

TRAINING UPDATE

Lab Location: GEC, SGAH & WAH
Department: Management

Date Distributed: 10/8/2014
Due Date: 10/31/2014
Implementation: 11/1/2014

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Recruitment GEC.L225, SGAH.L887, WAH.L885 v0 Interview Checklist and Interview Candidate Evaluation AG.F307.0
Description of change(s):
<p>New SOP describing updated process to interview and hire employees (current SOP will be retired)</p> <p>Checklist and Evaluation form updated and combined; put under document control</p> <p>This SOP and form will be implemented on November 1, 2014</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Approved draft for training

Non-Technical SOP

Title	Recruitment	
Prepared by	Lori Loffredo	Date: 10/1/2014
Owner	Lori Loffredo	Date: 10/1/2014

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

This procedure describes the process to recruit and hire employees.

2. SCOPE

This procedure applies to all Laboratory positions.

3. RESPONSIBILITY

Initial review and preliminary screening of a job applicant’s qualifications is completed by Senior Partner, Talent Acquisitions, Operations – East Region.

Review and consideration for applicant interviews are coordinated by the hiring manager/director with the Senior Partner, Talent Acquisitions.

An offer of employment is extended by the Senior Partner, Talent Acquisitions.

4. DEFINITIONS

HRSC – Human Resources Service Center

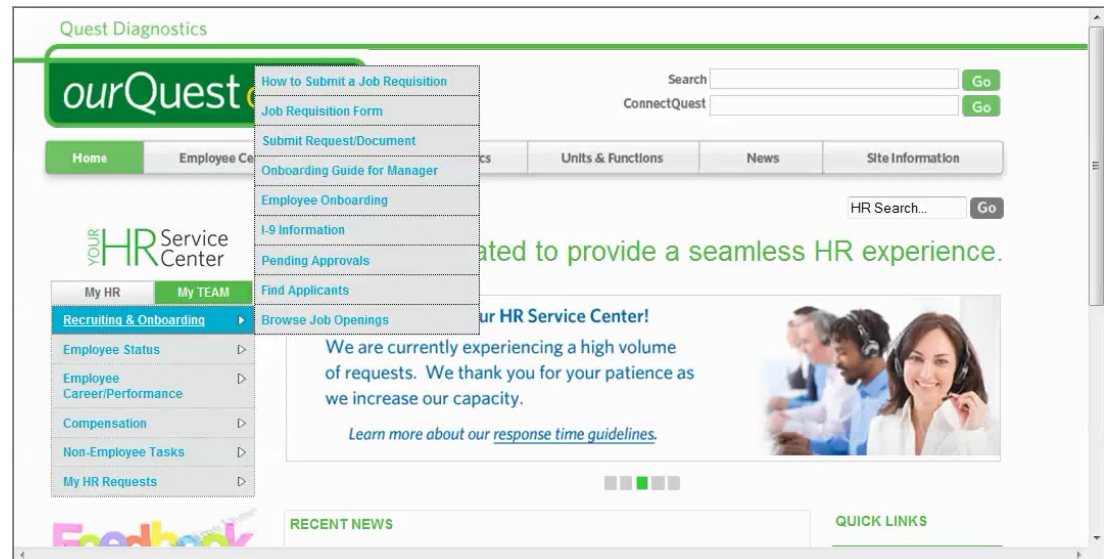
5. PROCEDURE

HRSC process for replacement positions

- Regional Director submits position approval to East Region on defined spreadsheet by Wednesday of each week.
- Requests are reviewed on Fridays by the VP of Operations East Region.
- Responses are received on Monday
- Complete Job Requisition Form (Your HR Service Center/My Team/Recruiting & On boarding/Job Requisition Form)

- Proceed to Your HR Service Center (Your HR Service Center /My Team /My HR Requests /Submit a Request) and submit Job Requisition Form in order to create a job posting and Job ID #.

Note that the Recruiting & Onboarding tab also has links to instructions



- Senior Partner, Talent Acquisitions goes into HRSC and approves position for posting.
- Director receives an email when position is posted with Job ID number
- View applications via Employee Self Service/Recruiting/Find Applicants
 - Insert Job ID# into Job ID search field and click search.
 - Applicants/resumes are listed and can be reviewed.
 - Select applicants and communicate with Senior Partner, Talent Acquisitions to set up interviews.
- Conduct interviews
 - The Interview Process Guide may be utilized to structure the interview (see attachment A)
 - Complete the Interview Checklist and Interview Candidate Evaluation form (refer to Related Documents)
- Discuss applicant you wish to select with Regional Director so she/he can access wage offer.
- Communicate hire request to Senior Partner, Talent Acquisitions
- Approval for hire goes to Director via Manager Self Service (an option of Employee Self Service)
- Director approves in Manager Self Service
- Applicant is offered position by Senior Partner, Talent Acquisitions.
- Submit all interview documents for both selected and non-selected applicants to the Senior Partner, Talent Acquisitions for retention.

