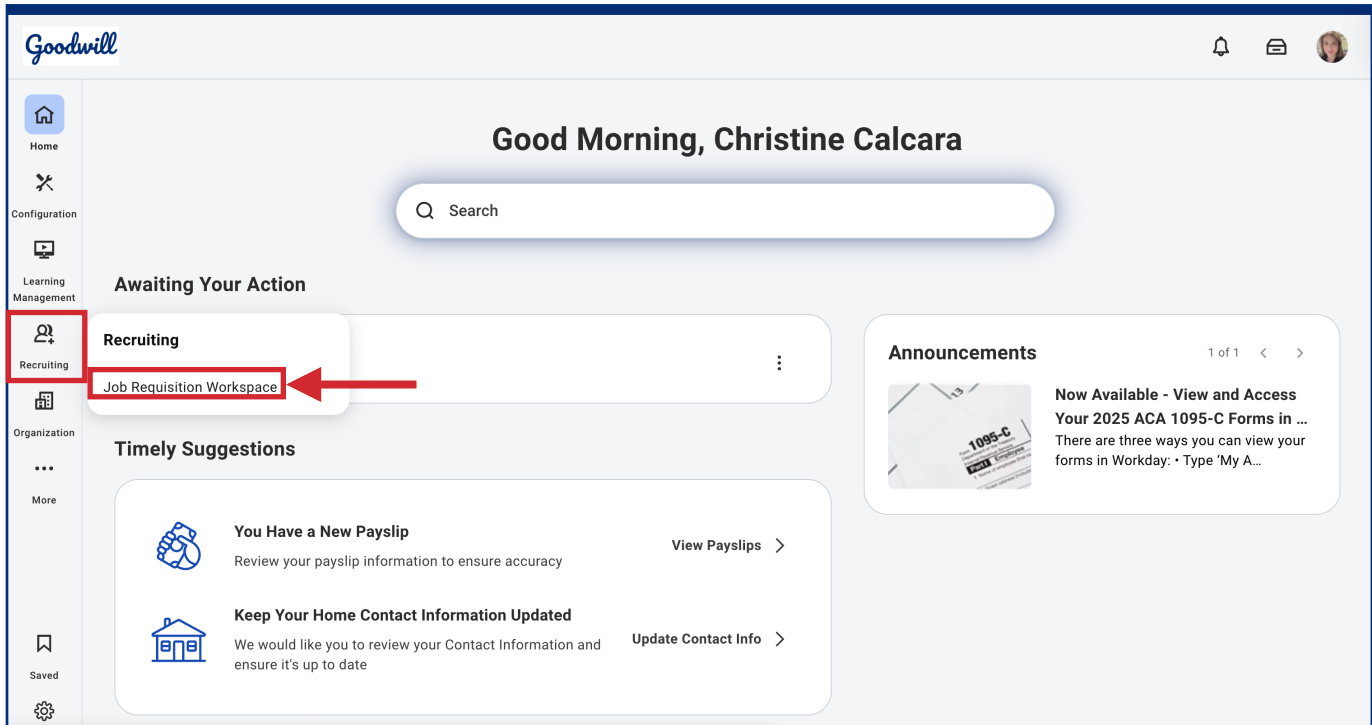
RECRUITING/HIRING WORKFLOW OVERVIEW

1. **Post Job:** Reactivate the job posting to start receiving applications.
2. **Review Applications:** Assess the list of applicants within 2-3 days of receipt and select qualified candidates to move forward in the hiring/recruiting process.
3. **Schedule and Conduct the In-Person Interview:** Evaluate candidates during the in-person interview as soon as possible.
 - a. **Selected Candidates:** Make a verbal offer at the *end of the interview*.
 - b. **Candidates Not Selected:** Disposition (reject) unsuccessful candidates; candidates will receive an autogenerated rejection email within 24-72 hours after their application is dispositioned in Workday.
4. **Generate an Offer, Arbitration Agreement, and Offer Letter:**
 - a. Send the Offer Letter and Arbitration Agreement the *same day the verbal offer is extended*.
 - b. Managers can trigger the background check process in Workday once the candidate signs and submits their Offer Letter.
5. **Trigger and Monitor the Background Check:** Results: Passed = Candidate can move forward to Ready for Hire. Requires Review = The Recruiting Operations Team will review the candidate's background report and will connect with the hiring manager for next steps. No further action should be taken at this time.
6. **Confirm the Start Date:** Call the candidate *within 24 hours of their background check clearing* to confirm their start date.
7. **Submit Ready for Hire Task:** Background checks must be cleared before the candidate can be hired.
8. **Submit the Onboarding Approvals Task:** The task should only be submitted once the candidate arrives on their first date of work. **Note:** Remember to have the new hire complete their new hire training in Workday.
9. **Unpost Job:** Once all vacancies have been filled (a candidate must show up on their start date to be officially considered a new hire), unpost the job requisition.

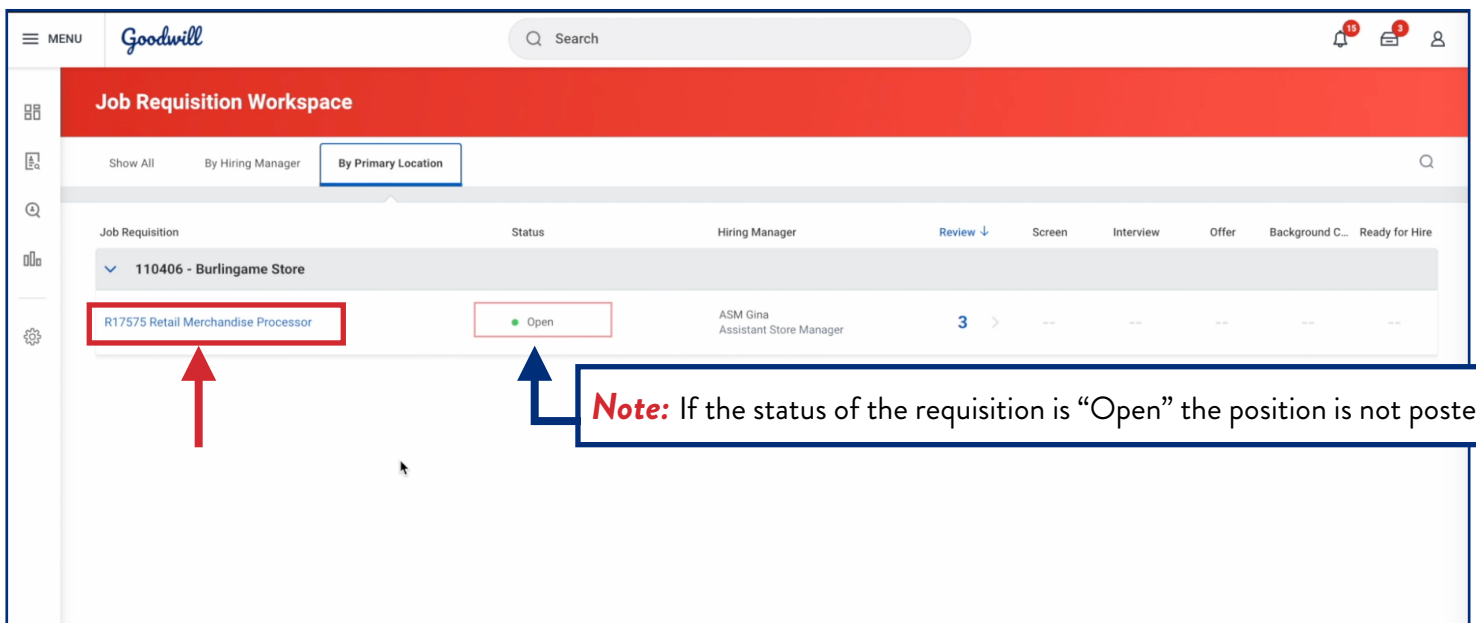
HOW TO POST REQUISITIONS

Note: The appropriate job requisition(s) must be posted when a hiring need is identified and unposted when the role has been filled or if there is no longer a hiring need for the position. Candidates can only apply to posted positions. Unposted positions are removed from the job boards.

1. Hover over the *Recruiting* icon > Click Job Requisition Workspace

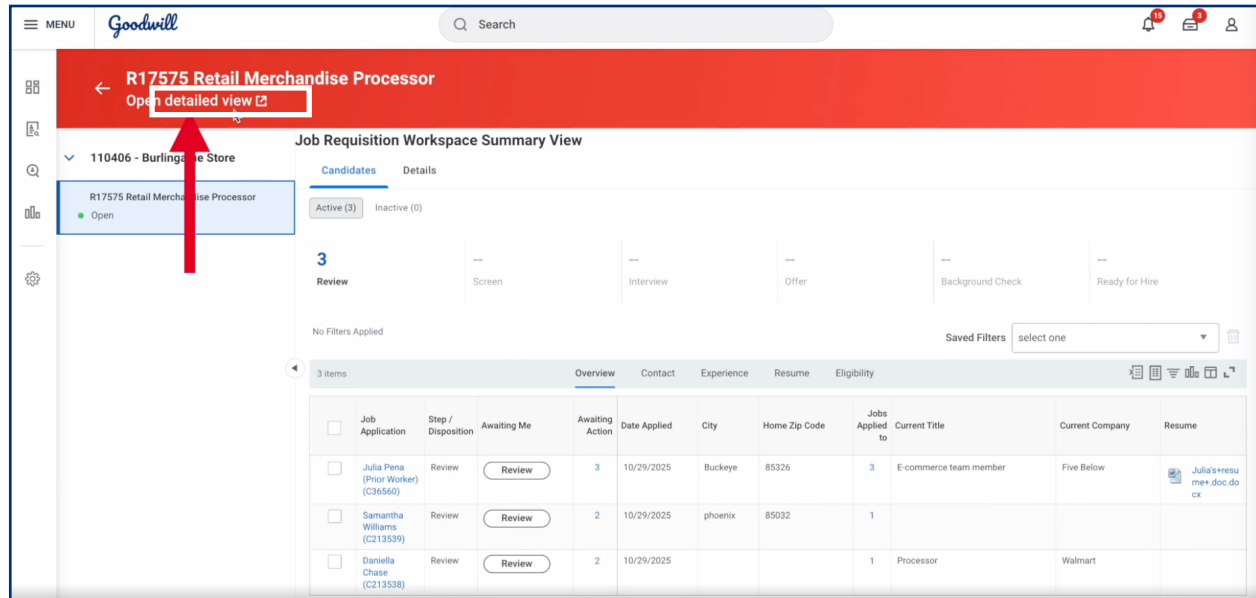


2. Click on the desired role with an “Open” status.

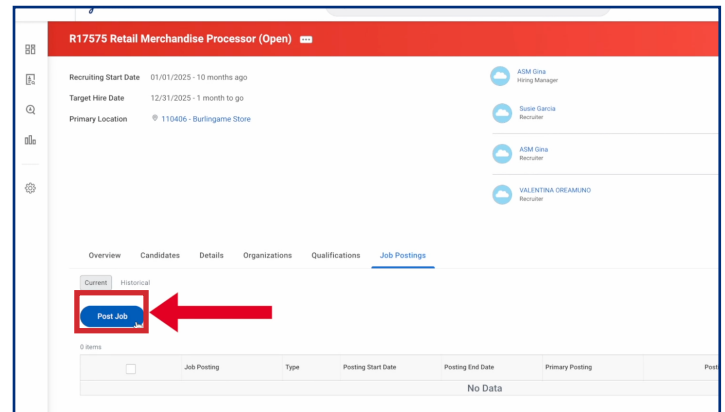
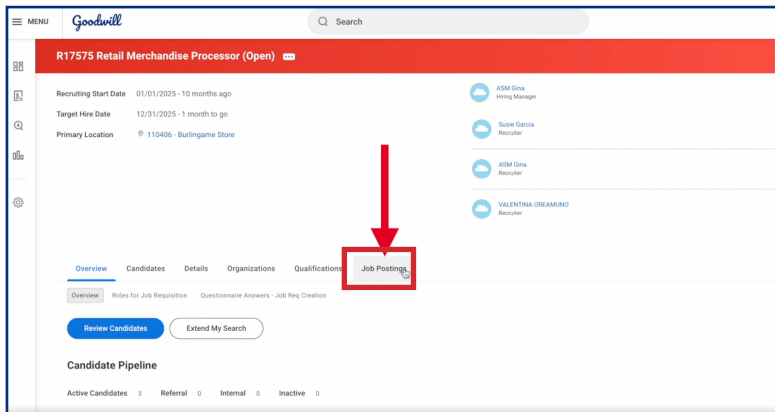


HOW TO POST JOB REQUISITIONS

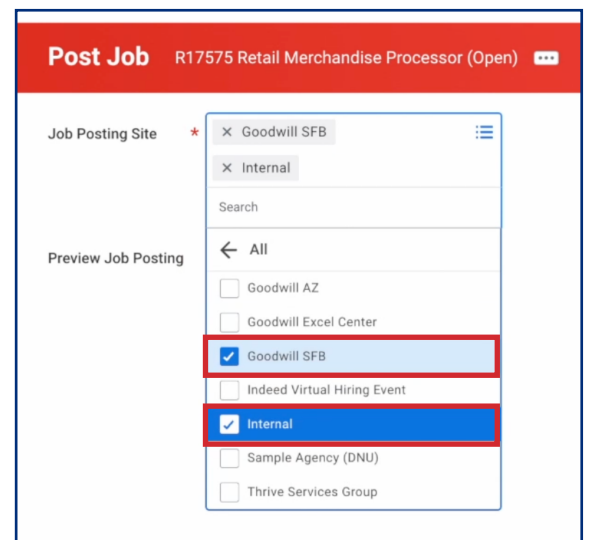
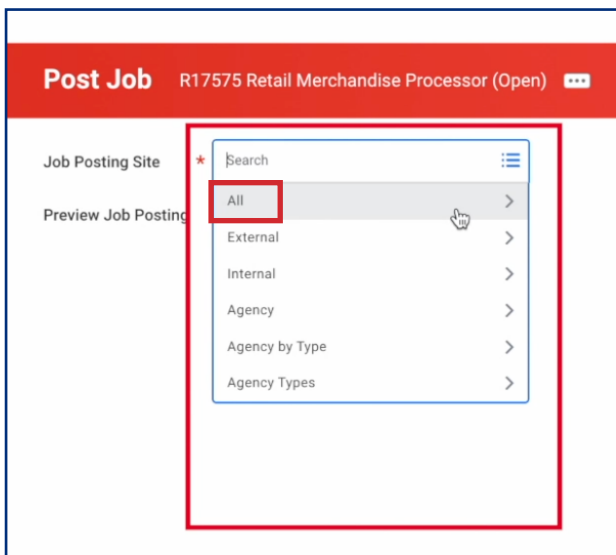
3. Click Open Detailed View.



4. Click on the Job Postings Tab > Click Post Job



5. Under the Job Posting Site field, Click All > Select Goodwill SFB and Internal



HOW TO POST JOB REQUISITIONS

6. Click OK > Click Submit on the next screen to post the the job to the selected job boards.

Post Job R17575 Retail Merchandise Processor (Open)

Job Posting Site

- X Goodwill SFB
- X Internal

Preview Job Posting

- All
- Goodwill AZ
- Goodwill Excel Center
- ☒ Goodwill SFB
- Indeed Virtual Hiring Event
- ☒ Internal
- Sample Agency (DNU)
- Thrive Services Group

OK Cancel

Post Job R17575 Retail Merchandise Processor (Open)

2 items

	*Site	*Start Date	End Date	Primary Posting
+	Internal	11/02/2025		☐
-	Goodwill SFB	11/02/2025		☐

enter your comment

Submit Save for Later Cancel

Note: To view the requisition on the external job board, scroll down the page and click on the link.

Recruiting Start Date 01/01/2025 - 10 months ago

Target Hire Date 12/31/2025 - 1 month to go

Primary Location 110406 - Burlingame Store

ASM Gina Hiring Manager

Susie Garcia Recruiter

VALENTINA OREAMUNO Recruiter

You have submitted

[View Details](#)

Overview Candidates Details Organizations Qualifications **Job Postings**

Current Historical

Post Job

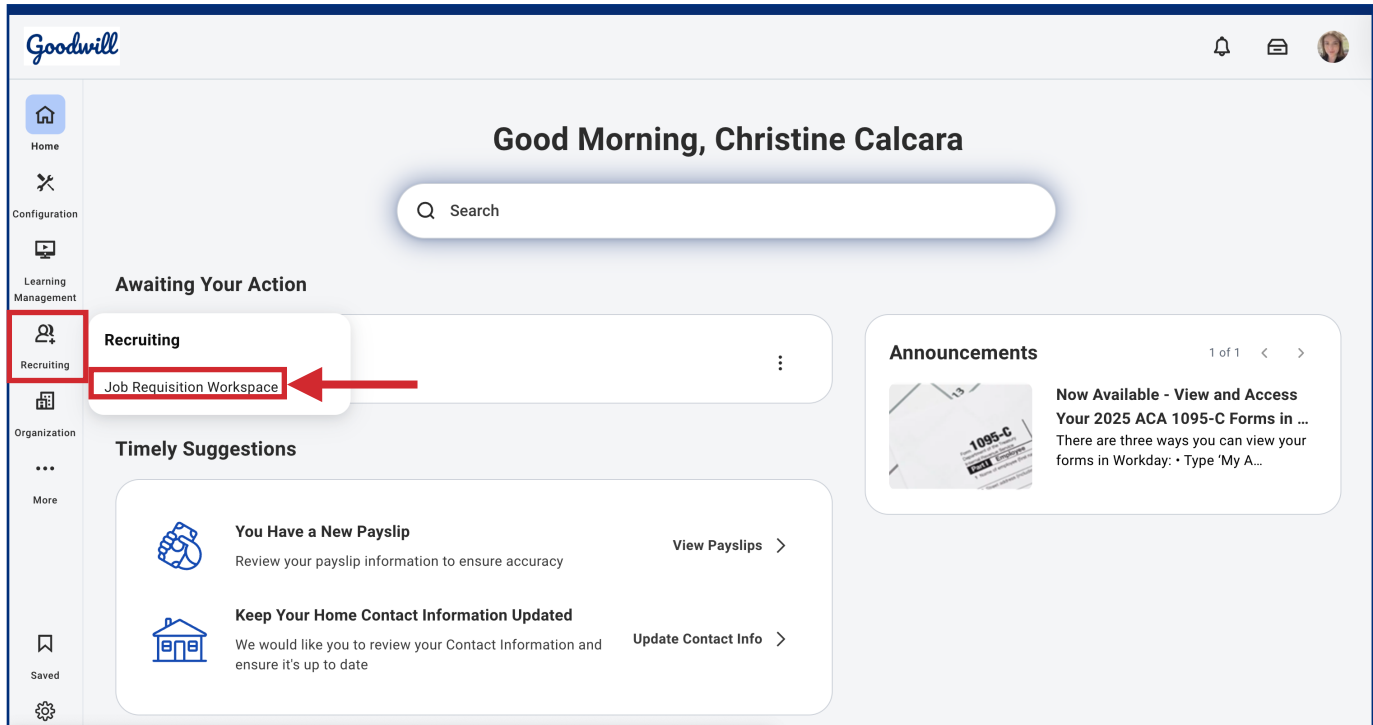
2 items

	Job Posting	Type	Posting Start Date	Posting End Date	Primary Posting	Job Application Template	Posting Cost	External Posting URL	Action
☐	Internal	Internal	11/02/2025			GCNA Frontline Workers effective 12/14/2020, 7:12 AM	0		Actions
☐	Goodwill SFB	External	11/02/2025			GCNA Frontline Workers effective 12/14/2020, 7:12 AM	0	https://goodwillaz6.wd2.myworkdayjobs-impl.com/GoodwillSFB/job/110406--Burlingame-Store/Retail-Merchandise-Processor_R17575	Actions

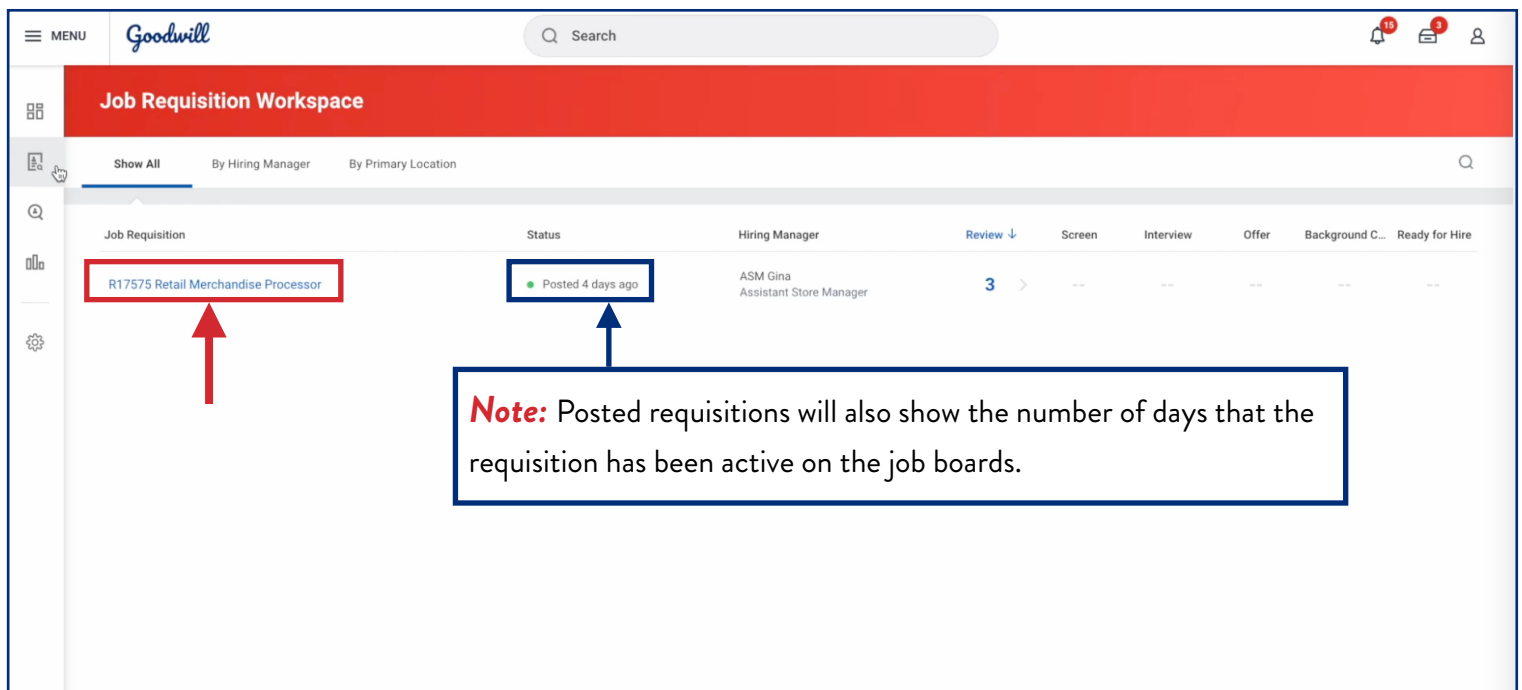
HOW TO UNPOST JOB REQUISITIONS

Note: The appropriate job requisition(s) must be posted when a hiring need is identified and unposted when the role has been filled or if there is no longer a hiring need for the position. Candidates can only apply to posted positions. Unposted positions are removed from the job boards.

1. Hover over the *Recruiting* icon > Click Job Requisition Workspace

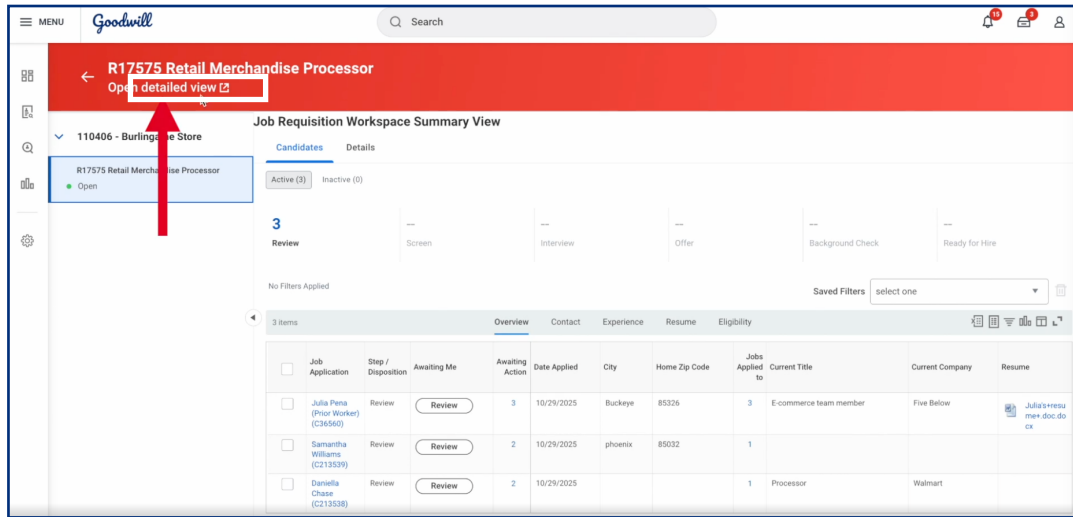


2. Click on the desired role with a “Posted” status.

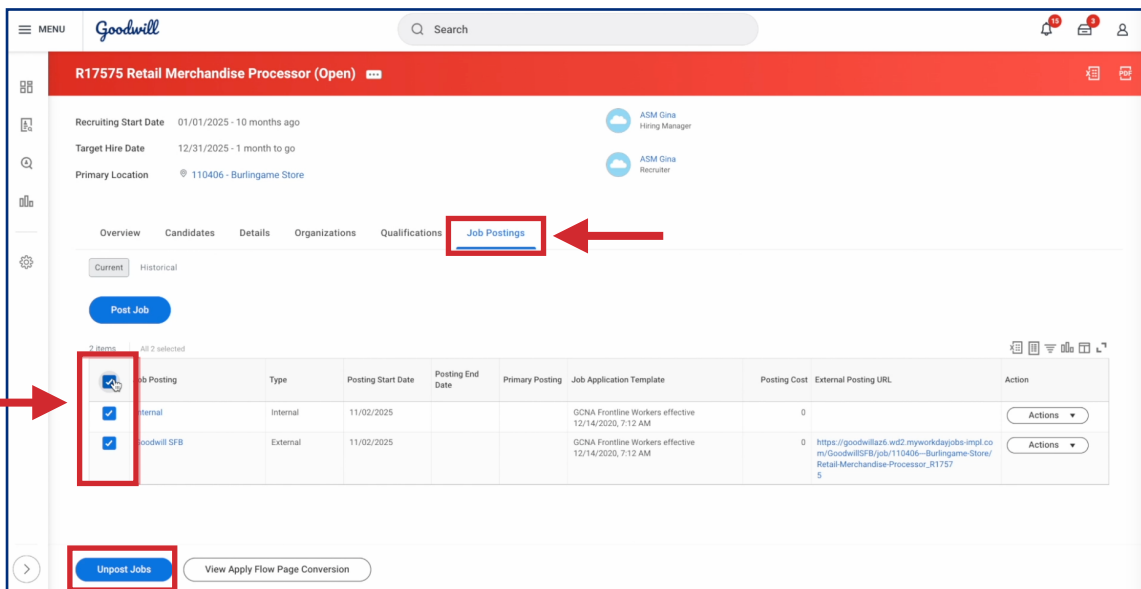


HOW TO UNPOST JOB REQUISITIONS

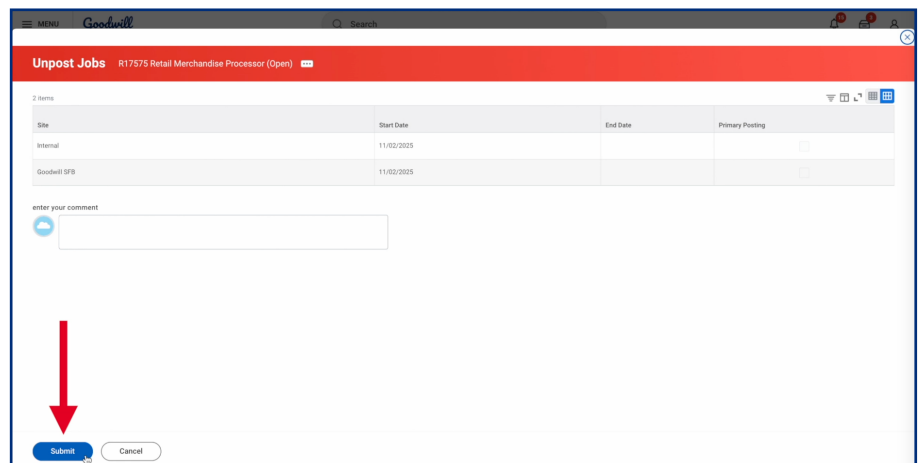
3. Click Open Detailed View.



3. Click the Job Postings Tab > Select the checkbox(es) next to the Job Postings Column to select all the job boards where the position is posted > Click Unpost Jobs

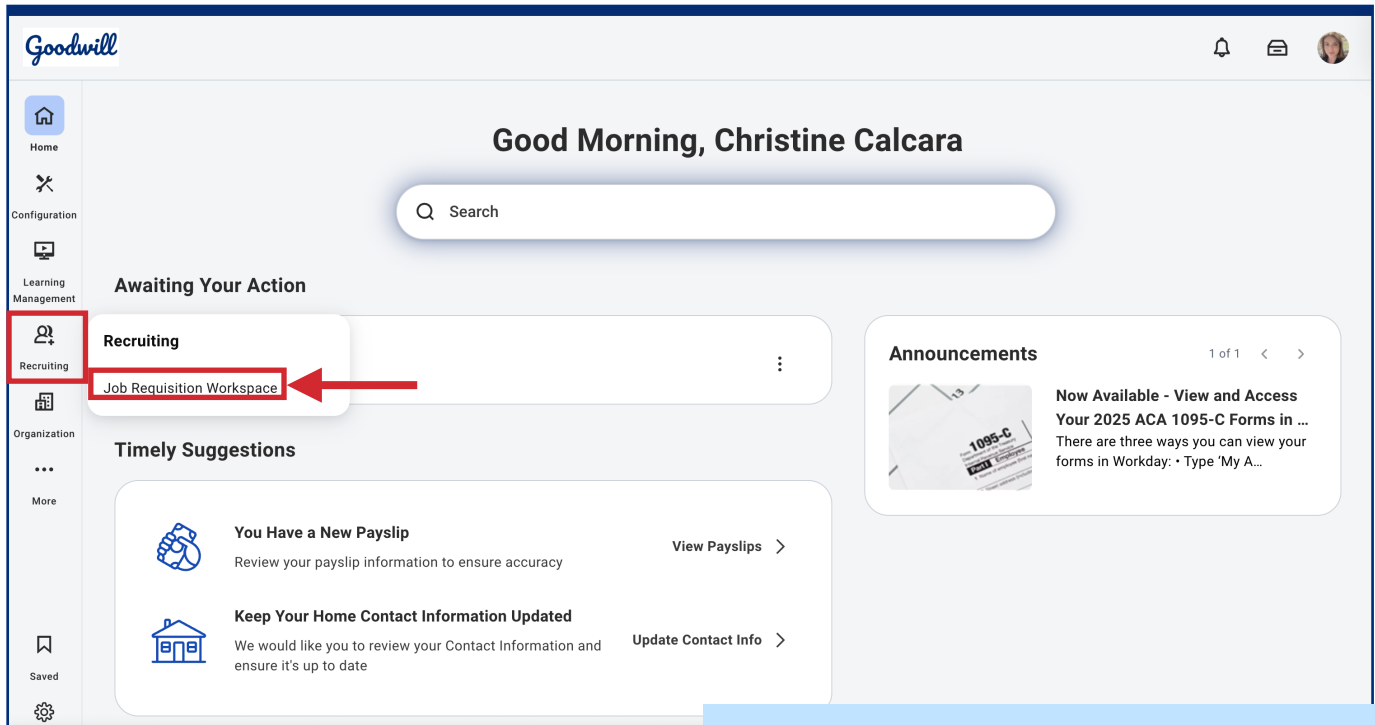


4. Click Submit on the next screen to remove the requisition from the selected job board(s).



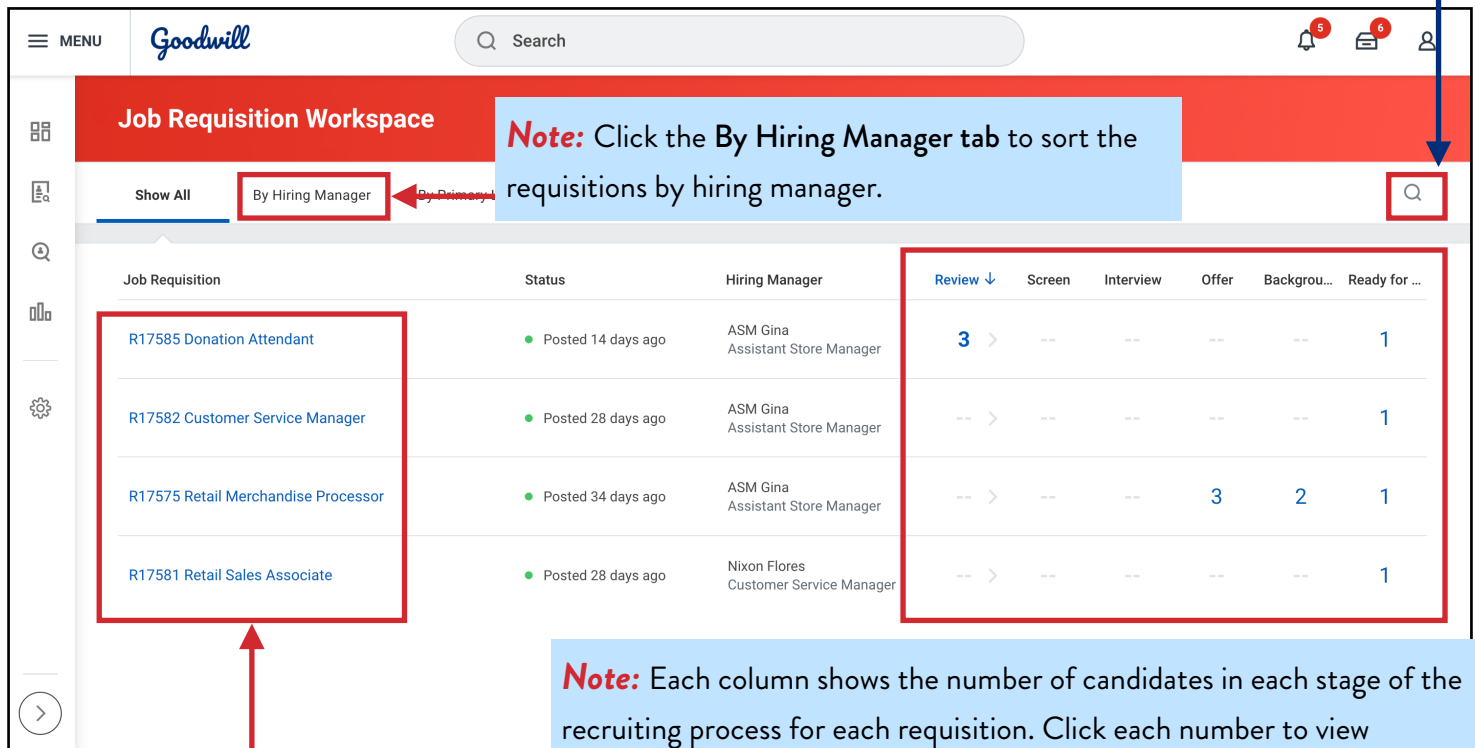
REVIEWING CANDIDATES GUIDE

1. Hover over the *Recruiting* icon > Click Job Requisition Workspace



Note: The search feature can also be used to search job requisitions by hiring manager, location, and other criteria.

