Oracle Recruiting Cloud
Using Hiring
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Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Using Applications Help

Use help icons to access help in the application. If you don’t see any help icons on your page, click your user image or name in the global header and select Show Help Icons. Not all pages have help icons. You can also access Oracle Applications Help.

Watch: This video tutorial shows you how to find help and use help features.

You can also read Using Applications Help.

Additional Resources

- **Community:** Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.
- **Guides and Videos:** Go to the Oracle Help Center to find guides and videos.
- **Training:** Take courses on Oracle Cloud from Oracle University.

Conventions

The following table explains the text conventions used in this guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
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<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates user interface elements, navigation paths, or values you enter or select.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than symbol separates elements in a navigation path.</td>
</tr>
</tbody>
</table>

Documentation Accessibility

For information about Oracle’s commitment to accessibility, visit the Oracle Accessibility Program website.

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.
Contacting Oracle

Access to Oracle Support
Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

Comments and Suggestions
Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: oracle_fusion_applications_help_ww_grp@oracle.com.
1 Overview

Using Hiring: Overview

Recruiters and hiring managers use the Hiring work area to hire new employees and for internal mobility.

The Hiring work area includes the following features:

- Job requisition management
- Candidate management
- Candidate job application management
- Campaign management
- Job offer management

Job Requisition Management

Recruiters and hiring managers create job requisitions and post job requisitions to career sites. Once a job requisition is posted, candidates visit career sites, they search for jobs, and they can apply for jobs or refer people for a job.

Candidate Management

Recruiters and hiring managers can search the database to find qualified candidates for current or planned open positions. They can also create candidate profiles. They can match candidates to job requisitions. They can put candidates in candidate pools to better manage sourcing activities for job positions that they are currently recruiting for current or future job positions.

Candidate Job Application Management

Recruiters and hiring managers advance candidates in the selection process. They provide feedback on candidate interviews. They hire candidates as brand new hires, rehires coming back to the company, or current workers moving to new or additional jobs within the company.

Campaign Management

Recruiters create campaigns to market job requisitions to encourage candidates to apply to a job or refer a job. Campaigns can also promote other recruitment initiatives such as capturing responses and tracking clicks.
Job Offer Management

A member of the Hiring team creates job offers for candidates, submits job offers for approval, and extends job offers to candidates. Candidates receive job offers, consider the content of the job offers, and respond to the job offers by either accepting or declining them.
2 Job Requisitions

Creating a Job Requisition: Explained

A job requisition details the specific requirements of a job for which somebody must be hired.

To create a job requisition, you:

- Initiate the creation of the job requisition
- Enter details about the job requisition
- Submit the job requisition for approval (bypassed by default)
- Enter job formatting information
- Preview the job requisition
- View the progress of the job requisition.

Depending on your user privileges and role, two scenarios exist to create a job requisition:

- You are responsible for the whole job requisition creation process. You initiate the job requisition creation process. You enter details about the job requisition. You submit the job requisition for approval. Once the job requisition is approved, you enter job formatting information and post the job requisition on career sites.

- The process is shared between the hiring manager and the recruiter. The hiring manager initiates the job requisition creation process. A notification is sent to the recruiter who is requested to enter details about the job requisition. The recruiter submits the job requisition for approval. Once the job requisition is approved, the recruiter enters job formatting information and posts the job requisition on career sites.

Initiate the Creation of the Job Requisition

You initiate the creation of a job requisition by starting the creation process and entering basic information about the job requisition such as the recruiting type, the requisition title, the number of openings.

You can initiate the creation of a job requisition from different starting points:

- Using a blank job requisition form: In the Hiring work area, use the Create Job Requisition action on the Quick Actions page or the Add action on the Job Requisitions page. Complete the fields on the Create Job Requisition page. Depending on your user privileges and role, you continue the job requisition creation process or, you are informed that a notification was sent to the recruiter who will complete the job requisition process.

- Using a job requisition template: In the Hiring work area, use the Create Job Requisition action on the Quick Actions page or the Add action on the Job Requisitions page. On the Create Job Requisition page, select Template then a job requisition template. The Requisition Template selector displays templates matching the requisition type, the recruiting type, and the primary location of the job requisition. The selector only displays templates to which you have access, based on the organization selected on the templates and the organization security profile of your data roles. Several requisition fields populate automatically based on the selected template.

- Duplicating an existing job requisition: In the Hiring work area, use the Create Job Requisition action on the Quick Actions page or the Add action on the Job Requisitions page. On the Create Job Requisition page, select Existing Requisition then a job requisition. Fields (except the Requisition Number) populate automatically with field values from the source job requisition. If a job requisition template was used for the creation of the source job requisition, the Requisition Template field in the new job requisition is populated to indicate the template used when creating
the source job requisition. The new job requisition doesn't apply the content of the template, only the values of the source job requisition fields are considered.

- Within a workforce model: In the My Team work area, under Workforce Modeling, open a workforce model. Use the **Create Requisition** action. Once the workforce model is ready, you can implement the model to create or update job requisitions within Hiring. The model is implemented if there are no conflicts between the model and the existing job requisitions.

Once you have initiated the process and entered basic information about the job requisition, the job requisition status is set to Draft - In Progress.

### Enter Details About the Job Requisition

Entering detailed information means completing all the information required for the job requisition. When you enter details about the job requisition, the job requisition status is set to Draft - In Progress.

The Organization, Legal Employer, and Department selectors only display items to which you have access according to the organization security profile of your data roles.

**Note:** The values of the Business Unit and Department fields are based on the hiring manager selected for the job requisition. If you change the hiring manager and the business unit and department of the new hiring manager are different, a message appears asking you if you want to change the business unit and department of the job requisition to those of the hiring manager.

### Submit the Job Requisition for Approval

Once you have entered all the information required for the job requisition, you can submit the job requisition for approval by selecting the **Submit** action.

By default, the job requisition approval process is bypassed, no approval is required, and the job requisition status is set to Job Formatting - In Progress.

In the case where an approval process is enabled, below is the default approval flow:

- The job requisition status is set to Approval - Pending.
- The job requisition is routed automatically to the hiring manager's first-level manager, who is the first approver.
- If the hiring manager's first-level manager approves the job requisition, the job requisition is routed automatically to the hiring manager's second-level manager, who is the second approver.
- If the hiring manager's second-level manager approves the job requisition, the job requisition status is set to Job Formatting - In Progress.

Once a job requisition is sent for approval, you can't edit most of the job requisition fields. Once the job requisition is approved, you can use the **Redraft Job Requisition** action to return the job requisition to the draft status and change the values of the fields. When you use the **Redraft Job Requisition** action, the job requisition is set back to Draft - In Progress and the job requisition must be submitted again to go through the approval process if required.

**Note:** When you create a job requisition, it is not mandatory to enter a value in the Organization field. However, when submitting the job requisition for approval, the recruiter must enter a value. The hiring manager is not required to.
Enter Job Formatting Information

On the Job Formatting tab, you can use the Employer Description and Recruiting Organization Description fields to select predefined descriptions of the employer, organization, department, or team for which the candidate is hired.

You can select images and videos you want to show candidates. For example, images of the facilities, video of the corporate history of the organization, video of testimonials from current employees. When you add a URL for a video, by default the Thumbnail URL automatically points to a high-quality version of the video. It is recommended that you add URLs of type HTTPS to avoid displaying unsecure items in a secure career site page. For images and videos, you can specify which ones you want to show to candidates who will receive job offers.

You can select for which languages each media item is available for, and translate the media title in the appropriate languages.

Preview the Job Requisition

When you are done specifying the descriptions and media, use the Preview Job Requisition action to see how the information is shown to candidates in the career site. Previewing can be done from the perspective of internal and external candidates on a desktop computer or from external candidates on a mobile device. You can also preview the information in the different languages that are active for the job requisition.

View the Progress of the Job Requisition

On the Progress tab, you can view the date when the job requisition was created. You can also view the phase and state of the job requisition as well as when the phase started and the time spent on the phase.

Posting a Job Requisition: Explained

Posting a job requisition entails publishing a job requisition on the career site so that candidates can apply to the job.

When you create a job requisition and are done entering all the relevant details and job formatting information, use the Move to Posting action to move the job requisition to the Posting phase. You can also use the Open for Sourcing action to move the job requisition directly to the Open phase without posting the job requisition first.

On the Posting tab, specify whether the job requisition is posted for internal candidates, external candidates, or both. Select the posting schedule, that is Post Now, Post Later, or Do Not Post. Depending on the schedule you selected, enter the start date, the expiration date, and the time zone.

When you click Save, the job requisition status changes to Open - Posted if the posting is done right away, or it changes to Open - Scheduled if the posting is later. In that case, the job requisition is posted to the career sites when the start date is reached and the status is changed to Open - Posted once the job requisition is posted. When the posting expiration date is reached, the job requisition is removed from the career sites and the status is changed to Open - Expired once the two postings (internal and external) have expired.

When the job requisition is posted externally and its status is Open - Posted:

- You can add prospect candidates to the job requisition.
- You can refer prospect candidates to the job requisition.
- Candidates can apply on the job requisition which creates a job application for that specific requisition.
Job Board Posting

If a job distribution partner service is enabled within your organization, you can post job requisitions to job boards.

On the partner’s portal, you select the job boards where you want to post the job requisition. All the required job requisition fields are populated on the partner’s portal. If the partner supports multilingual postings and the job requisition is available in more than one language, the job requisition data in all the languages is also available on the partner’s portal. You can enter any additional information required and schedule the posting in multiple languages on the partner’s portal. Once the job requisition is posted on the partner’s portal, you can review the status of the posted job requisition on the job requisition’s Posting tab.

When a job requisition is posted or scheduled to be posted, you can edit job posting information by accessing the partner’s portal. You can edit any information previously entered, change posting dates, post the job in an additional language. You can also remove a posting.

When the job requisition posting ends, the job requisition status changes to Open - Expired. You are notified to remove the job from the job boards. When the job requisition is filled or canceled, the job requisition is automatically removed from the job boards.

Job Requisition Phases and States: Explained

The phase and state of a job requisition is displayed on the Job Requisitions list and also within a job requisition, in the Overview and Progress sections.

The table lists the phases and states of a job requisition.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>In Progress</td>
</tr>
<tr>
<td>Approval</td>
<td>Pending</td>
</tr>
<tr>
<td></td>
<td>Rejected</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
</tr>
<tr>
<td>Job Formatting</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
</tr>
<tr>
<td>Posting</td>
<td>In Progress</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
</tr>
<tr>
<td>Open</td>
<td>Not Posted</td>
</tr>
<tr>
<td></td>
<td>Scheduled</td>
</tr>
<tr>
<td></td>
<td>Posted</td>
</tr>
<tr>
<td></td>
<td>Expired</td>
</tr>
</tbody>
</table>
Job Requisition Actions: Explained

You can perform several actions on job requisitions from the Job Requisitions list or using the Actions menu in a job requisition.

The Actions menu lists actions that you can perform according to your privileges. Also, actions that do not apply to the phase and state of the job requisition are disabled.

**Fill Job Requisition**

Use the **Fill Job Requisition** action to indicate that the required number of candidates was hired for the job requisition. The action is available when the job requisition is in phase Open, except Open - Canceled and Open - Filled. You cannot use the **Fill Job Requisition** action when the job requisition has job applications in Offer - Pending Approval, Offer - Extended, or Offer - Accepted.

When you use the **Fill Job Requisition** action, the job requisition no longer appears on the Job Requisitions list (it is filtered out by default) and the state of active candidates who applied on the job requisition is changed to Rejected. When all the openings of a job requisition are filled, you are notified that you can close the job requisition. The job requisition cannot be filled if candidate job applications are in the following status:

- **Offer - Pending Approval**: To close the job requisition, the candidate job application must be withdrawn from the offer approval cycle by the submitter or rejected by the approver.
- **Offer - Extended**: The job requisition cannot be filled if a job offer was extended to a candidate. To close the job requisition, the candidate must accept the job offer so you can then start the HR phase to hire the candidate. Or, you can reject the candidate manually and inform the candidate.
- **Offer - Accepted**: The job requisition cannot be filled if a job offer was accepted by a candidate. To close the job requisition, the candidate job application must be pushed in the HR phase.

To view job requisitions that were filled, use the **Include Inactive Requisitions** filter on the Job Requisitions list.

**Redraft Job Requisition**

Use the **Redraft Job Requisition** action to return the job requisition to the draft status so that you can change the values of the fields that became locked after the job requisition was submitted. When you use this action, the job requisition is set back to Draft - In Progress and the job requisition must be submitted again to go through the approval process, if required. You can use the **Redraft Job Requisition** action as long as there are no job applications on the job requisition. If the job requisition is posted, you are asked to unpost the job requisition before redrafting it.

**Reopen Job Requisition**

Use the **Reopen Job Requisition** action to reopen a job requisition that was filled or canceled. When a job requisition is reopened, its phase and state are set back to the phase and state it was at before being filled or canceled. If the job requisition is reopened, its phase and state are set back to the phase and state it was at before being filled or canceled.
requisition was posted before being canceled (Open - Posted), the job requisition phase and state are set to Open - Unposted after being reopened.

If the job requisition had candidate job applications that got rejected when it was filled or canceled, reopening the job requisition has no effect on these candidate job applications. Any of these candidate job applications can be manually returned to their prior phase and state in the selection process.

Delete Job Requisition
Use the **Delete Job Requisition** action to remove a job requisition from the Job Requisitions list. The **Delete Job Requisition** action is available for Draft - In Progress job requisitions.

Cancel Job Requisition
Use the **Cancel Job Requisition** action if you no longer need the requisition. The state of active candidates who applied on the job requisition is changed to Rejected. The Cancel Job Requisition action is available when a job requisition is in one of the following phases: Job Formatting, Posting, Open. The action is also available for job requisitions in the Approval - Rejected phase and state. If the approval was rejected, you can decide to cancel the requisition or to redraft it to perform some changes and resubmit it for approval after. You can’t cancel a job requisition while at least one candidate is in Offer - Pending Approval, Offer - Extended, or Offer - Accepted. Once candidates have moved forward (or backward) from those statuses, you can cancel the job requisition.

To view job requisitions that were canceled, use the **Include Inactive Requisitions** filter on the Job Requisitions page.

Translate Job Requisition
Use the **Translate Job Requisition** action to translate the content of the job requisition.

The following values can be translated:

- Requisition Title
- Internal Short Description
- Internal Description
- External Short Description
- External Description
- Media Title

Prescreening Questionnaire: Explained

Prescreening questionnaires contain questions specific to a job that candidates answer when they apply for a job.

Prescreening questionnaires appear in job requisitions. Two questionnaires are available: one for internal candidates and one for external candidates. Prescreening questionnaires contain two types of questions:

- Disqualification question
- Prescreening question
Disqualification Question

Disqualification questions are questions used to know if candidates can be considered for the job. An example could be “Are you entitled to work in the United States?” When candidates apply for a job, they must provide a response to disqualification questions. Based on the answer provided, candidates can move forward in the selection process or are automatically disqualified.

Disqualification questions are created and managed by the Recruiting Administrator in the Questions Library. The Recruiting Administrator defines the context when the question is used: Candidate Types (external and internal candidates), Recruiting Organizations, Recruiting Locations, Job Functions, Job Families. When a recruiter creates a job requisition, disqualification questions are automatically added to the prescreening questionnaires of the job requisition based on the job requisition context (Organization, Primary Location, Job Function, Job Family). The recruiter can’t add, edit, or remove disqualification questions in a job requisition.

Note: Disqualification questions are automatically added to prescreening questionnaires of job requisitions. They aren’t added to prescreening questionnaires of job requisition templates.

Prescreening Question

Prescreening questions contain business information. An example could be “How good are your Java skills?” When candidates apply for a job, they may be required to provide a response if the job application question was configured as mandatory.

Prescreening questions are created and managed by the Recruiting Administrator in the Questions Library. Prescreening questions can also be created within the job requisition template. When a recruiter creates a job requisition, Prescreening questions are coming from the job requisition template if any. The recruiter can add and remove questions.

Note: By default, hiring managers cannot add, edit, or remove questions because they don’t have the Update Job Requisition privilege.

Editing a Prescreening Questionnaire in a Job Requisition: Explained

You can edit prescreening questionnaires in a job requisition as long as there are no candidate job applications for that job requisition.

When you edit a prescreening questionnaire in a job requisition, you can do the following:

- View the automatically populated disqualification questions. You can’t remove them.
- Add and remove prescreening questions. Questions are unique. All changes done to a question are automatically applied to the Questions Library.
Interview Questionnaire: Explained

Interview questionnaires contain questions used by recruiters and hiring managers to collect feedback on candidates during candidate interviews.

Interview questionnaires are added to job requisitions and job requisition templates. Interview questionnaires can be used at any time during the candidate selection process. They are not limited to the interview phase.

The Recruiting Administrator creates and manages interview questionnaires in a centralized library.

Candidate Selection Process: Explained

The candidate selection process provides the framework to move candidates through the hiring process to evaluate and find the best candidates for a job.

When candidates apply for a job, the candidate selection process tracks and manages candidates from the time their job application is confirmed to the time that they are hired. An analogy can be drawn between the candidate selection process and moving candidate resumes from one pile to another as the selection progresses and the number of resumes retained is reduced. For example, a candidate job application is analyzed, the candidate is contacted, interviewed, then hired.

When recruiters create or edit a job requisition, they can select a candidate selection process that matches the job requisition context (locations, organization, job family, job function, recruiting type).

Job Application Flow: Explained

A job application flow is a sequence of pages that candidates complete when they apply for a job on a career site. Job application flows are used for specific recruiting types such as contingent, campus, executive, hourly, professional. When candidates are done completing all the pages of the flow, their job application becomes visible to recruiters and hiring managers.

When creating a job requisition, the recruiter must select a job application flow before submitting a job requisition for approval. The flows matching the recruiting type of the job requisition are available for selection as well as generic flows with no recruiting type. By default, the default flow for the job requisition’s recruiting type is selected automatically. However, a different flow can be selected.

For job requisition templates, no application flow is automatically selected, even the one that is set as being the default flow.

Background Check: Explained

Run background checks on candidates as part of their candidate selection process to ensure their background is verified before hiring them.

You can add background checks to job requisitions that are in the Draft state.
When you create a job requisition, you can assign one or more background check screening packages, most commonly a single package with multiple screenings. Once you select the desired background check partner and user account, you can go to the partner’s site where you add background check screening packages to the job requisition. You can also specify the order in which the partner will run the screening packages. When you save the changes, the list of selected screening packages is displayed on the job requisition Screening Services section.

The background check is automatically triggered when candidates reach a specific phase and state in the candidate selection process as configured by your administrator. The background check partner obtains the candidate’s info and completes the background check. Once the background check is completed, you receive a notification and you can view the status and results in the Screening Results section of the candidate job application.

You can access the partner’s site to view additional details about a candidate’s background check results or to order additional screenings. Once the background check is complete, candidates are ready to be moved to the next step in the recruiting process.

When you create a job requisition based on a template, background check screening packages selected for the requisition template are added to the job requisition.

Assessment: Explained

Assessments are used to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job. Assessment packages can be added to job requisitions and job requisition templates.

You can add one or more assessments to a job requisition in the Draft state. In the job requisition Screening Services section, add an assessment and select a partner and a user account.

Tip: If there is only one account, this account is selected automatically.

Decide if candidates take the assessment when applying for a job, or during the candidate selection process, or both.

- For assessments during the job application, select the assessments for the internal job application flow, the external flow, or both. Candidates receive a link to take the assessment right after submitting their job application.
- For assessments during the selection process, select the phase and state when the assessment request is sent to candidates, then select the assessments. When a job application enters or exits a phase or is moved to a specific state within a phase, a call is made to the assessment partner’s service who initiates one or multiple assessments, based on their configuration. The partner validates the user requesting the screening service and retrieves candidate and job requisition information. Once the partner has received all the information, the status of the assessment is set to "Started". The partner then sends an email to the candidates with a link to take the assessments. The partner updates the status to "In progress" when the candidates start the assessment process. Once the candidates complete all the assessments, the partner updates the status to "Completed", "Completed - Fail", or "Completed - Pass" and the overall assessment results are available in the candidate job applications.

You can view the results of the assessments from all partners. You can also click on the link to access the partner’s portal to view more details about the assessment results.

Job Requisition Multilingual Content: Explained

Oracle Recruiting Cloud is available in multiple optional languages to deliver a multilingual recruiting experience.
When you sign in Oracle Applications, you can select your session language in your user preferences. American English is the default session language for the first visit (the application remembers the last session language). The session language you select defines the language of every label in a product. The session language is used as the creation language. For example, Spanish is installed in the environment. If you sign in Spanish, you create job requisition templates in Spanish.

When you create a job requisition, you select the languages in which the job requisition is available. You can then translate the job requisition content in the selected languages. This allows translating job requisitions in a subset of languages instead of having to translate them in all the activated languages in your organization. Use the Translate Job Requisition action to translate these job requisition values:

- Requisition Title
- Other Requisition Title
- External Description
- External Short Description
- Internal Description
- Internal Short Description
- Media title (in Job Formatting tab)

You can provide translation at any point during the job requisition lifecycle, as long as the job requisition is active. If you make changes to the translation while the job requisition is posted, the changes are reflected automatically to candidates.

When you duplicate a job requisition, the multilingual content is copied from the source job requisition to the new requisition. When you create a job requisition from a job requisition template, the multilingual content of the template is copied to the new job requisition.

Job Requisitions in Workforce Modeling: Explained

Workforce Modeling provides managers and Human Resource (HR) specialists with the ability to plan, model, and execute workforce changes using a graphical tool.

Use workforce modeling to create models which include job requisitions. When you create a workforce model, existing job requisitions located in the hierarchy of the model’s top-level manager are included as part of the default data included in the model. Data security is enforced. Only job requisitions which you are allowed to see are included in the model.

Within a workforce model, you can create new job requisitions. Requisitions created in a model only exist within the model. You must have the Initiate Job Requisition privilege to create job requisitions in a model.

You can also view, edit, and move job requisitions within the workforce model hierarchy.

Once the workforce model is ready, you can implement the model to create or update job requisitions within Hiring. The model is implemented if there are no conflicts between the model and the existing job requisitions. In Hiring, requisitions are created in the "Draft - In Progress" status.
3 Candidate Search

Candidate Search: Explained

Use the candidate search to find qualified candidates for current or planned open positions.

When you search for candidates, you can enter keywords, use filters to narrow down your search results, and perform actions on the candidates that are retrieved.

Search results are limited to 500 candidates. Unconfirmed candidates do not appear in search results. To appear in search results, candidates must verify their email by confirming a job application.

Keyword Search

With the keyword search, you enter a keyword in the Search field. When you enter letters in the Search field, words matching the characters you typed are displayed. A list of matching values beginning with the characters entered appears. The list continues to narrow as you enter more characters. You can select an item from the list and click the Search icon.

You can enter phrases in the Search field by enclosing terms within double quotes to find exact matches. If you do not use double quotes, candidate files containing the terms close to each other but not necessarily next to each other are retrieved. For example, if you search for "product manager", candidates matching the terms "product manager" are retrieved. If you search for product manager without double quotes, candidates matching terms such as "product manager", "product marketing manager", "manager product" are retrieved. Candidates with an exact match are ranked higher. For example, a candidate with "product manager" is ranked higher than one with "product marketing manager".

The wildcards "*" (asterisk) and "%" can be used. For example, you can type "off". Candidate search is not case-sensitive. Whether you search for San Francisco or san francisco, the same results are returned.

When you use the keyword search to find candidates, the keywords are searched in the following fields of the candidate file:

- Location
- Experience: Employer Name, Job Title
- Education: School, Major, Degree
- Last Name and First Name

Filters

Filters allow you to narrow down your search results and improve the quality of your results. Each filter displays the candidate count. When you select filters, the list of candidates is dynamically updated.

Available filters are:

- Candidate type
- Location
- Degree
- Company
- Years of experience
- Candidate last updated
Actions
From the candidates list, you can perform several actions on candidates.
Available actions are:

• Add to Requisition
• Add to Candidate Pool
• Add Interaction
• Send Email
• Create a Candidate
4 Candidates

Creating a Candidate Profile: Explained

Create candidate profiles to quickly capture candidate information.

There are various reasons why you may have to create a candidate profile. For example, a candidate was referred to you. You must quickly capture candidate information to have the contact details of the candidate and can coordinate and schedule a conversation with the candidate at a later time. Or, you are attending a university event or career fair and you meet potential candidates. You need a way to quickly capture candidate information to contact the candidate or potentially screen the candidate at a later time.

You create candidate profiles from the Candidate Search page, from within a candidate pool, and from the prospect candidate list. When you click the Add action, the Create Candidate page appears and you provide basic information on the candidate.

When you save the information, the application checks to detect if the email address entered already exists in the database. A message appears when a duplicate email exists. If this is the case, you must enter an alternate email address if you want to proceed with creating this candidate.

If no duplicate is found, you are presented with a message asking you if you want to go to the candidate profile page to fill in more information about the candidate such as previous work employment, education, licenses and certifications, spoken languages. If you say no, the create page closes and you are taken back to the page where you initiated the create action. When you have completed the candidate profile, you can associate the candidate with a job requisition, add it to a candidate pool, or add an interaction.

When that candidate applies for a job, the candidate reuses the profile you created so that information you entered is kept (for example, candidate pools and job requisitions to which you added the candidate). However, any data supplied by the candidate overwrites the data you entered.

Related Topics

- Adding a Candidate to a Job Requisition: Explained
- Adding a Candidate to a Candidate Pool: Explained

Candidate FAQs

How can I delete a candidate?

Use the Delete Candidate action in the candidate pool, candidate profile, or candidate search results to delete candidate profiles (profiles referred or added to a job requisition). You can only delete candidate profiles that have unconfirmed or inactive job applications. If there are confirmed job applications, delete the job applications before deleting the candidate profile. When you delete candidate profiles, they no longer appear in the application but they are still available in reports.
Prospects

Prospect: Explained

Prospects are people who were referred for a job requisition or added to a job requisition but who have not yet completed their job application.

When a person is referred for a job, a prospect record is created and associated to the job requisition. When a recruiter uses the Add to Requisition action for a candidate, a candidate record is also created and associated to the job requisition.

You can access prospects associated to a job requisition from several places such as the Job Requisitions list and the job requisition details view. You can also access the referred prospects from the job requisition Overview tab.

When you view prospects for a job requisition, you can:

- Navigate through the list of prospects.
- Sort and filter prospects.
- Search specific prospects.
- Take actions on prospects such as send an email, send a reminder invitation to apply to a job, add prospects to other job requisitions and candidate pools, add interactions, indicate prospects aren’t interested in the job, delete prospects.
- See which prospects were referred and which ones were added to the job requisition.
- See which prospects you did not yet view. A blue dot appears next to the prospect name.

When you open a prospect record, you can see details about the prospect such as personal information, previous employment, degrees, certifications and licenses, endorsements and any other recruiting activities the candidate is associated with like candidate pools or other job requisitions.

The count of prospects for a job requisition is displayed on the Job Requisitions list and within the job requisition. The number of prospects displayed varies depending on where you are:

- On the Job Requisitions list, the number of prospects displayed represents the active prospects added and referred to the job requisition.
- In the job requisition Overview tab, the number of referred prospects is displayed. When you click then number, you are taken to the prospects list where you can filter the list to see referred and added prospects.

Adding a Candidate to a Job Requisition: Explained

Add a candidate to a job requisition to create a prospect candidate profile associated with the job requisition.

You add candidates to a job requisition using the Add to Job Requisition action. If the job requisition is posted to an internal career site, you can only add internal candidates to the job requisition. If the job requisition is posted to an external career site, you can only add external candidates to the job requisition.

You can add a single candidate or multiple candidates at a time to a job requisition. When adding multiple candidates, even if a few candidates don’t get successfully added to the job requisition for any reason, the confirmation message indicating that the candidates were added to the job requisition appears. There are no details as to why a specific candidate wasn’t added.
Prospect FAQs

How can I invite a prospect to apply for a job?

By default, when prospects are added to a job requisition or referred, an invitation to apply is automatically sent to the prospects. You can use the Send Invite action to manually resend an invitation to the prospects. The prospects receive an email inviting them to apply for the job. If prospects are interested in learning more about the job, they can click the link in the email to access the job description and complete their job application. The email also includes a Not Interested link that the prospects can use to update their prospect record accordingly.

How can I indicate that a prospect is not interested in applying for a job?

Use the Update to Not Interested action on the Prospects list or the prospect record. The prospect record status is automatically updated to Not Interested. A prospect marked as not interested doesn’t prevent the candidate from applying for the job.

What happens when I delete a prospect?

When you delete a prospect using the Delete Prospect action:

- The prospect no longer appears in the prospect list of the job requisition.
- The prospect cannot be referred for the job requisition again. The prospect can be endorsed for the same job requisition.
- The prospect can be added to the job requisition again.
- The prospect no longer appears in the list of referrals the referrer submitted.
Candidate Pools

Candidate Pool: Explained

A candidate pool is an identified group of candidates. You use candidate pools to group candidates and manage sourcing activities for either a current job position or a future job position that you will potentially fill. With candidate pools, you can refine a list of candidates to remove unqualified candidates and at the same time, nurture candidates that you want to pursue.

Candidate pools can be one of two kinds:

- **Private**: Only the owner of the candidate pool can access the pool.
- **Shared**: The owner of the candidate pool can grant other users access to the candidate pool contents and actions available to the pool itself. When the pool is shared, all users who have access to the pool are listed as pool owners and they can perform these actions:
  - Add and remove candidates from the candidate pool
  - Add and remove interaction notes on a candidate
  - Add candidates to a job requisition
  - Add candidates to another candidate pool

Candidate Pool Process Phases and States: Explained

The candidate pool management process provides the framework to progress pool members through the sourcing lifecycle to ensure they are engaged with the organization even if they aren’t actively involved in a hiring effort. The candidate pool process consists of a series of phases and states. Recruiters move pool members from one phase to another. The process is not sequential, pool members can go back and forth between phases and states.

The table lists the phases and states provided as part of the default candidate pool process.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Contacted</td>
<td>New</td>
</tr>
<tr>
<td></td>
<td>Needs Attention</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>Reviewed</td>
<td>Needs Attention</td>
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<tr>
<td></td>
<td>Meets Qualifications</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
</tbody>
</table>
Chapter 6
Candidate Pools

Creating a Candidate Pool: Procedure

You create a candidate pool to group candidates being considered for a current or future job.

1. In the Hiring work area, click the Candidate Pools tab.
2. Click Add.
3. Enter a name and a description for the candidate pool.
4. Select a job if you want to reference a job in the workforce structure. There is currently no association on the workforce structure job side with candidate pools. The reference is only for the benefit of pool owners who may be sourcing multiple pools and jobs.
5. Specify if the candidate pool is private or shared:
   - Private: Only the owner of the candidate pool can access the pool.
   - Shared: Other users can access the candidate pool contents and actions.
6. If the candidate pool is shared, click Add Owner and select a user from the list or search for a specific user. You can select several users by highlighting a user and pressing the Control key.
7. Select the Talent Community option if you want to create a pool to view candidates who opted in to the talent community. If you do, you must select at least one parameter, that is a location, a job family, or a career site.
8. Click Save and Close.
Adding a Candidate to a Candidate Pool: Explained

Add candidates to a candidate pool to consider them for a position.
You add candidates to a candidate pool using the Add to Candidate Pool action. Once candidates are added to a candidate pool, you can:

• Sort, filter, and search candidate pool members.
• Move pool members through the sourcing process.
• Add pool members to job requisitions and other candidate pools.
• Add an interaction note.
• Send an email.
• Remove candidates from the pool.
• Delete candidates.

Moving a Candidate in a Candidate Pool: Explained

Move candidates in a candidate pool to progress candidates through the sourcing lifecycle to ensure they are engaged with the organization even if they aren’t actively involved in a hiring effort.
You move candidates using the Move Candidate action. Then select the desired phase and state.

Entering Interactions with a Candidate: Explained

Enter notes regarding interactions you have with candidates.
You enter interaction notes using the Add Interaction action. The default interaction types are by phone, by email, by text message, in person meeting. Interactions are available for candidate profiles, candidate job applications, prospects, and candidate pools.

• When you add interaction notes in a candidate profile, the notes are recorded in the candidate profile, in the context of the candidate profile.
• When you add interaction notes in a candidate profile as part of a candidate pool, the notes are recorded in the candidate profile, in the context of the candidate pool.
• When you add interaction notes in a candidate job application, the notes are recorded in the job application, in the context of the job requisition.
• When you add interaction notes in a prospect record, the notes are recorded in the prospect record, in the context of the job requisition.

Candidate Pool FAQs
What happens if I set the status of a candidate pool to inactive?

The candidate pool is hidden from your default view and you can no longer add candidates to the pool. To view inactive candidate pools, use the filter Include Inactive Pools. Once a candidate pool is inactive, you can change the status back to active.

How can I remove a candidate from a candidate pool?

Open a candidate pool, select a candidate, and use the Remove from Candidate Pool action.

How can I set a favorite candidate pool?

On the Candidate Pools list, click the Star icon next to the candidate pool name. Use the Favorite sort value to display your favorite pools at the top of the list.
7 Recommendations

Recommendation: Explained

Recommend the best candidates for open job requisitions, rank job applications in order of recommendations, and filter the list of recommended candidates. The Recommendation feature improves recruiters productivity, helps reduce the time in the overall candidate selection process, and improves the quality of selected candidates.

When you view the details of a job requisition with the status Open - Posted, you can see in the Top Recommendations section candidates who are recommended for the job requisition. Job applications are ranked in order of recommendations. Recommended candidates include both internal and external candidates. If the job requisition is posted for internal candidates, only internal candidates are recommended. If the job requisition is posted for external candidates, only external candidates are recommended.

Click the Add as Prospect button to add a candidate to the job requisition. When a recommended candidate is added to the job requisition, the candidate no longer appears in the Top Recommendations section and the remaining candidates are automatically re-ranked.

Click the Show All Items link to navigate to the Recommendations page and see the total number of recommended candidates for the job requisition.

Note: The maximum number of recommended candidates that are displayed is 30.

On the Recommendations page, you can click the name of a candidate to view details about the candidate. You can perform several actions such as adding candidates to candidate pools and entering interactions. You can also sort the candidates by recommendation rank, in ascending order.

Recommendation FAQs

How can I sort job applications that are recommended for a job requisition?

Go to the job applications page of a job requisition and select Recommended in the Sort By menu.
8 Recruiting Campaigns

Creating a Campaign: Explained

Use email recruiting campaigns to advertise job requisitions to candidates to generate job applications and referrals. You can also use them to promote recruiting events and activities to invite candidates to respond to a request, such as RSVP for an upcoming recruiting event or learn more about the company’s benefits and corporate culture.

Campaigns provide the ability to market job requisitions to targeted candidate audiences. Hard to fill positions can be advertised to relevant candidates, improving the quality of job applications.

You create campaigns from the Campaigns page. To create a campaign, you:

- Enter basic information
- Associate job requisitions and configure responses
- Add campaign owners
- Create campaign emails
- Define campaign audience
- Activate campaign

Enter Basic Information

When you click the Add action on the Campaigns page, the Create Campaign page appears.

Provide information in these fields:

- Campaign Name
- Campaign Number
- Campaign Description
- Campaign Purpose: Available options are: Apply to Job, Refer Job, Respond to Request.
- Campaign Goal: Number of responses you want to get. For example, you want to receive 20 job applications or 5 referrals for a campaign.
- Goal Label: Label for the goal such as "Sign Up for Campus Recruiting Event", "Download Whitepaper", "Increase Referrals". The label is displayed in the campaign charts.

When you create a Respond to Request campaign, the Goal Responses section appears on the page. You can add one or multiple responses that are visible to recipients in the campaign email. For example, "Sign Me Up", "Download the Whitepaper", "Learn More", "I'm Interested/I'm Not Interested". Select the Counts Toward Goal option if you want the response clicks to be counted toward the target campaign goal. You also define where the user is taken upon clicking the response link or button:

- Use Thank You Page: When campaign recipients click the response button or link in the email, they are taken to the career site Thank You page. A message displays "Your response has been recorded. Thank you."
- Destination URL: When campaign recipients click the response button or link, they are taken to an external website configured for that response.
Associate Job Requisitions and Configure Responses

You can associate one or multiple job requisitions to the campaign.

Apply to Job and Refer to Job campaigns require at least one requisition to be selected or one job requisition attribute to be defined. You can select specific job requisitions by entering a title or number. You can also select job requisitions by entering a location or job family. Currently, you can only select one location. The job requisitions that match the query at the time of sending the email is in the job list widget in the email.

If you create a Respond to Request campaign, you’re not required to associate the campaign to a job requisition. However, if you intend on including the job list widget in an email, you must select at least one job requisition or one job requisition attribute.

Add Campaign Owners

By default, you’re the campaign owner. You can add additional owners. Owners can review campaign details and track responses.

Create Campaign Emails

When you save the campaign for the first time, you gain access to the Emails tab and you must create a primary email.

When you click the Create Primary Email button, a window opens and you provide a name for the email. Since the primary email is the first email in the campaign, it’s always sent to the entire audience by default. Once you save the primary email, the email editor opens in a new browser tab. The email editor provides a sample email template. You can either delete all of the template elements to design an email from a blank canvas or, you can modify the template elements you want to use and add more as needed.

You can also create follow-up emails. You can send follow-up emails to the entire audience or any segments of the audience. For example, the recipients who have not opened the primary email can be sent a follow-up email. Or, the recipients who responded “I’m Interested” in an event can be sent a follow-up email containing additional information about the event.

You can select the following audience segments for follow-up emails:

- Opened
- Unopened
- Applied to Job
- Referred to Job

You can select additional audience segments for follow-up emails if you configured responses for the campaign. For example, if a campaign’s responses are “Yes”, “No” and “Maybe”, there would be audience segments for those responses. Recipients who clicked “Yes” or “Maybe” can be sent one follow-up email, and those who clicked “No” can be sent a separate follow-up email.

You can perform these actions on campaign emails:

- Schedule Email: You can send the email now or schedule the delivery of the email by entering a date and time. You can only schedule follow-up emails once the primary email is scheduled. To use the Send Now scheduling option, you must first activate the campaign. You should only schedule an email when you’re finished working on the email design and contents. Follow-up emails can’t be scheduled until the primary email has been scheduled. Follow-up emails must be scheduled to be sent after the primary email.
• **Delete Email:** You can delete the primary email and follow-up emails when they are in the Draft status. You can only delete the primary email once all follow-up emails are deleted. If you delete the primary email, you’re prompted to create a primary email again.

• **Redraft Email:** Use this action to make changes to an email in the Scheduled status. The email is returned to the Draft status. If you’re redrafting the primary email and there are scheduled follow-up emails, the follow-up emails are also returned to the Draft status and you need to schedule them again. The previously selected send dates are retained when rescheduling the redrafted emails.

• **Edit Email Details:** You can modify the name and audience of the email. For the primary email, you can only modify the name.

• **Design Email Content:** You can work on the email design and content in the email editor. The email editor allows you to move and delete elements in the email, to modify the text, to change background color, text color, text style, text size, and to align the content. The email editor also allows you to save the email as draft and to send a test email so you can preview how the email looks like before activating it.