6. RELATED DOCUMENTS

Interview Checklist and Interview Candidate Evaluation (AG.F307)

7. REFERENCES

Your HRSC Online Quick Reference Guide, Quest Diagnostics, Sept 2013

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES

A. Interview Process Guide

Attachment A

Interview Process Guide

Step 1 – Build Rapport

1. Welcome the candidate (Ask for application and review for completion)
2. Introduce yourself and any others that may be present – name and position
3. Explain the agenda for the interview
Interview Questions – Looking for the situation, action taken and the result
4. Explain that notes will be taken, so do not be distracted by the writing
Lab Tour will be provided
5. Briefly tell candidate about the job/company

Items to review with candidate
QD contract Lab with Adventist Healthcare, renewed every 5 years
Three lab system, scheduling may include rotation to other sites
Job duties – provide copy of job description
Work hours/schedule & Training Schedule (shift differentials when applicable)
Can't transfer from position for 9 months
Attendance policy / lateness
Dress policy (no jeans, shorts or open-toed shoes in lab)
Adhere to both QD and hospital requirements / policies
Review background check process
Desired salary: \$ _____

Breaking the ice questions:

- Why are you interested in this position?
- What would your most recent supervisor/manager say about you?

Step 2 - Interview Questions:

Use **Interview Checklist**

Step 3 – Ask for Questions from Candidate:

Document notes on **Interview Checklist**

Step 4 – Close Interview

1. Sell the Company
2. Thank Candidate
3. Advise of the Next Step – (We are still interviewing candidates, you will be contacted by our ES representative informing you of our decision.)

Step 5 – Take/Review Notes

1. Complete the **Interview Candidate Evaluation**
2. Give the BU Recruiter Feedback
3. Make recommendations for hire or no hire
4. Forward application, resume and interview notes of all candidates to the Senior Partner, Talent Acquisitions.



- Germantown Emergency Center
- Shady Grove Adventist Hospital
- Washington Adventist Hospital

Interview Checklist

Name: _____ Date: _____

Position: _____

Review of Prior Experience:

Review of Education/Training:

Why are you applying for this position?

What is your schedule preference?

- Full-time
 Part-time
 On-call/PRN
 Days
 Evenings
 Nights
 Can work weekends

What do you think is the greatest quality you will bring to our Company?

What is your greatest weakness and what have you done to try to improve on this quality?



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What would your recent supervisor(s) say makes you most valuable to them?

What is your definition of customer service? Give me a specific example of how you handled a difficult customer service situation.

Items to review with candidate	Reviewed
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Can't transfer from position for 9 months	
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Notes:



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Interview Candidate Evaluation

Interviewer _____

Date _____

Candidate Name _____

Position _____

Scoring

Candidate evaluation forms are to be completed by the interviewer to rank the candidates overall qualifications for the position to which they have applied. Under each heading the interviewer should give the candidate a numerical rating and write specific job related comments in the space provided. The numerical rating system is based on the following.

5 - Exceptional 4 - Above Average 3 - Average 2 - Satisfactory 1 - Unsatisfactory

Educational Background - Does the candidate have the appropriate educational qualifications or training for this position?

Rating: 1 2 3 4 5

Comments:

Prior Work Experience - Has the candidate acquired similar skills or qualifications through past work experiences?

Rating: 1 2 3 4 5

Comments:

Technical Qualifications/Experience - Does the candidate have the technical skills necessary for this position?

Rating: 1 2 3 4 5

Comments:

Verbal Communication - How were the candidate's communication skills during the interview (i.e. body language, answers to questions)?

Rating: 1 2 3 4 5

Comments:

Candidate Enthusiasm - How much interest did the candidate show in the position and the company?

Rating: 1 2 3 4 5

Comments:



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Knowledge of Company - Did the candidate research the company prior to the interview?

Rating: 1 2 3 4 5

Comments:

Teambuilding/Interpersonal Skills - Did the candidate demonstrate, through their answers, good teambuilding/interpersonal skills?

Rating: 1 2 3 4 5

Comments:

Initiative - Did the candidate demonstrate, through their answers, a high degree of initiative?

Rating: 1 2 3 4 5

Comments:

Time Management - Did the candidate demonstrate, through their answers, good time management skills?

Rating: 1 2 3 4 5

Comments:

Customer Service - Did the candidate demonstrate, through their answers, a high level of customer service skills/abilities?

Rating: 1 2 3 4 5

Comments:

Salary Expectations - What were the candidate's salary expectations? Were they within the range for the position?

Rating: 1 2 3 4 5

Comments:

Overall Impression and Recommendation - Final comments and recommendations for proceeding with the candidate

Rating: 1 2 3 4 5

Comments: