

E-RECRUITMENT TECHNOLOGY – THINGS EVERY PROVIDER SHOULD HAVE...

e-recruitment software (aka ATS – Applicant Tracking Systems / Software) is a vital part of any recruitment process, providing HR and recruiters with the tools and capacity to deliver time and cost effective resourcing. In assessing providers of this technology, there are 3 key areas where minimum requirements of the service and functionality are fundamental to the success and viability of this kind of initiative.

CANDIDATES

At a minimum, the candidate should be able to:

- Build and maintain a candidate Profile
- Apply for live vacancies
- Attach resumes, cover letters, academic transcripts – any relevant documentation
- Subscribe to automated job alerts, personalised to their requirements or interests
- Provide full application details for 'speculative' or 'future opportunities' – not just applying for a 'general application'
- Accept and Decline invitations to interviews
- View saved copies of all correspondences from the prospective employer in a personalised mail section

HR & RECRUITERS

At a minimum, HR & recruiters should have the ability to:

- Manage an online or email based requisition approvals process
- Co-ordinate all advertising and workflow of vacancies between relevant attraction points – corporate job board, intranet, external job boards (e.g. Seek or Monster) and agencies
- Automatic or manual candidate acknowledgements at any stage of the recruitment process
- Filter, Screen and Score candidates according to application responses
- Tailor their application processes for any type of recruitment – contract, permanent, full or part time, Graduate etc.
- Manage a 'real' talent pool – not just a database full of previous applicants
- Manage all interviews online, with the ability for candidates to self schedule
- Manage all candidate communications e.g. Offers of employment
- Full Vendor (Agency) Management functionality
- Report on all aspects of the recruitment process easily – no advanced skills in spreadsheets or pivot tables required

SERVICE

The provider needs to be able to demonstrate:

- Expertise – bringing value 'beyond the software'
- Long term viability – providers must have the financial backing, resources and security to ensure they are here for the long term
- Proven Success – are they a global provider? What is their customer retention record? Are their clients advocates of the service? What is their implementation success record?
- Reliability – minimum 'uptime' or availability of 99% all day everyday
- Support – a personalised account managed service, with phone and email support when you need it
- Return on Investment Focused – can they demonstrate real ROI statistics and figures? Is the product priced to suit your requirements?
- Scope for Growth – technology is constantly evolving – is their software cutting edge, or are they deploying the same software with basic enhancements year after year? Can they accommodate your organisation's growth?
- Capacity for Integration – can they adapt to each client's individual requirements, or are they restricted to 'preferred suppliers'?
- No gimmicks – is the technology they're providing adding real value to the process, or is it functionality for functionality's sake?