When emails are sent, they are moved to the Sent Email list and their status is changed to Sent. The following metrics are provided for each email:

• **Sent:** The total count of recipients of the campaign. This count doesn’t include bounced emails.

• **Opened:** The total count of recipients of the campaign that opened the email.

• **Clicked:** The total count of recipients of the campaign that clicked a response or tracked link or button in the email.

• **Bounced:** The total count of recipients that did not receive the campaign email. Bounces can be caused by undelivered messages or invalid email addresses.

• **Unsubscribed:** The total count of recipients who unsubscribed from campaign emails. This count is captured across the entire campaign, not per email like the other metrics.

### Define Campaign Audience

In the Audience tab, use filters to target a specific audience for the campaign.

As soon as you select one filter attribute, the estimated number of audience members is displayed, as well as charts showing the breakdown of the top locations, top employers, and top degrees of the target audience. The audience count is not finalized until the primary email has been sent. The email tab should be referred to for the actual audience count. Currently campaigns have a limit of 5000 recipients, although the audience estimate shows the total number of matches which could exceed 5000.

Available audience filters are:

• **Candidate type:** all, external, internal.

• **Location**

• **Education:** school, degree, major.

• **Work experience:** company, job title, years of experience.

• **Candidate interactions:** Opt In status: Include unspecified candidates. Only candidates who have opted in to receive recruitment marketing emails are returned in the audience search. To include candidates who have no specified their opt in status, use the Include Unspecified Candidates filter.

**Note:** The job application flow must be configured to include the opt in statement for candidates to have the ability to opt in to recruitment marketing emails.
Activate Campaign

Once you have defined campaign details, emails, and audience, you activate the campaign. Activating the campaign updates the campaign to the Scheduled status and you can no longer modify the details and audience of the campaign. You can still create follow-up emails after a campaign is activated or completed.

Campaign Status

A campaign can have one of the following statuses:

- **Draft**: Upon initial save, the campaign is automatically in the Draft status. A draft campaign can be edited, activated, and deleted.

- **Scheduled**: Once activated, the campaign is in the Scheduled status. Campaigns can be redrafted while in the Scheduled status.

- **In Progress**: When the primary email's scheduled date is reached, the campaign is automatically updated to the In Progress status. Additional emails can be added and scheduled. Emails that are still scheduled in the future can also be modified.

- **Completed**: When the last email’s scheduled date is reached and the emails were sent, the campaign is automatically updated to the Completed status. Follow-up emails can still be created and when those emails are scheduled the campaign automatically updates to the In Progress status again.

- **Closed**: When no additional follow-up emails need to be sent for a campaign, you can close the campaign using the Close Campaign action. A closed campaign cannot be edited.

- **Canceled**: To stop an in progress campaign, use the **Cancel Campaign** action. Any draft or scheduled emails are automatically updated to the Canceled status. If emails are in the process to be sent, the Cancel Campaign action does not prevent those emails from being sent, but it prevents subsequent scheduled emails from being sent. A canceled campaign can’t be edited.

Campaign Details: Explained

View campaign details such as conversion rate, response breakdown, and email metrics once the campaign is active and the first campaign email is sent. These details are available on the Overview tab of the campaign.

Conversion Rate

The conversion rate indicates the current response count obtained out of the campaign goal. The count takes into account all the emails in the campaign (primary email and follow-up emails). For example, the conversion rate circle graph indicates that the Apply to Job campaign obtained five responses to achieve the goal of obtaining ten job applications.

Response Breakdown

The response breakdown indicates the count obtained for each response defined for the Respond to Request campaign. For Apply for Job and Refer Job campaigns, the response breakdown shows the count of job applications and referrals. The response counts taken into account all of the emails in the campaign.
Email Metrics
The email metrics indicate the count obtained for the emails that were opened, clicked, bounced, and unsubscribed. You can see metrics for the primary email and follow-up emails on the campaign details page. The card view shows the primary email’s metrics. The Refer Job campaign does not currently support unsubscribes, even though this category is displayed in the email metrics graph.

Campaign Actions: Explained
You can perform several actions on campaigns from the Campaigns page.

The Actions menu lists actions that you can perform according to your privileges. Actions that do not apply to the campaign status are disabled.

Activate Campaign
Use the Activate Campaign action when you’re done working on the campaign details, defining the campaign audience, and designing and scheduling the primary email. A campaign must be activated for scheduled emails to be sent. This action is only available when the campaign is in the Draft status and the primary email has been scheduled. Once activated, the campaign is in the Scheduled status and campaign details and audience can’t be modified, unless the redraft campaign action is used before the first email has been sent.

Delete Campaign
Use the Delete Campaign action to delete any campaigns that were created in error and are no longer needed. Deleting a campaign removes it from the list of campaigns. This action is only available when the campaign is in the Draft status.

Redraft Campaign
Use the Redraft Campaign action to make changes to an activated campaign. You can make edits to the campaign details, campaign audience, and campaign emails. This action is only available when the campaign is in the Scheduled status.

Cancel Campaign
Use the Cancel Campaign action to stop a campaign in progress and prevent any unsent, scheduled emails from being sent. If a scheduled job is in the process of sending emails, those emails cannot be stopped currently. Once canceled, campaign details cannot be modified and no follow-up emails can be added to the campaign. This action is only available when the campaign is in the In Progress status.

Close Campaign
Use the Close Campaign action when the campaign is finished and no further follow-up emails need to be sent. This action is only available when the campaign is in the Completed status. Once closed, campaign details cannot be modified and no follow-up emails can be created.
9 Candidate Job Applications

Candidate Job Application: Explained

A candidate job application is a record containing information provided by the candidate when applying for a job. It also contains information about the progression of the job application in the candidate selection process.

You can access candidate job applications from the Job Requisitions list and the job requisition Overview section. When you view the candidate job applications for a job requisition, you can:

- Navigate through candidate job applications.
- Sort and filter candidate job applications.
- Search specific candidate job applications.
- Take actions such as moving candidate job applications in the candidate selection process, adding the candidate to other job requisitions and candidate pools, adding interactions, confirming unconfirmed job applications.

Related Topics
- Entering Interactions with a Candidate: Explained
- Adding a Candidate to a Job Requisition: Explained
- Adding a Candidate to a Candidate Pool: Explained

Confirming the Job Application of a Candidate: Explained

Candidate job applications must be confirmed to enter the candidate selection process.

There are different methods to confirm a candidate job application:

- In most cases, when external candidates complete a job application they are sent an email asking them to confirm their job application by clicking a link in the email. This is the default method.
- You can resend the confirmation email to the candidate using the Send Confirmation Request action.
- You can confirm the job application on behalf of the candidate using the Confirm Job Application action.

By default, unconfirmed job applications for a job requisition are not displayed. Use the Unconfirmed filter to view unconfirmed job applications.
Collecting Feedback on a Candidate Interview: Explained

Ask the Hiring Team to provide feedback regarding the interview of a candidate.

Request Feedback

Use the Collect Feedback action to request and collect interview feedback.

The main steps to request interview feedback are:

- Select respondents. By default, the Hiring Team defined on the job requisition is available for selection as respondents. You can add other respondents (any HCM user) but they are also added to the job requisition’s Hiring Team.
- Select interview questionnaires. Interview questionnaires can be associated with the job requisition template and job requisition. If this is the case, they are available for selection. You can select more interview questionnaires while creating the feedback request, and they are automatically associated with the job requisition.
- Select job application’s attachments to include in the feedback request. You can add any attachment types in the interview questionnaire.
- Modify the expiration date of the request if needed, add a note to respondents, and send the request to respondents.

Provide Feedback

When you send a feedback request, the respondents get a worklist notification or an email that contains a link to open the interview questionnaire. The questionnaire includes basic information such as the requisition title, candidate name, job application-specific attachments, questionnaire instructions, and any notes to respondents created during the request. The respondents can complete the questionnaire or save their responses to complete the questionnaire later. Once they completed their feedback, they click the Submit button. Once respondents submit the questionnaire, the completed questionnaire is available to review in the job requisition and candidate job application, on the Feedback tab. If respondents attempt to access a questionnaire they already submitted, they don’t see the questionnaire; instead they just see a generic message that the questionnaire was completed and submitted.

Use the Send Reminder action on the interview request actions menu to remind respondents of requested feedback. Respondents are sent a reminder email. You can cancel feedback requests in the interview request actions using the Cancel Request action. You can also renew expired requests so that respondents can complete the questionnaire.

Candidate Screening Results: Explained

View background check and assessment results in the candidate job application Screening tab.

The background check is initiated once candidates reach a specific phase and state in the selection process as configured by your administrator. Once the background check is done, you can review the status and results of the candidate. You can also access the partner’s site to review additional details about a candidate’s background check results or to order additional screenings. Once the background check is complete, candidates are ready to be moved to the next step in the recruiting process.
Assessments are used to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job. Assessment packages can be added to job requisitions and job requisition templates. Candidates take assessments when applying for a job, or during the candidate selection process, or both. Once assessments are completed, you can view the results of the assessments from all partners. You can also click on the link to access the partner’s portal to view more details about the assessment results.

Candidate Job Application FAQs

How can I delete a candidate job application?

Use the **Delete Job Application** action in the candidate job application or the list of candidate job applications. You can only delete inactive or unconfirmed candidate job applications. Candidate job applications must be moved to an inactive state for the Delete Job Application action to be available. You cannot delete a candidate job application when a job offer is created. Once you delete a candidate job application, it no longer appears in the application but it’s still available in reports.
10 Candidate Selection Processes

Candidate Selection Process: Explained

The candidate selection process provides the framework to move candidates through the hiring process to evaluate and find the best candidates for a job.

When candidates apply for a job, the candidate selection process tracks and manages candidates from the time their job application is confirmed to the time that they are hired. An analogy can be drawn between the candidate selection process and moving candidate resumes from one pile to another as the selection progresses and the number of resumes retained is reduced. For example, a candidate job application is analyzed, the candidate is contacted, interviewed, then hired.

When recruiters create or edit a job requisition, they can select a candidate selection process that matches the job requisition context (locations, organization, job family, job function, recruiting type).

Candidate Selection Process Phases and States: Explained

A candidate selection process is made of multiple phases, and each phase is made of multiple states.

The table lists the phases and states provided as part of the candidate selection process template.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>To Be Reviewed</td>
</tr>
<tr>
<td></td>
<td>Reviewed</td>
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<td></td>
<td>Under Consideration</td>
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<tr>
<td></td>
<td>Selected for Screening</td>
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<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
<tr>
<td>Screening</td>
<td>To Be Reviewed</td>
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<tr>
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<td>Reviewed</td>
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<td></td>
<td>Phone Screen to Be Scheduled</td>
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<td>Phone Screen Scheduled</td>
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<tr>
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<td>Phone Screen Completed</td>
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<tr>
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<td>Selected for Interview</td>
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<td>Rejected by Employer</td>
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<tr>
<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>Phase</td>
<td>State</td>
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<td>--------------------------------------</td>
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<td>Interview and Selection</td>
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<td></td>
<td>Feedback Completed</td>
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<tr>
<td></td>
<td>Selected for Offer</td>
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<td></td>
<td>Rejected by Employer</td>
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<tr>
<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>Offer</td>
<td>To Be Created</td>
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<tr>
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<td>Draft</td>
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<td>Pending Approval</td>
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<tr>
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<td>Approval Rejected</td>
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<td></td>
<td>Approved</td>
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<td></td>
<td>Extended</td>
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<td></td>
<td>Accepted</td>
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<tr>
<td></td>
<td>Rejected by Employer</td>
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<tr>
<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>HR</td>
<td>To Be Processed</td>
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<td>Processing</td>
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<tr>
<td></td>
<td>Processed</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
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<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
</tbody>
</table>

### Moving a Candidate in the Candidate Selection Process: Explained

Use the **Move** action to select the phase and state where you want to move the candidate job application.

- You can only move candidate job applications that are active, confirmed, and have no job offer.
• You can move a candidate job application back and forth within the states of a phase.
• You can only move a candidate job application forward in a subsequent phase of the candidate selection process. To move a candidate to a prior phase, you must use the Return to Prior Phase action.
• You can bypass phases if they were configured as not mandatory. A privilege is required: "Move Candidate Job Applications Skipping Mandatory Phases". This privilege is granted to recruiters by default.

Viewing the Status of a Candidate Job Application: Explained

View the status and progress of candidate job applications for a job requisition.

In the Job Applications list of a job requisition, you can see the phase and state of each job application. When you open a job application, click the Progress tab to obtain more details about the status of the job application. Two views are available:

• Current Progress: This view displays all the phases the job application will go through, the amount of time spent in each phase, and the state of the current phase.
• Progress History: This view displays every phase and state the job application has gone through.

Depending on where the job application is in the selection process and the configuration of the application flow, the Progress tab can display e-signatures: the job application e-signature completed as part of the candidate’s application process, and the job offer e-signature completed as part of accepting a job offer.

Note: The Progress tab only appears when a job application is confirmed. It does not appear for unconfirmed candidate job applications.

Candidate Selection Process FAQs

What's the difference between Return to Prior Phase and Return to Prior State?

Use the Return to Prior Phase action to move a candidate back to a prior phase. This action is only available for candidate job applications that are active and have no job offer.

Use the Return to Prior State action to return a candidate job application to the last state it was in prior to a terminal state such as Rejected and Withdrawn by Candidate. The Return to Prior State action is only available for candidate job applications that are inactive.

The actions Return to Prior Phase and Return to Prior State are only available in the Job Offer phase before any job offer has been created for a job application.
11 Notifications

Automated Job Application Notifications: Explained

 Notifications can automatically be sent to candidates, recruiters, and hiring managers at specific points in the candidate selection process.

You can view notifications that were sent and the content of those notifications in the Interactions tab of a candidate job application. When you view a list of job applications, a blue dot next to a candidate name indicates that you did not yet open and view that job application. Once you view the details page, the blue dot disappears. You can also use the **Unviewed** sort by option in the job application and prospect candidate lists to view those applications that you did not yet review.

Candidate Notifications

Candidates can automatically receive notifications throughout the candidate selection process to be kept informed of their progress. Candidates can receive notifications when their job applications enter or exit a phase in the candidate selection process or are moved to a specific state within a phase.

Recruiter and Hiring Manager Notifications

Recruiters and hiring managers can receive a notification informing them that there are job applications to be reviewed. They can receive a review notification when job applications enter or exit a phase in the candidate selection process or are moved to a specific state within a phase. The review notification is sent once per day if there are new job applications in the configured phase and state combination.

Sending Notifications to Candidates: Explained

Send notifications to candidates using preconfigured email templates or by creating emails from scratch.

Select one or multiple candidates then use the **Send Email** action. You can create an email from scratch or select a template. The list of templates available for selection depends on the context the Send Email action is initiated from. For example, if you use the action from the job application list, only job application notifications are available. In the requisition context, the list of templates available for selection may be further refined depending on the contextualization defined on the template.

> **Note:** If you have the "Update Email from Template" privilege, you can edit the template.

Before sending the email, you can preview how it will appear to candidates. Tokens are resolved and styling, images, and branding are applied. If the email is sent to multiple candidates, tokens are resolved for one candidate as an example.

Once the email is sent, an interaction note of type email is automatically added in the Interactions tab where the action was launched (candidate profile, candidate job application, prospect, candidate pool). By default, the interactions list is filtered to the current candidate context, for example, the current job application or candidate profile. The interactions list can also show all other interactions to which you have access.
12 **Job Offers**

**Job Offer Life Cycle: Overview**

The job offer life cycle includes these main activities:

- A member of the Hiring Team decides to create a job offer for a candidate. This person provides the details of that job offer, including the proposed start date, job assignment, salary or other compensation. This person submits the job offer for any approval then extends the job offer to the candidate.
- The candidate receives the job offer, considers the content of the job offer, and responds to the job offer by either accepting or declining it. The candidate can respond by providing an electronic signature upon acceptance, or by providing the response to a Job Offer Team member who enters the information on behalf of the candidate.
- Once the candidate accepts the job offer, the candidate job application is handed off to the Human Resource (HR) Specialist who finalizes job offer details. The HR Team performs different tasks depending on whether the candidate is a brand new hire, a rehire coming back to the company, or a current worker moving to a new or additional job within the company.
- After all the processing is completed, any candidate who was an external candidate becomes a worker.

As soon as a job offer is created, the job offer page provides offer-related actions. These actions are only visible from within the job offer page and they can only be executed by members of the Job Offer Team. These offer-related actions are the only way to move a job offer forward through the job offer phase.

**Job Application States within Job Offer Phase: Explained**

A job application goes through different states within the Job Offer phase.

The table presents the states within the Job Offer phase.

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Be Created</td>
<td>No job offer exists yet. To create a job offer, the Hiring Team must execute the action Create Job Offer.</td>
</tr>
<tr>
<td>Draft</td>
<td>These are states within the normal job offer path.</td>
</tr>
<tr>
<td>Pending Approval</td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>Extended</td>
<td></td>
</tr>
<tr>
<td>Accepted</td>
<td></td>
</tr>
<tr>
<td>Approval Rejected</td>
<td>These are inactive states.</td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
<tr>
<td>Rejected</td>
<td></td>
</tr>
</tbody>
</table>
The Hiring Team can perform several actions depending on the job offer state:

- The Edit Job Offer action is available for job offers in the Draft state.
- The Submit Job Offer action is available for job offers in the Draft state.
- The Extend to Candidate action is available for job offers in the Approved state.
- The Resend to Candidate action is available for job offers in the Extended state.
- The Capture Response action is available for job offers in the Approved state.
- The Reject and Withdraw by Candidate actions are available for job offers in all states except Pending Approval.
- The Redraft Job Offer action is available for job offers in the Approved and Extended states, and also in the Rejected and Withdrawn by Candidate states as long as the candidate never previously accepted the job offer.
- The Move to HR action is available for job offers in the Accepted state. The action is always shown for internal candidates. It is shown for internal candidates when the hand off to HR had some error that needed to be manually investigated and resolved. The destination of this action is the HR phase, either HR - To Be Processed for internal candidates or HR - Processing for external candidates unless something needs to be manually resolved first.
- The Delete Job Application action is available for job offers in the Withdrawn by Candidate or Rejected states.

This diagram shows the different states of a candidate job application when it goes through the job offer lifecycle. The states that a successful candidate's job offer goes through are presented in the center of the diagram. There are also a few states for when the job offer gets stopped in the process for some reason. The arrows going back and forth between states show
that the job offer can get redrafted if necessary at various points. The goal is to reach the final state Accepted so that the candidate can finally get passed forward to the HR processing in the last phase of the recruiting lifecycle.

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**Job Offer Team: Explained**

Job offer information is highly sensitive within an organization. It's important to ensure that only the authorized users can view job offers.

For each job offer, people who are authorized to interact with it must be specified. This group of people is known as the Job Offer Team. The Job Offer Team is composed of the hiring manager, the recruiter, and any collaborators. The hiring manager
and the recruiter are the mandatory members of the overall Job Offer Team to manage the job offer. To view and interact with a job offer, a person must be part of the Job Offer Team and have the right job offer related privileges.

> **Note:** Users can interact with a job offer even if they're not explicitly named on the Job Offer Team. A privilege can be configured to allow seeing job offers by hierarchical managers of people named on the team.

When you create a job offer, the recruiter, the hiring manager, and the collaborators of the job requisition Hiring Team are copied into the Job Offer Team. You can replace the recruiter and the hiring manager. You can also replace or remove the collaborators. You can add any users as collaborators as long as these users have the privilege to view job offers. The person who creates the job offer is automatically added to the list of job offer collaborators.

Creating a Job Offer: Explained

Create a job offer to detail the proposed assignment, compensation, and other details to be used when the candidate accepts the job offer.

You create job offers from within candidate job applications. To create a job offer, you:

- Initiate the creation of the job offer
- Enter details about the job offer
- Review the completed job offer
- Preview the job offer letter
- Submit the job offer for approval (bypassed by default)
- Extend the job offer

Depending on your privileges and role, two main scenarios exist when creating a job offer:

- The process is shared between the hiring manager and the recruiter. This is the default scenario. The hiring manager decides whether and when to initiate the job offer creation process and provides any comments. A notification is sent to the recruiter who is requested to enter details about the job offer. The recruiter submits the job offer for approval. Once the job offer is approved, the recruiter extends it to the candidate.
- You are responsible for the whole job offer creation process. You initiate the job offer creation process. You enter details about the job offer. You submit the job offer for approval. Once the job offer is approved, you extend it to the candidate.

A job offer is created in the language used by the candidate when applying on the job requisition. Job offer items such as media items are also displayed in the candidate job application language.

Initiate the Creation of the Job Offer

Once a candidate has applied to a job requisition and the selection process has reached the desired point, you can initiate the creation of the job offer using the **Create Job Offer** action.

If the job offer creation process is shared between the hiring manager and the recruiter, the hiring manager usually initiates the job offer and enter comments to help the recruiter or Job Offer Team to create the job offer. If you are responsible for the whole job offer creation process, you are taken to the job offer creation page where you can select which sections of the job offer you want to complete.
Enter Details About the Job Offer

The job offer page is organized into sections where you enter details about the offer.

You first enter information such as the start date, legal employer, worker type. You can also enter assignment and contract information, offer team members, and salary.

The next step is to enter information related to other compensation such as salary, bonuses, adjustments that have been configured and are appropriate for the proposed job offer. You need the proper privileges to see the information.

This is also where you craft the job offer letter. You first select an offer letter template. There might be a choice of templates, depending on how many your company has configured to meet its needs. Offer letter templates help to consistently meet business requirements and legal compliance. You can then use the two optional text fields to add any personal touches into the standard letter. Once you have selected employment and compensation values, if you decide to change these values, the application verifies whether the previously-saved compensation values remain appropriate for the employment values. Any mismatched is highlighted on-screen and a message indicates what you must do to correct the issue.

Review the Completed Job Offer

Once you have completed and saved the job offer, the offer is available in the candidate job application Offer tab where you can view the completed job offer. Use the Edit action to make changes to the offer.

When a recruiter creates a full job offer, or if a hiring manager initiates the job offer, the job offer has been drafted. The job application status is Offer - Draft and the Return to Prior Phase and Return to Prior State actions are no longer available. As soon as a draft job offer is created for a candidate job application, the offer can't be moved into an earlier phase in the life cycle.

Preview the Job Offer Letter

When you view the candidate job application, use the Preview Offer action to see how the job offer letter appears to the candidate. Security restrictions are enforced when previewing the offer. Depending on your privileges, you might not see the job offer salary fields, for instance, or view the job offer other compensation fields within that template.

The job offer letter appears in the language used by the candidate when applying for the job. It also appears with the same branding as the one displayed to the candidate when applying for the job.

Submit the Job Offer for Approval

Once you have entered and saved job offer details, you can submit the job offer for approval. By default, the job offer approval process is bypassed. This is why, when you click the Submit Offer action, the job offer state is first set to Pending Approval but it changes immediately to Approved.

In the case where an approval process is enabled, this is the delivered job offer approval flow:

- The job offer is routed automatically to the hiring manager’s first-level manager, who is the first approver.
- If the hiring manager’s first-level manager approves the job offer, the job offer is routed automatically to the hiring manager’s second-level manager, who is the second approver.
- If the hiring manager’s second-level manager approves the job offer, the job offer state changes to Approved.

When an approver rejects the approval, the approval process stops and the job offer state changes to Approval Rejected. After an approval is rejected, you can either use the Reject Candidate action to change the job offer state to Rejected if you decide not to pursue the candidate or, you can use the Redraft Job Offer action to change the job offer state to Draft.
to modify its content. The approval flow is configurable by the Recruiting Administrator. Several different flows can exist depending on an organization needs.

**Extend the Job Offer**

When the job offer is approved, use the **Extend Offer** action to communicate the job offer to the candidate. Doing this sets the job offer state to Extended and a message is sent to the candidate. The candidate is notified by email that they have a job offer. The message contains a link that takes the candidate to where they applied. After clicking the link, the candidate can view the details of the job offer, print the job offer, open attachments, and respond to the job offer. When they accept the job offer, they are asked to provide their full name. The candidate sees the offer in the language used when applying for the job (job application language).

**Note:** The link in the message received by candidates can only be used once and within 30 days. Otherwise, a message is displayed to candidates inviting them to click the Resend link to receive the job offer again.

If the candidate needs another copy of the notification, use the **Resend to Candidate** action. The notification being sent is exactly the same as the one sent to the candidate the first time the job offer was extended. This action can be used as many times as needed when the job offer is in the Extended state.

You can extend a job offer to a candidate only if there are still available openings on the job requisition. This prevents extending more job offers than the number of available openings. A job requisition is considered to have available openings if the number of openings is greater than the number of hired candidates combined with the number of candidates with an extended or accepted job offer.

**Note:** A privilege allows users to hire more candidates than the number of openings. This privilege is granted to recruiters by default.

**Job Offer Details: Critical Choices**

When you create a job offer, you must consider information about certain fields.

- **Start Date:** The value you select for the start date has an impact on the values available in the Action field depending on whether the candidate has any other active work relationships with the company which are starting or ending in the future. For instance, consider a worker whose current assignment ends next month. If the current job offer’s start date is after that termination date, the job offer represents a rehire. Whereas if the current job offer’s start date is before that termination date, it likely represents a transfer or perhaps a second concurrent assignment.

- **Legal Employer:** As soon as you select a value in the Legal Employer field, different fields appear on the rest of the page, such as new standard fields or flexfields. The legal employer can be changed while the job offer remains in the Draft state. If a new legal employer is selected, already-saved values in the Assignment section get removed. This is done to ensure that all values can coexist correctly, and that all necessary fields are displayed for the new legal employer.

- **Worker Type:** The value you select in the Worker Type field has an impact on the values available on the page if the candidate has any other active work relationships with the company. For instance, if the candidate is already a contingent worker for a given legal employer, the job offer can’t be for another contingent worker assignment in the same legal employer. The candidate can be offered an additional contingent worker job with a different legal employer, or can be offered an employee job with the same legal employer as the existing assignment.

- **Action:** You must complete the Start Date, Legal Employer, and Worker Type fields for the Action list to be populated. The action that you select is used when the HR team ultimately hires a candidate. Values in this field include options that are appropriate for external candidates such as Add Pending Worker, or options for internal
mobility candidates such as Transfer or Global Temporary Assignment. The values that you select in the Start Date, Legal Employer, and Worker Type fields can all have an impact on the list of available actions.

- Offer Letter Template: The list of active templates available for selection varies whether the candidate is an internal candidate or an external candidate. The job offer letter template contains the actual job offer letter that is the date, the job offer title, a salutation, standard information about the terms of the company’s job offers. It can also contain job offer-related tokens such as job title, proposed starting date, work location, salary.

- Additional Text 1 and Text 2: These fields are used by the Job Offer Team to enter information for this specific candidate. The content appears to the candidate as long as the selected job offer letter template was configured to display these two fields.

- Candidate Job Application Language: This is a read-only field indicating the language used by the candidate when applying for the job. This information helps the Job Offer Team to use the appropriate language in the Additional Text fields so that the candidate can read and understand the text.

- Signature Statement: Signature statements are created and managed by the Recruiting Administrator in the Question Library. Because these statements have legal content, you can’t modify them. The text appears to candidates when they choose to accept a job offer, on the page where they are asked to provide their electronic signature. The appropriate statement can be configured for internal candidates, external candidates, or both.

- Attachments: You can attach documents to the job offer. Documents flagged for candidate view appear on the candidate’s job offer page. Otherwise, only the Job Offer Team sees them.

- Expiration Date: This is an optional field. The candidate’s job offer letter can be configured to include the expiration date, if any, just like it can contain any field that is shared on the job offer letter template. The candidate can see the expiration date of the job offer. If the job offer is still in the state Offer - Extended when the expiration date is reached, both you and the candidate can receive a notification. The candidate has the opportunity to respond to the job offer. If the candidate does not respond to the job offer, you can for example reject the candidate. No other actions happen automatically when the expiration date arrives.

- Salary Basis: The salary basis determines the period in which salary is expressed and the currency of the salary for this job offer. Examples of salary basis are hourly, monthly, annually. The user is only shown salary bases that are available within the legal employer selected on the Job Offer Employment page.

- Salary Amount: Once you have selected a salary basis, you can enter the salary amount.

- Salary Range and Compa-Ratio: These two fields are related to guidance for high point and low point salaries for the job, to help guide the Job Offer Team in proposing a salary amount that is in line with their business.

- Annual Salary, Annualized Full Time Salary, Quartile, Quintile, and Salary Range Position: These fields are all present but hidden by default.

- Additional Details: Displays flexfields configured for the job offer.

Job Offer Letter: Explained

A job offer letter is a formal written document given by an employer to a candidate. The letter confirms details of the job offer such as the job title, proposed start date, work location, salary, or other compensation.

Recruiter Experience

When you create a job offer, you can craft the job offer letter. You first select an offer letter template. There might be a choice of templates, depending on how many your company has configured to meet its needs. Offer letter templates help to meet business requirements and legal compliance requirements while maintaining consistent offer letter and business image. Once
you have selected the letter template, offer values get displayed. You can use the two optional text fields to add any personal touches into the standard letter.

When you view a job offer, the Offer Letter section displays the offer letter template selected for the job offer letter, the language used by the candidate when applying for the job, and content entered in the Additional Text 1 and Additional Text 2 fields that only this candidate can view.

Use the Preview Offer action to see how the job offer letter appears to the candidate. The candidate will see all the field values configured into the selected job offer letter template. Security restrictions are enforced when previewing the offer. Depending on your privileges, you might not see the job offer salary fields, for instance, or view the job offer other compensation fields within that template.

The job offer letter appears in the language used by the candidate when applying for the job. It also appears with the same branding as the one displayed to the candidate when applying for the job.