2. Click on the desired requisition to review candidates and job requisition details.



Note: Each column shows the number of candidates in each stage of the recruiting process for each requisition. Click each number to view candidates in in each stage.

REVIEWING CANDIDATES GUIDE

3. Click **Date Applied** > Click **Sort Descending** to view applications by most recent application date.

The screenshot shows the Goodwill application review interface. On the left, there's a sidebar with a list of job requisitions under two store categories: '110406 - Burlingame Store' and '110426 - Albany Store'. The 'R17585 Donation Attendant' job is selected. The main area displays a table of applications. A red box highlights the 'Date Applied' column header, and a dropdown menu is open showing 'Sort Ascending' and 'Sort Descending' options. A red arrow points to 'Sort Descending'. Below the table, there are buttons for 'Send Message', 'Bundle Resumes', 'Share', and a more options menu.

Job Application	Step / Disposition	Awaiting Me	Await Act	Date Applied	Home Zip	Jobs	Current	Current pany
☐	Lady Gaga (C213558)	Completion		11/19/20				
☐	Ed Sheeran (Internal) (C213529)	Review	Review	11/18/20				
☐	Julia Roberts (C37247)	Review	Review	11/18/20				
☐	Tom Hanks (C32206)	Review	Review	11/18/20				

1. Click on the candidate's name from the job requisition, **OR** click on the button under the *Awaiting Me* column to view the candidate's profile.

The screenshot shows the Goodwill application review interface with the candidate profiles expanded. The 'Ed Sheeran (Internal) (C213529)' candidate is highlighted. A red box highlights the 'Review' button under the 'Awaiting Me' column. A blue note box explains that the button title can vary based on the candidate's stage in the recruiting/hiring process.

Job Application	Step / Disposition	Awaiting Me	Await Act	Date Applied	City	Home Zip Code	Jobs Applied to	Current Title	Current Company
☐	Lady Gaga (C213558)	Completion		11/19/2025			1		
☐	Ed Sheeran (Internal) (C213529)	Review	Review						
☐	Julia Roberts (C37247)	Review	Review						
☐	Tom Hanks (C32206)	Review	Review						

Note: The title of the button under the *Awaiting Me* column could be labeled as Review, Interview, Interview Decision, Offer, Background Check, or Ready for Hire based on the candidate's stage in the recruiting/hiring process.

REVIEWING CANDIDATES GUIDE

Note: The candidate's contact information is visible at the top of their profile.

3

4

3. If the candidate has applied to more than one job, click on the number of applications under the *Jobs Applied* section on the candidate's profile.

Note: A pop-up window will appear to provide information about the status of the candidate's other job applications. *Managers must disposition the candidate if the candidate is actively in the recruiting process with another manager for a different position.*

Job Application Date	Job	Location	Stage	Step	Source	
10/31/2025 02:07:25 PM	R17578 Truck Driver (Open)	122040 - South San Francisco Warehouse	Review	Review	Career Websites -> Goodwill Website	Vie
11/18/2023 09:05:17 AM	R12186 Cashier - PT (Open)	110838 - Ft Mohave Store	Ready for Hire	Completion	Career Websites -> Goodwill Website	Vie

4. Click on the **Screening** tab to view the candidate's responses to the applicant questionnaire and confirm that the candidate selected that they are at least 18 years old.

Question	Answers
Salary/Wage Required (per year/per hour):	
Are you at least 18 years old?	Yes
Are you eligible to work in the country in which this position is located?	Yes

IMPORTANT! All team members must be at least 18 years old to be eligible for employment at Goodwill of the San Francisco Bay.

REVIEWING CANDIDATES GUIDE

5. Click on the *Summary* tab on the candidate's profile and scroll down to view their work history and experience.

The screenshot displays the candidate profile for Stacey Deitz (C60632), identified as a prior worker for R17578 Truck Driver. The left sidebar contains navigation options: Overview, Duplicates, Recruiting History, Screening, Interview, Attachments, Employment Offer, Scheduled Events, Reminders, Activity, and Job Applications. The 'Summary' tab is selected and highlighted. The main content area is divided into two sections: 'Work History' and 'Experience'. The 'Work History' section shows a current job at Goodwill Industries as a Cashier from January 2023 to October 2023 (10 months) in AZ, with a total of 6 jobs and 10 years of experience. The 'Experience' section lists a previous role as a Caregiver at Access Care at Home from September 2018 to June 2022 (3 years, 10 months) in Coeur d'Alene ID. Below this, a detailed description of the caregiver role is provided. At the bottom of the profile, the 'Resume / Cover Letter' section is visible, showing a PDF file named 'Stacey-Office+Work+Resume-1.pdf'. A red arrow points to this PDF link. The right sidebar shows the 'Education' section (none entered) and a timeline of events from 2025 to 2023, including automatic messages and job application status updates.

Work History

Current Job 10 months Total Jobs 6 Total Experience 10 years

Experience

Goodwill Industries
Cashier | January 2023 - October 2023 (10 months) | AZ

Customer Service, Cashier, organize clothing, cleaning.

Access Care at Home
Caregiver | September 2018 - June 2022 (3 years, 10 months) | Coeur d'Alene ID

Provided in-home companionship such as talking and listening, reading aloud, and providing social and emotional support. Helped clients with meal preparation, light housekeeping, laundry, grooming and dressing guidance. Supported clients by helping with daily living skills such as medication reminders, personal hygiene and recreational and exercise activities. Provided clients with transportation to doctor's appointments, beauty shops, grocery shopping and running errands. Kept records and reported changes in the client's physical condition, behavior, or appearance.

More (4)

Resume / Cover Letter

Stacey-Office+Work+Resume-1.pdf

Note: If the candidate uploaded any attachments, such as a cover letter or resume, click the PDF link to view the document.

HOW TO DISPOSITION (REJECT) CANDIDATES

Note: It is an expectation that managers disposition or reject candidates who will not be moving forward within 24-72 hours after their application is received.

1. Navigate to the appropriate candidate's profile > Click Decline

The screenshot shows the Goodwill candidate profile for William Smith (C213551). The profile includes contact information (Phone Number: +1 (562) 5631157, Email: williamsmith@gmail.com), location (abc colony, phoenix, AZ 85032 United States of America), and job application details (Job Requisition: R17577 Retail Merchandise Processor (Open), Location: 110429 - Fairfield New Store, Date Applied: 11/11/2025 01:14:26 PM, Source: Job Fair -> Goodwill Hiring Spree). The profile also shows a list of reasons for declining a candidate, with a red arrow pointing to the 'Decline' button in the bottom right corner of the profile.

2. Select the appropriate option from the list.

IMPORTANT! The candidate will receive an autogenerated email from Workday within 24-72 hours after their application is declined to inform them that they will not be moving forward.

Note: Candidates will **NOT** receive an autogenerated email from Workday to inform them they will not move forward in the recruiting/hiring process when this disposition reason is selected.

The screenshot shows the 'Decline' dropdown menu in the Goodwill system. The menu lists several reasons for declining a candidate, with 'Other Candidate(s) Better Qualified - Verbally Notified' highlighted in a red box. The reasons listed are: Not eligible for rehire, Other Candidate(s) Better Qualified - Verbally Notified, Other Candidate(s) Better Qualified, Scope of work not acceptable, Unwilling to relocate, Expired, and Continuously observe and provide feedback.

EXPLANATION OF DISPOSITION REASONS

IMPORTANT! Candidates will receive an autogenerated email from Workday within 24-72 hours after their application is dispositioned to inform them that they will not be moving forward in the recruiting/hiring process.

1. Accepted Another Position - The candidate accepted another (internal or external) position.

Note: This option can also be used if the candidate is in the recruiting/hiring process of another internal job requisition.

2. Candidate Declined - The candidate **OR** the hiring manager declined to move forward with the recruiting/hiring process.

3. Candidate Did Not Complete Application - The candidate did not complete the job application **OR** provided false information.

4. Compensation Not Acceptable - The candidate declined the position because of the compensation.

5. Candidate Underage - The candidate does not meet the age requirements for the role.

6. Change of Interest or Availability - The candidate is no longer interested in the role **OR** the candidate's availability is no longer compatible.

7. Candidate Withdrawn - The candidate is no longer interested in the role.

8. Did Not Return Calls/Unable to Contact the Candidate - The candidate missed their scheduled phone interview **OR** has not responded to three contact attempts.

9. Duplicate Candidate - The candidate submitted multiple applications to the same requisition **OR** the candidate applied with multiple candidate accounts.

The screenshot shows a dropdown menu titled "Accepted another position" with a list of 30 disposition reasons. At the bottom, there is a "Decline" button and a partially visible "Feedback" section.

Disposition Reason
Accepted another position
Candidate Declined
Candidate did not complete application
Compensation not acceptable
Candidate Underage
Change in interest or availability
Candidate Withdrawn
Did not return calls / Unable to contact candidate
Duplicate Candidate
Did not meet minimum qualifications - availability
Did not meet minimum qualifications - certifications
Did not meet minimum qualifications - education
Did not meet minimum qualifications - experience
Hired for Another Job
Internal Applicant - Not Selected
Job Requisition Closed or Cancelled
More qualified candidates - availability
More qualified candidates - certifications
More qualified candidates - education
More qualified candidates - experience
More qualified candidates - flexibility/teamwork skills
More qualified candidates - technical/analytical skills
More qualified candidates - lack of communication skills/unprofessional
More qualified candidates - undesirable availability
More qualified candidates - Lesser applicable certification/education
More qualified candidates - Lesser work skills
More qualified candidates - compensation demand not acceptable
More qualified candidates - lesser relevant experience
Not eligible for rehire
Other Candidate(s) Better Qualified - Verbally Notified
Other Candidate(s) Better Qualified
Scope of work not acceptable
Unwilling to relocate
Expired

Decline

Continuously observe and provide feedback
Share and exchange best practices with others

EXPLANATION OF DISPOSITION REASONS

10. Did Not Meet Minimum Qualifications – Availability - The candidate's availability does not meet the job availability requirements.

11. Did Not Meet Minimum Qualifications – Certification - The candidate does not have the proper certification for the position.

12. Did Not Meet Minimum Qualifications – Education - The candidate does not meet the education requirements for the position.

13. Did Not Meet Minimum Qualifications – Experience - The candidate does not have the required work history for the position.

14. Hired for Another Job - The candidate was hired for another (internal or external) position.

15. Internal Applicant - Not Selected - An internal candidate was not selected to move forward with the recruiting/hiring process for another internal role.

16. Job Requisition Closed or Cancelled - The requisition has been filled, closed, or canceled.

Note: It is strongly encouraged to find another job opportunity for candidates versus losing potential talent over the closing or loss of a requisition.

17. More Qualified Candidates - Availability - Other candidates who applied for the position have better availability for the role.

18. More Qualified Candidates - Certifications - Other candidates who applied to the role have better or more certifications relevant to the position.

19. More Qualified Candidates - Education - Other candidates who applied to the role have an education that better fits the educational requirements of the position.

20. More Qualified Candidates- Experience - Other candidates who applied to the role have better or more relevant experience.

21. More Qualified Candidates- Flexibility/Teamwork Skills - Other candidates who applied to the role can better fit the travel, schedule, and/or environmental demand(s) and/or have more experience working with a team.

EXPLANATION OF DISPOSITION REASONS

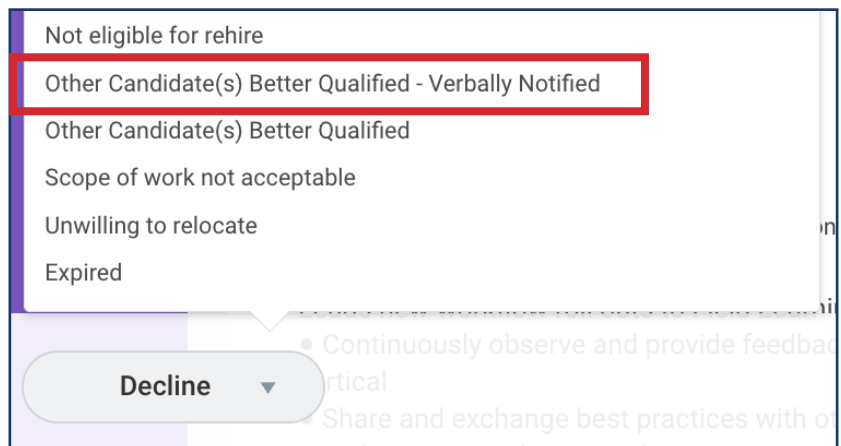
22. More Qualified Candidates- Technical/Analytical - Other candidates who applied to the role can better meet the technical and/or analytical demands of the position.

23. More Qualified Candidates - Lack of Communication Skills/Unprofessional - The candidate demonstrated poor communication skills and/or lack of professionalism, **OR** other candidates who applied to the role better fit the communication and professional needs of the role.

24. More Qualified Candidates - Undesirable Availability - Other candidates who applied to the role have more desirable availability.

25. More Qualified Candidates - Lesser Applicant Certification/Education - Other candidates who applied to the role have a Lesser Applicant Certification and/or education that better fits the requirements of the position.

IMPORTANT! Candidates will **NOT** receive an autogenerated email from Workday to inform them they will not move forward in the recruiting/hiring process when this disposition reason is selected.



A screenshot of a dropdown menu interface. The menu is open, showing a list of options. The option "Other Candidate(s) Better Qualified - Verbally Notified" is highlighted with a red rectangular border. Below the list is a button labeled "Decline" with a downward-pointing arrow. The background of the interface is partially visible, showing some text like "Continuously observe and provide feedback" and "Share and exchange best practices with o".

- Not eligible for rehire
- Other Candidate(s) Better Qualified - Verbally Notified**
- Other Candidate(s) Better Qualified
- Scope of work not acceptable
- Unwilling to relocate
- Expired

Decline ▼

CONTACTING CANDIDATES/SCHEDULING INTERVIEWS

Note: If the hiring manager would like to move forward with a candidate, the next step is to call the candidate to confirm the candidate's interest in the position and schedule an in-person interview with the hiring manager.

1. Navigate to the appropriate candidate's profile.

The screenshot displays the Goodwill candidate profile for Jones Campbell (C213544). The profile is divided into several sections:

- Contact Information:** Phone Number: +1 (562) 3963350 (Mobile); Email: Jones.Campbell@gmail.com. A red box highlights the phone number, and a red arrow points to the email address.
- Location:** Hidden leaf village, phoenix, AZ 85032 United States of America.
- Jobs Applied to:** 1.
- Active Job Applications (1):** Jones Campbell - R17575 Retail Merchandise Processor (C213544). Location: 110406 - Burlingame Store | Date Applied: 11/03/2025. Review button.
- Job Application Details:** Job Requisition: R17575 Retail Merchandise Processor (Open); Location: 110406 - Burlingame Store; Date Applied: 11/03/2025 01:30:03 PM; Source: Other -> Newspaper; ASM Gina Hiring Manager; ASM Gina Recruiter.
- In Progress:** 1 item. Table with columns: Step, Awaiting Me, Awaiting. Row: Review, Review Decision, 1.
- Work History:** Experience: none entered.

2. Call the candidate to confirm interest and schedule an in-person interview. The candidate's phone number can be found in the information at the top of their candidate profile.

Note: If the candidate does not answer the phone call, managers should leave a voicemail, if possible.

Note: The manager should conclude the call by informing the candidate that an interview confirmation will be sent to the email address listed on their application.

CONTACTING CANDIDATES/SCHEDULING INTERVIEWS

3. Click the Move Forward button, then click Schedule Interview.

Nathaniel Graison (C213557)
For: R17575 Retail Merchandise Processor

Phone Number
+1 (623) 5552420 (Landline)

Email
gwe2e.testing+Nathaniel.Graison@gmail.com

Location
4230 W McDowell Rd, Phoenix, AZ 85009 United States of America

Jobs Applied to
1

Job Application Details
Job Requisition: R17575 Retail Merchandise Processor (Open)
Location: 110406 - Burlingame Store
Date Applied: 11/17/2025 12:56:36 PM
Source: Career Websites -> Goodwill Website
ASM Gina Hiring Manager
ASM Gina Recruiter

Active Job Applications (1)
Nathaniel Graison - R17575 Retail Merchandise Processor (C213557)
Location: 110406 - Burlingame Store | Date Applied: 11/17/2025
Review

Attachments
Schedule Interview
Offer
Move Forward

Work History
Experience: none entered

4. Click the Schedule button on the pop-up window.

You have submitted
Up Next: ASM Gina | Schedule Interview | Due Date 11/19/2025
[View Details](#)
Schedule

Nathaniel Graison (C213557)
For: R17575 Retail Merchandise Processor

Phone Number
+1 (623) 5552420

Location
4230 W McDowell Rd, Phoenix, AZ 85009 United States of America

Job Application Details
Job Requisition: R17575 Retail Merchandise Processor (Open)
Location: 110406 - Burlingame Store
Date Applied: 11/17/2025 12:56:36 PM
Source: Career Websites -> Goodwill Website
ASM Gina Hiring Manager
ASM Gina Recruiter

Active Job Applications (1)
Nathaniel Graison - R17575 Retail Merchandise Processor (C213557)
Location: 110406 - Burlingame Store | Date Applied: 11/17/2025
Schedule Interview
Schedule

Work History
Experience: none entered

CONTACTING CANDIDATES/SCHEDULING INTERVIEWS

Note: The manager might be prompted to sign in to their Outlook email account.

5. Enter the date of the interview.

6. Type and select the names of all of the managers in the store under *Interviewers*.

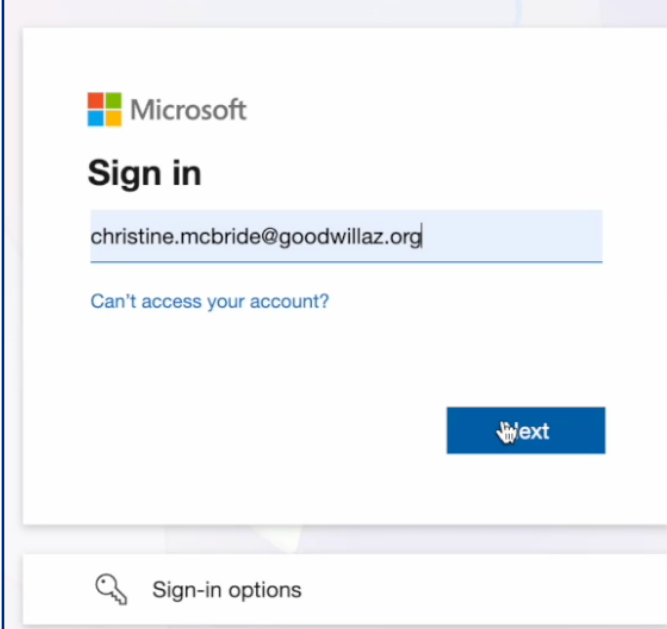
Note: Adding all managers in the store as interviewers ensures that a manager will be available to interview the candidate, even if the manager conducting the interview is not the hiring manager.

7. Enter the duration of the interview in minutes.

8. Select **In Person** for interview type.

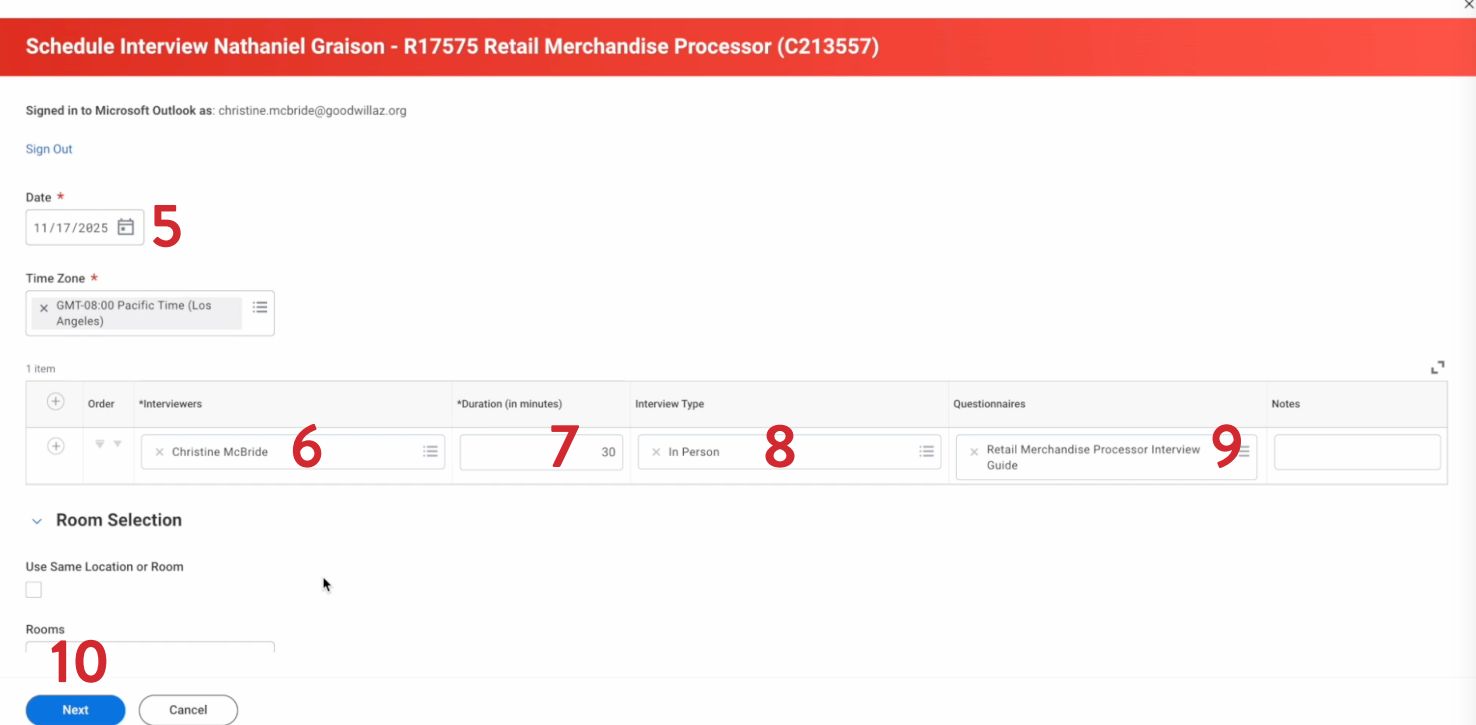
9. The *Questionnaire* should automatically populate, and it should match the title of the position

10. Click **Next**



Microsoft
Sign in
christine.mcbride@goodwillaz.org
[Can't access your account?](#)
Next
Sign-in options

Note: 30 minutes is the typical interview duration for frontline positions, but can vary.



Schedule Interview Nathaniel Graison - R17575 Retail Merchandise Processor (C213557)

Signed in to Microsoft Outlook as: christine.mcbride@goodwillaz.org
[Sign Out](#)

Date * 11/17/2025 **5**

Time Zone * GMT-08:00 Pacific Time (Los Angeles)

Order	Interviewers	Duration (in minutes)	Interview Type	Questionnaires	Notes
+	x Christine McBride 6	7 30	x In Person 8	x Retail Merchandise Processor Interview Guide 9	

Room Selection

Use Same Location or Room ☐

Rooms **10**

Next Cancel

11. Click the desired time slot on the calendar.

Schedule Interview Henry Cavil - R17578 Truck Driver (C213542)

Time Zone
GMT-08:00 Pacific Time (Los Angeles)

Today < > Monday, November 3, 2025 Day ▾

9 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM 5 PM 6 PM 7 PM

Christine McBride
Christine McBride

12:00 PM - 2:30 PM
Busy

> Schedule Back Next Cancel

12. Confirm the interview information is correct > Click **OK**

Note: Edits to the interview details can be made if necessary. Click each field to make changes.

Schedule Interview

Time Zone
GMT-08:00 Pacific Time (Los Angeles)

Interviewers *
x Christine McBride, Christine McBride

Start Time *
11/03/2025 09:00 AM

Duration (in minutes) *
30

Available Rooms

Cancel OK

CONTACTING CANDIDATES/SCHEDULING INTERVIEWS

13. Click Next > Click Submit on the next screen

Schedule Interview Henry Cavil - R17578 Truck Driver (C213542)

Time Zone: GMT-08:00 Pacific Time (Los Angeles)

Monday, November 3, 2025

Buttons: Schedule, Back, Next, Cancel

Proposed Interview Schedule

Interview	Start Time	End Time	Location	Interview Type	Questionnaire
Christine McBride	11/03/2025, 9:00 AM	11/03/2025, 9:30 AM	San Francisco	In Person	Retail Merchandise Processor Interview Guide

Time Zone: GMT-08:00 Pacific Time (Los Angeles)

Subject: Interview with Henry Cavil (C213542) for R17578 Truck Driver

Buttons: Submit, Back, Save for Later, Cancel

Note: The interview will appear on the Outlook Calendar for all interviewers. The Outlook calendar event is **NOT** sent to the candidate.

Interview with Jones Campbell (C213544) for R17575 Retail M...

Tuesday, November 4, 2025
3:00 PM to 3:30 PM (30 minutes)

Edit Event

Delete Event

14. To send an interview confirmation email to the candidate, navigate to the candidate's profile.

15. Click Actions > Hover over Candidate Actions > Select Send Message.

Henry Cavil (C213542)
For: R17578 Truck Driver

Actions

Candidate Actions

Send Message

Job Application Details

Job Requisition: R17578 Truck Driver (Open)

Location: 122040 - South San Francisco Warehouse

Date Applied: 10/31/2025 02:02:49 PM

Source: Career Websites -> Goodwill Website

MIRSADA CAUSEVIC
Hiring Manager

VALENTINA OREAMUNO
Recruiter

In Progress 1 item

Step	Task	Awaiting Me
...	Hiring Manager 1st Interview	Interview Candid... Manage Interview Feedba Primary Recruiter or Seco Recruiter

Education
none entered

CONTACTING CANDIDATES/SCHEDULING INTERVIEWS

16. Select the appropriate job requisition.

17. Select the **Goodwill** brand template.

18. Select Interview Confirmation.

Send Message

Send To
1

Job Application
X Henry Cavil - R17578 Truck Driver (C213542) ... 16

Contact Method *
Email

Notification Template
X Goodwill Branded Candidate Message 17

Message Template
X Interview Confirmation ... 18

19. Edit the body of the message to include the interview details, including:

- The Date/Time of the Interview
- Store Address
- Name of the Manager who will be conducting the interview

20. Enter your work email address.

Body

Normal B I U A :: Link Image

Hi Candidate Global Name,

Hope all is well! I'm happy to let you know that I've finalized your interview arrangements.

To confirm your interview please reply to this email message.

Interview details

When:

Where:

Who: Please ask for (Managers Name) when you arrive 19

*Schedule is subject to change due to interviewer availability.
Please note your recruiting point of contact will let you know if any changes occur such as additional panelists being invited to participate.

A few friendly reminders

- Make sure to be 10/15 minutes early, this will allow you to check-in and account for any traffic delays.
- Please come dressed to impress.

Please let me know if you have any questions!

Best,
Primary Recruiters

21. Click **OK** to send the message to the candidate.

Reply To Email Address

exampleemail@goodwillaz.org 20

Attachments

Attachments are only sent through email with a maximum size of 7 MB.

Drop files here

or

Select files

21

Cancel OK

1. Navigate to the “My Tasks” Inbox and click on the **Schedule Interview Task** with the appropriate candidate’s name.

2. Use the questionnaire in the task to interview the candidate and record the candidate’s responses.

Note: The heading of the task should be titled *Give Interview Feedback*.

Have you previously been employed with Goodwill of Central and Northern Arizona? (Required)

☐ Yes

☐ No

Are you at least 18 years old? (Required)

☐ Yes

☐ No

Are you able to perform the physical tasks listed in the job description with or without a reasonable accommodation? (Lift/carry up to 30 pounds, push/pull up to 100 pounds, bend/reach 70 times per hour.) (Required)

☐ Yes

☐ No

IMPORTANT! Managers must ask the candidate the required questions indicated on the questionnaire.

3. Once the interview is complete, scroll down and select an overall rating to determine if the candidate will move forward > Click **Submit** > Click **Done** on the next screen

IMPORTANT! All managers listed as interviewers will need to complete the task to remove it from their “My Tasks” Inbox, even if the manager did not participate in the interview process. To remove the task from their inbox, the manager will have to select an option for all required fields in the form, enter the comment “did not participate in interview” in the Overall Comment section of the task, and submit.

Overall Feedback

Overall Rating *

Overall Comment

4 - Yes - Recommend

3 - Recommend another interview

2 - No - Do not recommend

1 - No show

Process History

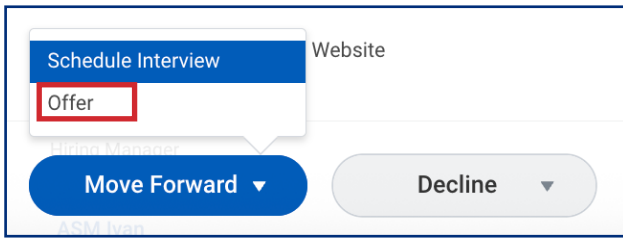
Christine McBride

Give Interview Feedback for Jones Campbell - R17575 Retail Merchandise Processor (C213544) by Christine

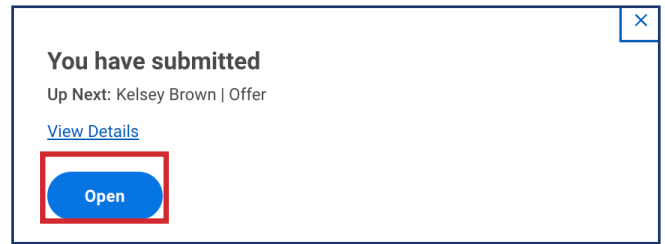
Awaiting Action

Submit **Save for Later** **Cancel**

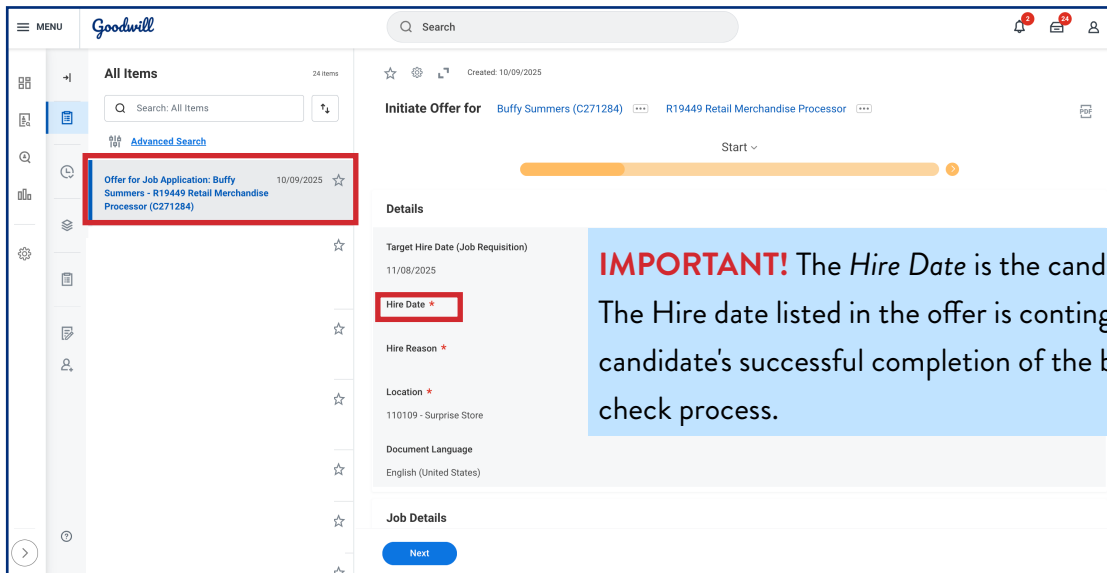
1. Navigate to the candidate's profile > Click **Move Forward** > Click **Offer**



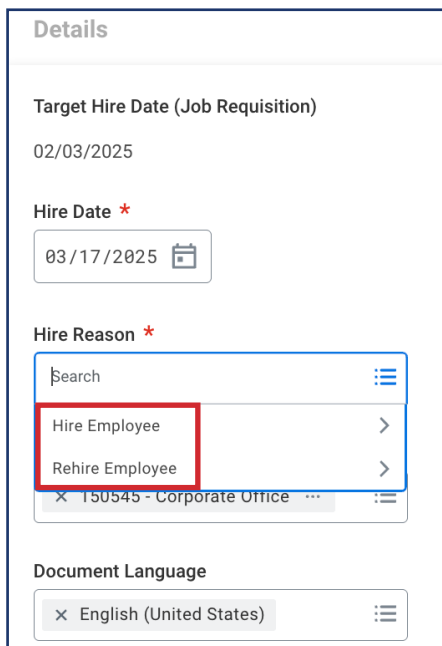
2. Click **Open** on the pop-up window



3. Click the Offer task from the “My Tasks” Inbox > Select the appropriate **Hire Date**

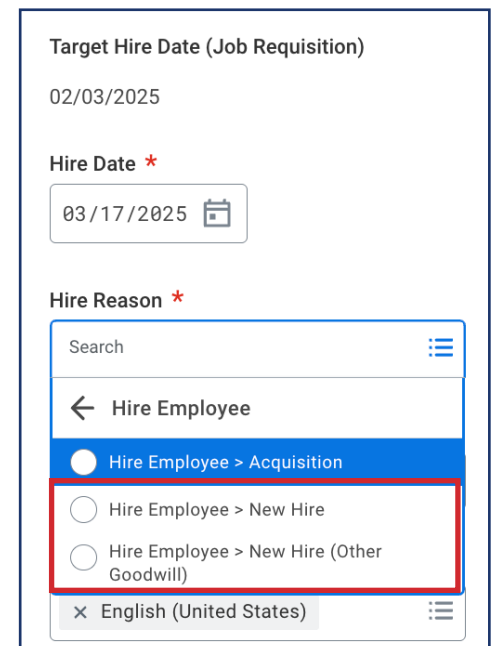


4. Select the appropriate **Hire Reason**



IMPORTANT! Click **Hire Employee** if the candidate is a new hire **OR** Click **Rehire Employee** if the candidate is a previous worker.

IMPORTANT! Click **Hire Employee** > **New Hire** if the candidate has never worked for any Goodwill before. Click **Hire Employee** > **New Hire (Other Goodwill)** if the candidate has worked for a Goodwill outside of Goodwill of the San Francisco Bay (GSFB).



Details

Target Hire Date (Job Requisition)

02/03/2025

Hire Date *

03/17/2025

Hire Reason *

Search

← Rehire Employee

●

Rehire Employee > Rehire (31 days to 6 Months)

○

Rehire Employee > Rehire (after 6 Months)

○

Rehire Employee > Reinstated (within 30 days)

Start

Compensation

One-Time Payment

Summary

IMPORTANT! Click the appropriate *Rehire option*. Selecting the incorrect rehire option causes hardship with Form I-9 documentation. HR Support provides the correct rehire option in response to Rehire Inquiry tickets.

REHIRE OPTION	DESCRIPTION
Rehire Employee > Rehire (31 Days to 6 Months)	The team member is rehired after 31 days to up to 6 months of their termination date.
Rehire Employee > Rehire (after 6 months)	The team member is rehired 6 months after their termination date.
Rehire Employee > Reinstated (within 30 days)	The team member is rehired (reinstated) within 30 days of their termination date.

5. Scroll down on the form and confirm that the *Job Details* and *Working Time* information is correct > Click **Next**
6. Click **Next** on the Compensation section of the form
7. Do **NOT** make any changes to the one-time payments section. Click **Next**.
8. Review the information in the Summary > Click **Submit**.

Next

Submit

9. Click on the **Goodwill SF Mutual Agreement to Arbitrate** task.

All Items

185 items

Search: All Items

Advanced Search

Goodwill SF Mutual Agreement to Arbitrate: Jonathan Anderson - R17577 Retail Merchandise Processor (C213541)

11/10/2025

☆

Updated: 11/10/2025

Generated Document GSFB

11/10/2025

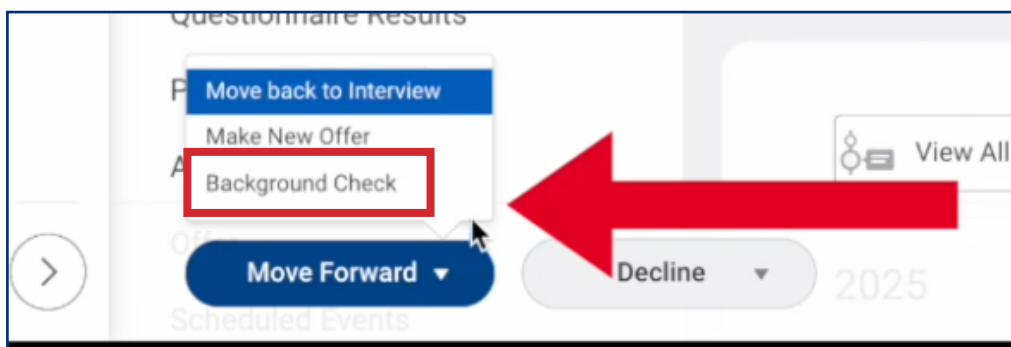
Review

Note: The title of the Arbitration task includes the candidate's name and the position.

BACKGROUND CHECKS

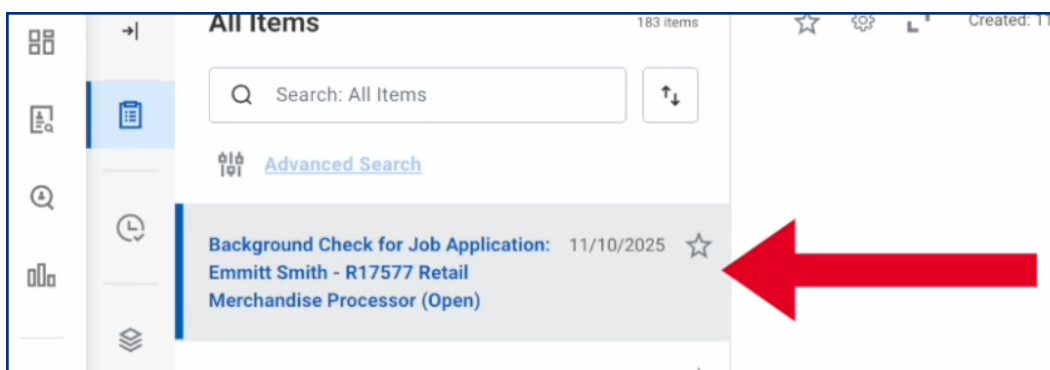
IMPORTANT! All candidates need to pass a background check to be hired. Once the candidate has signed their offer letter, managers will be able to trigger the background check process in Workday. Click here to view a video tutorial on the background check process.

1. Navigate to the appropriate candidate's profile > Click **Move Forward** > **Background Check**



Note: The candidate will be emailed instructions to complete their background check via Eagle Screen.

2. Click **Review** on the pop-up window OR navigate to your “My Tasks” Inbox and select the task titled *Background Check for Job Application* with the appropriate candidate's name.



IMPORTANT! The manager must monitor the status of the candidate's background check by refreshing their “My Tasks” Inbox. It can take several business days for a candidate's background check to be processed.

BACKGROUND CHECKS

Note: A Pending Candidate status means that the candidate has received instructions to complete their EagleScreen background check.

The screenshot shows the EagleScreen interface for a background check. At the top, it says 'Item 1 of 183' and 'Created: 11/10/2025'. Below this, there's a section titled 'Select Background Check Overall Status' with the job application details: 'Job Application: Emmitt Smith - R17577 Retail Merchandise Processor (C213548) on 11/10/2025'. The candidate's contact information is listed: '+1 (623) 5552340 (Mobile)' and 'gwe2e.testing+Emmitt.Smith@gmail.com'. The 'Jobs Applied to' is '1', 'Action Required' is 'Background Check', and 'Source' is 'Career Websites -> Goodwill Website'. Under the 'Background Check' section, the 'Status Date' is '11/10/2025' and the 'Status' is 'Pending Candidate', which is highlighted with a red arrow. There is a 'Comment' field below the status. At the bottom, there is a 'Details' section.

Note: A Pending status means that the candidate has submitted their background check, and EagleScreen is processing the results.

This screenshot is similar to the one above, showing the EagleScreen interface for a background check. It includes the same header information: 'Item 1 of 183' and 'Created: 11/10/2025'. The job application details are the same: 'Job Application: Emmitt Smith - R17577 Retail Merchandise Processor (C213548) on 11/10/2025'. The candidate's contact information is also the same: '+1 (623) 5552340 (Mobile)' and 'gwe2e.testing+Emmitt.Smith@gmail.com'. The 'Jobs Applied to' is '1', 'Action Required' is 'Background Check', and 'Source' is 'Career Websites -> Goodwill Website'. Under the 'Background Check' section, the 'Status Date' is '11/10/2025' and the 'Status' is 'Pending', which is highlighted with a red arrow. There is a 'Comment' field below the status. At the bottom, there is a 'Details' section.

BACKGROUND CHECKS

3. If the candidate's background check status shows **Passed** > Click **Submit** to complete the background check process.

Select Background Check Overall Status Job Application: Emmitt Smith - R17577 Retail Merchandise Processor (C213548) on 11/10/2025

+1 (623) 5552340 (Mobile) Jobs Applied to 1 Hiring Manager CECILIA MCLAUGHLIN
gwe2e.testing+Emmitt.Smith@gmail.com Action Required Background Check Recruiter Jessica Sample
Source Career Websites -> Goodwill Website

Background Check

Status Date * 11/10/2025

Status * **Passed**

Comment

Details

Background Check Package Details 2 items

Status	Results URL	Test Name	Test Status	Status Date	Test Description
		Multi Jurisdiction Criminal/Sex Offender			

Cancel Submit

IMPORTANT! If the status of the candidate's background check shows "Requires Review", the Recruiting Operations Team will review the candidate's background check to determine if it's favorable or unfavorable. Do **NOT** take any further action. The Recruiting Operations Team will contact the manager via email about the next steps.

Background Check

Status Date * 11/10/2025

Status * **Requires Review**

Comment

EAGLESCREEN BACKGROUND CHECK VENDOR INSTRUCTIONS

IMPORTANT! EagleScreen is your new background check vendor. Hiring manager(s), have the the ability to check the status of their candidate(s) background reports by logging into EagleScreen. Managers can only view the status of a candidate's background report if the candidate was moved into the *Background Check* stage of the recruiting/hiring process in Workday and if the candidate submitted their information to EagleScreen.

The EagleScreen User ID and Password are provided in the email sent to the store leaders.

EagleScreen URL: <https://eaglescreen.screening.services/>

- ✓ Use the **Google Chrome** browser to login to [EagleScreen](#)
- ✓ Each **store has it's own password** that is **shared among the store leaders** (SM, ASMs, CSMs).

Note: Keep your store's *EagleScreen Password* in a safe and accessible place to all store leaders.

- ✓ Leaders who transfer to different stores must leave the store's password to the new leader(s).
- ✓ Passwords must be **reset every 90 days** (*EagleScreen prompts password resets*). Please share all password updates with the appropriate store leaders (SM, ASMs, CSMs)

RESOURCES AND SUPPORT

FORGOT STORE'S PASSWORD/EAGLESCREEN LOGIN SUPPORT:

Call: Hiring Manager Support Line at **1-(602)-535-4242** **OR**

Email: RecruitingOperations@goodwillaz.org

CANDIDATE APPLICATION SUPPORT:

Call: Candidate Support Line: **833-624-0920, Option 5**

Candidates who have received an **UNFAVORABLE** background check result.

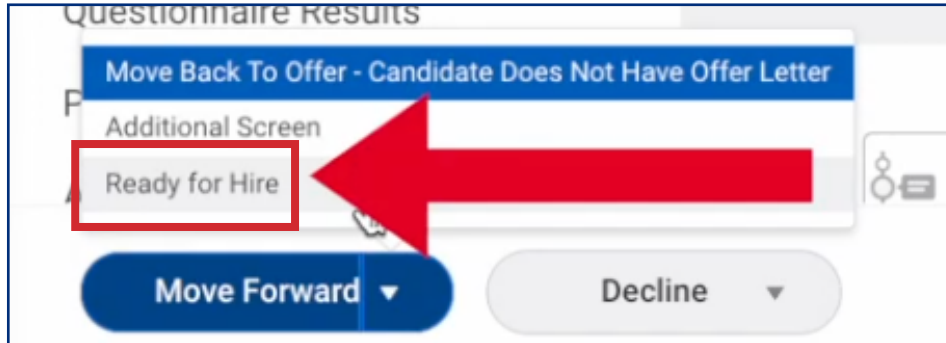
Call: The Fair Chance Individualized Assessment Adverse Action Hotline: **1-(833) 677-7724**

IMPORTANT! Please **DO NOT** discuss background reports with candidates. If a candidate begins sharing their background report with you, please kindly ask them to stop. Let them know there is an HR Team, Recruiting Operations, that they can call to speak with via the *Adverse Action Hotline*.

HIRING A CANDIDATE

IMPORTANT! The hire task should only be submitted after the candidate's background check has cleared and the hire/start date has been confirmed with the candidate. Click to view a [video tutorial of the hiring process](#).

1. Navigate to the appropriate candidate's profile > Click **Move Forward** > Click **Ready for Hire**



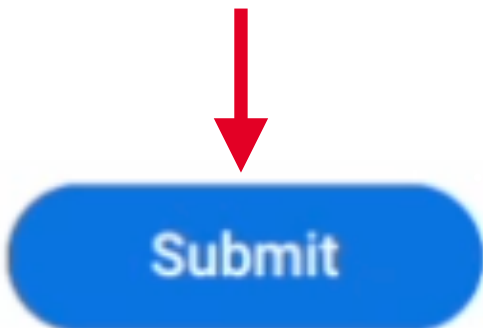
2. Select the **Revise Employee Hire Task** from the “My Tasks Inbox” > Confirm the Hire Date

A screenshot of the 'Goodwill' system interface. The top left shows a 'MENU' icon and the 'Goodwill' logo. Below the logo, it says 'Item 1 of 184' with star, gear, and share icons, and 'Created: 11/10/2025 | Effective: 11/17/2025'. The main section is titled 'Revise Employee Hire' and is highlighted with a red box. Below this, it says 'Initiated From' and 'Job Application: Emmitt Smith - R17577 Retail Merchandise'. There are two date fields: 'Hire Date *' with the value '11/17/2025' and 'First Day of Work' with the value '11/17/2025', both highlighted with a red box. At the bottom, there is a 'Reason' field with the value 'Hire Employee > New Hire'.

Note: Change the Hire Date/First Day of Work Date, if necessary.

IMPORTANT! The first day of work is the team member's start date. The hire date and the first day of work date should be the same.

3. Scroll down and review the form for accuracy > Click **Submit**

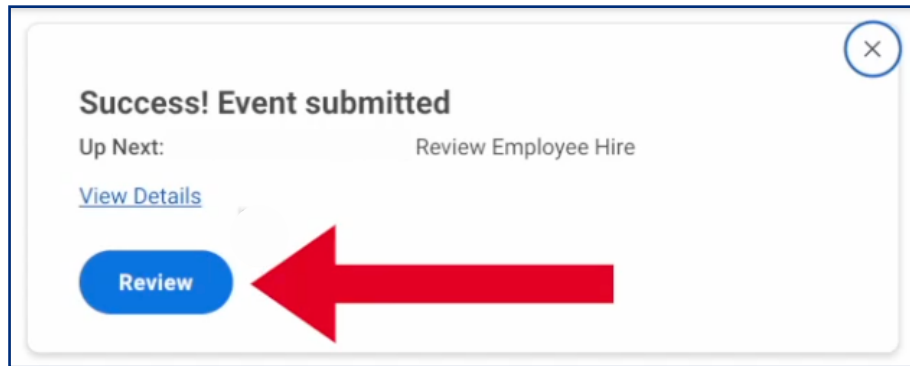


Note: Do NOT edit the dates at the bottom of the form.

A screenshot of the 'Service Dates' section of the form. It contains several date fields: 'Continuous Service Date' with the value '11/17/2025', 'Benefit Start Date' with the value 'MM/DD/YYYY', 'Company Service Date' with the value 'MM/DD/YYYY', and another date field with the value 'MM/DD/YYYY'. A large red 'X' is drawn over the entire section.

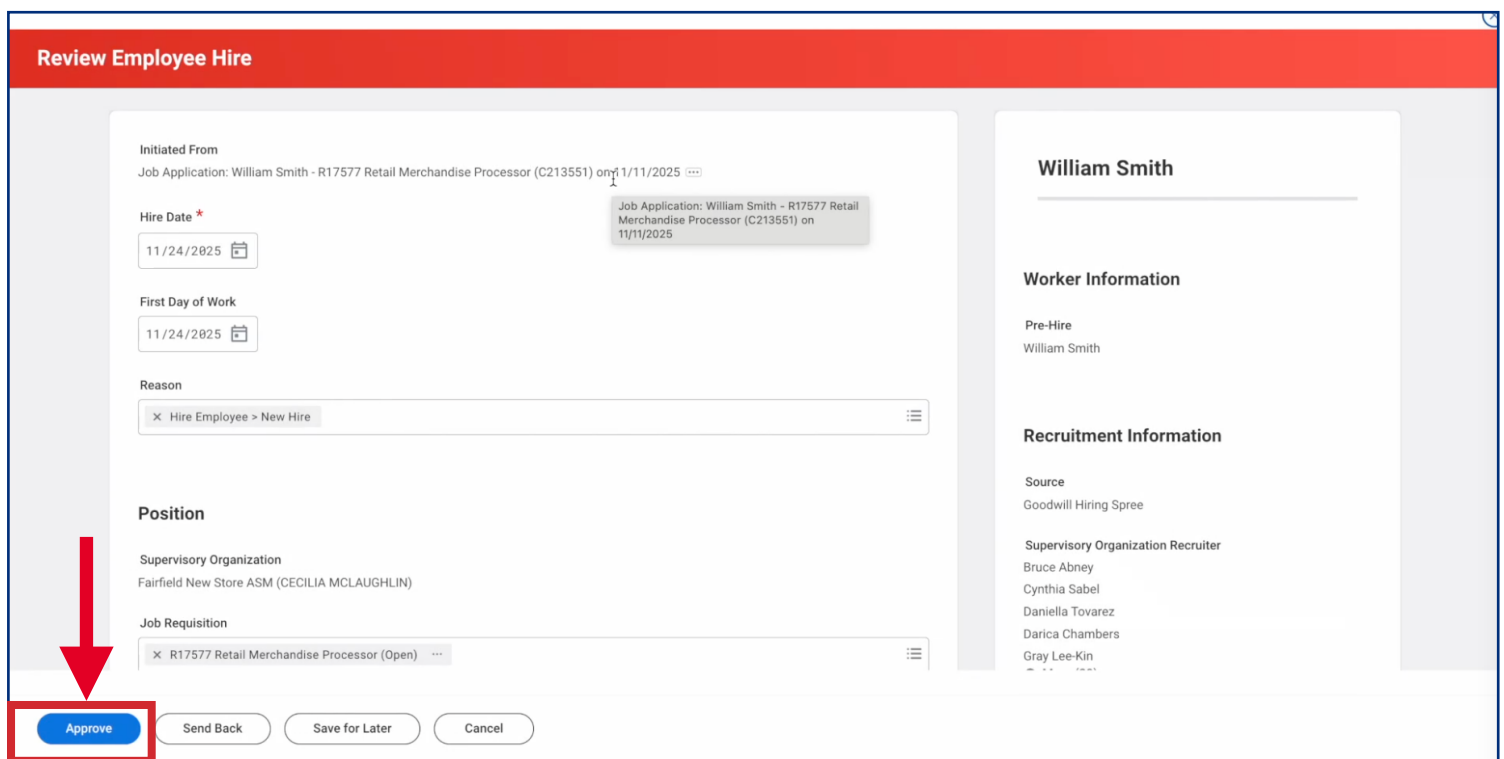
HIRING A CANDIDATE

4. Click **Review** on the pop-up window.



IMPORTANT! The **Review Employee Hire** form is the last chance for the manager to edit the team member's information, such as the hire date. Once the Review Employee Hire Form is submitted, managers will have to contact the HR Support Team to make any changes.

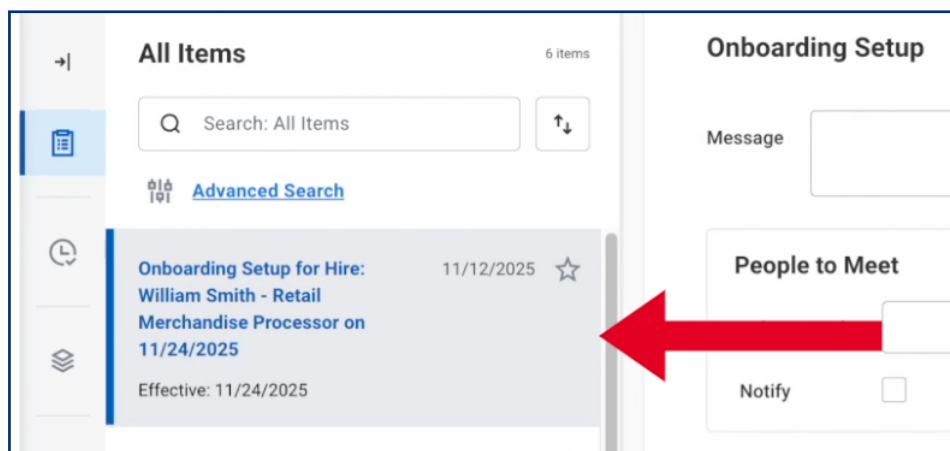
5. Review the form for accuracy > Make any necessary changes > Click **Approve**

A screenshot of the "Review Employee Hire" form. The form has a red header bar with the title "Review Employee Hire". The main content area is divided into two columns. The left column contains fields for "Initiated From", "Hire Date", "First Day of Work", "Reason", "Position", and "Job Requisition". The right column contains sections for "Worker Information" and "Recruitment Information". At the bottom of the form, there are four buttons: "Approve", "Send Back", "Save for Later", and "Cancel". A red arrow points from the left towards the "Approve" button, which is highlighted with a red box.

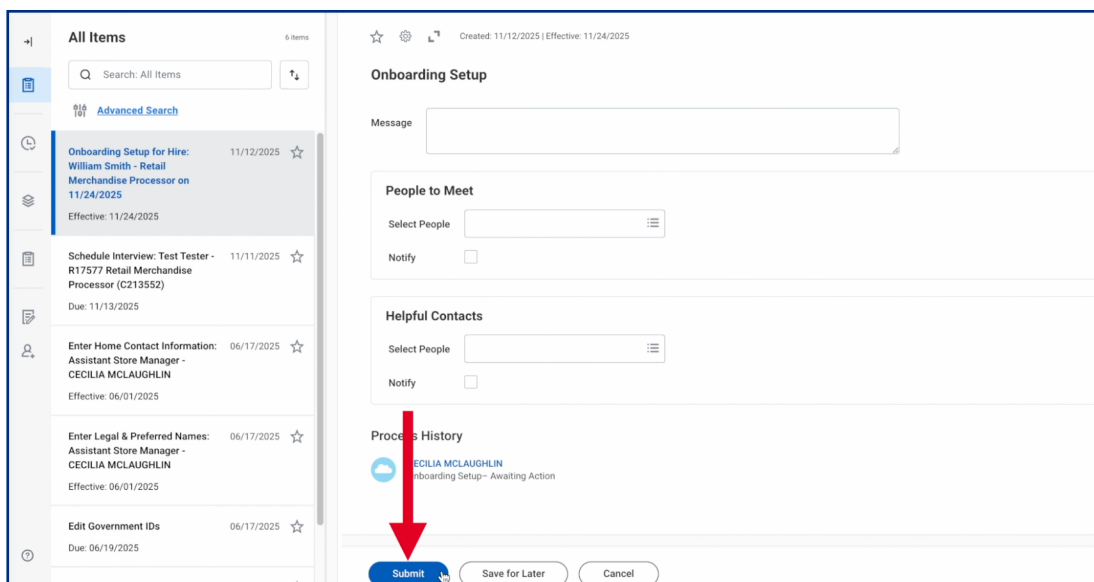
ONBOARDING SETUP FOR HIRE TASK

IMPORTANT! The Onboarding Setup for Hire Task should only be completed on the new hire's first day of work. Managers should wait to submit the task until the new hire has arrived. Once the task is completed, the new hire will be able to access their onboarding tasks in their Workday "My Tasks" Inbox. It might take a few minutes for the tasks to populate for the new hire. Click [here](#) to view a video about Onboarding Tasks for new hires.

1. Navigate to your "My Tasks" Inbox > Click the **Onboarding Setup for Hire** task with the appropriate new hire's name.



2. Click **Submit**.



IMPORTANT! Once the new hire has completed all of their Onboarding Tasks, new hires will need to complete their new hire training titled [GSFB New Hire Program](#) located in the team member's Workday Learning Portal.