Candidate Experience
Candidates are notified by email that they have a job offer. The message contains a link that takes them to where they applied. The message does not contain any sensitive data nor the job offer letter as attachment. After clicking the link, candidates can view the details of their job offer, print their job offer letter, open attachments, and respond to the job offer. When they accept the job offer, they are asked to provide their full name.

Internal candidates also receive a worklist notification (Bell icon). They can also visit the Current Jobs work area to see new job offers (Select Navigator > Me > Current Jobs > Job Offers).

Job Offer Multilingual Content: Explained
Oracle Recruiting Cloud is available in multiple optional languages to deliver a multilingual recruiting experience.

When you sign in Oracle Applications, you can select your session language in your user preferences. American English is the default session language for the first visit (the application remembers the last session language). The session language you select defines the language of every label in a product. The session language is used as the creation language. For example, Spanish is installed in the environment. If you sign in Spanish, you create job requisition templates in Spanish.

When you view job offers on the Job Offers list, requisition titles are displayed in your session language (not in the candidate job application language). This way, you can see the same job requisition title for all candidates who applied on the requisition no matter which language they used to apply.

When you view the details of a job offer for a candidate, a field indicates the language used by the candidate to apply for the job. The job offer title and the signature statement are displayed in the candidate job application language regardless whether or not it’s the same language as your session language. The Additional Text 1 and Additional Text 2 fields appears in the language used by the Job Offer Team.

When you do a keyword search on the Job Offers list, the search retrieves all job offers where the word is found, that is the job requisition title in your session language and all job offer titles in each recipient’s language.

When you preview a job offer, the content of the job offer appears in the candidate job application language.

When candidates receive a job offer, they view job offers in their job application language, this includes the language of the actions Accept and Decline.
Redrafting a Job Offer: Explained

Return a job offer to the Draft state to modify its content. Redrafting a job offer can be useful if a job offer gets stopped or must be revised. For example, you must make a change or the candidate wants to negotiate elements in the job offer. When a job offer is redrafted, it must go through the approval process again.

You can use the Redraft Job Offer action when:

- The job offer state is Approval Rejected and you judge that it’s worthwhile to review the job offer.
- The job offer state is Approved and you discovered that changes are necessary once the job offer was approved.
- The job offer state is Withdrawn by Candidate or Rejected and you want to make a better offer. This can be done as long as the candidate didn’t accept the job offer.

You can’t redraft a job offer when:

- The job offer state is Pending Approval. In that case, the approval initiator must pull the job offer out of the approval cycle.
- The job offer state is Extended. In that case, the job offer must be rescinded and put into the state Rejected, or it must be declined by the candidate and put in the state Withdrawn by Candidate.

Responding to a Job Offer: Explained

When you extend a job offer to a candidate, the candidate responds to the job offer. Candidates are notified by email that they have a job offer. The message contains a link that takes them to where they applied. The message does not contain any sensitive data nor the job offer letter as attachment. After clicking the link, candidates can view the details of their job offer, print their job offer letter, open attachments, and respond to the job offer.

Internal candidates also receive a worklist notification (Bell icon). They can also visit the Current Jobs work area to see new job offers (Select Navigator > Me > Current Jobs > Job Offers).

Response by the Candidate

To accept a job offer, the candidate selects the Accept option and must provide accurate e-signature information. If the information provided is accurate, the job offer state changes to Accepted. The time, date, time zone, and user name of when this e-signature was recorded is displayed in the Progress Panel. If the information provided by the candidate is not accurate, the candidate is asked to reenter their e-signature information, and the job offer remains in the state Extended.

If the candidate doesn’t want to accept the job offer, the candidate selects the Decline option and the job offer state changes to Withdrawn by Candidate. The candidate may decline the job offer initially perhaps because they want to negotiate possible changes to the job offer with the recruiter or hiring manager. If the recruiter or hiring manager decides to revise the job offer and start the Offer phase lifecycle again, they can use the Redraft Job Offer action.

Response by the Job Offer Team

A member of the Job Offer Team can record the candidate’s job offer response on behalf of the candidate by using the Capture Response action. Depending on the response, the job offer state changes to Accepted or Withdrawn by Candidate.
and the name of the Job Offer Team member who captured the response is recorded. In that case, no e-signature is recorded.

What happens when a candidate accepts a job offer?

Once a candidate accepts a job offer, the following events occur automatically:

- Internal candidates: The candidate job application is automatically progressed into the status Offer - Accepted and then immediately into HR - To Be Processed. Moving into the HR phase triggers the handoff to the Human Resource Specialist.
- External candidates: The candidate job application is automatically progressed into the status Offer - Accepted. Then, the Job Offer Team must execute the action Move to HR in order to trigger the handoff to HR.
- The state of the candidate's other active job applications changes to Withdrawn by Candidate. Exceptions: The approval process continues for job applications in Offer - Pending Approval. Job applications in Offer - Extended or later state (including the HR phase) are not rejected, they remain untouched. A best practice is to manually withdraw the job application to avoid offering another job to the same candidate.
- The candidate job application leaves the Offer phase and is no longer displayed on the job offers list.
- The candidate job application enters the HR phase, the final phase of the lifecycle. The candidate job application is handed off to the HR Team who finalizes the job offer. Different scenarios are possible whether the candidate is a brand new hire, a rehire coming back to the company, or a current worker moving to a new or additional job within the company. Once the job offer reaches the HR phase, the Job Offer Team has no further influence on the job offer or on the candidate's job application. Now that the candidate has been selected and has agreed to join the company, the work of the recruiter is successfully completed. The paperwork is now in the hands of the HR Team who enters the new assignment into the application so that the person can begin working.
- The job offer is available in the New Person work area, under the Job Offers tab.
- The candidate is visible in the New Person work area, under the Pending Workers tab.

Job Application States Within the HR Phase: Explained

Job applications move from the Recruiting Offer phase to the Human Resource (HR) phase when candidates accept their job offers. The state of these job applications is displayed on the Job Offers tab in the New Person work area.

By default, the job applications are sorted by the job application state. The following are the states in the order that they appear in the job offers list:

- To Be Processed: The job application is waiting to be processed by the HR Specialist. The state To Be Processed is the first state in the final HR phase of the job application lifecycle.
- Processing: The HR Specialist or automatic process has selected the candidate job application and is processing it into a new worker assignment.
- Processed: The HR Specialist has successfully created a new worker assignment for the candidate who accepted the recruiting job offer. The state Processed is the final successful state in the final HR phase of the job application lifecycle.
- Rejected by Employer: The HR Specialist has for some reason rejected the job application after the candidate accepted the recruiting job offer. Consequently, no new worker assignment is created for the candidate.
- Withdrawn by Candidate: The HR Specialist has withdrawn the job application on behalf of the candidate after the candidate accepted the recruiting job offer. Consequently, no new worker assignment exists for the candidate.
Job Offers: How They are Processed in HR

Human resource (HR) Specialists process the job offers of candidates after they accept the offers. The HR phase is the last phase in the recruiting lifecycle and is responsible for creating HR assignments for new or existing workers. All candidates who accepted their job offers are shown on the Job Offers tab in the New Person work area. You can view and access the job offers depending on your security privileges.

To process these job offers, you must ensure that the appropriate HR assignment or work relationship is created for each candidate. Further, you must ensure that recruiters see the processed state of the job application. The job offer details contain almost all information required for the new assignment including the compensation. Except for infrequent manual situations, all offer values are copied into the relevant fields in the HR pages when you execute the HR action. You must review the offer values, update the values where necessary, and submit the new HR assignment.

Most of the candidates who accept their job offers are processed automatically, and require minimum manual processing by the HR Specialist. The following diagram shows the task flow for the accepted job offers and the state changes that occur as the job application moves forward.

⚠️ Note: All changes in the job application state are automatic, unless indicated as manual in the diagram.
Oracle Recruiting Cloud
Using Hiring

Chapter 12
Job Offers

Manual State Change
Move to HR (External Candidate)

Accepted

Move to HR (Internal Candidate)

Offer Phase
(for Recruiters)

HR Phase (for HR Specialists)

To be Processed

Manual State Change
Execute Pre-selected Action

Manual State Change
Reject Candidate

Processing

Commit Work Relationship

Processed

Withdrawn

Cancel Work Relationship

Rejected

Cancel Pending Worker or Work Relationship

Withdraw Candidate

Manual State Change

Represents Job Application State
The following points describe the task flow and the state changes during the task flow:

- When an external candidate accepts the job offer, the recruiter manually moves the job application to the HR phase. Mostly, a pending worker or work relationship is automatically created, and the state of the job application changes to Processing in the HR phase. If creating a pending worker or work relationship automatically is unsuccessful, the job application state changes to To Be Processed in the HR phase.

- When an internal candidate accepts the job offer, the job application automatically moves to state To Be Processed in the HR phase.

- When you start manually executing the preselected HR action based on the candidate type, the state changes to Processing.

- When you process the HR action and commit the work relationship or assignment from the HR flow pages, the state automatically changes to Processed.

- The state Processed is the final successful state in the HR phase of the job application lifecycle.

- The job application state is withdrawn if one of the following conditions is true:
  - You manually changed the job application state to Withdrawn by Candidate before processing the candidate job application.
  - You canceled the pending worker or work relationship for an external candidate after you committed it.
  - You canceled the work relationship after you successfully created a new worker assignment for the candidate.

- The job application state is rejected if you manually changed the job application state to Rejected by Employer before processing the candidate job application.

In certain situations, internal candidates who already have a current assignment may require more manual processing by the HR Specialist to reach the Processed final state. The following diagram shows the task flow for the accepted job offers and the manual changes you must make to move the job application forward.

*Note:* All changes in the job application state are manual, unless indicated as automatic in the diagram.
Chapter 12
Job Offers

Oracle Recruiting Cloud
Using Hiring

Automatic State Change
Move to HR

Offer Phase
(for Recruiters)

HR Phase (for HR Specialists)

To be Processed

Execute Pre-Selected Action

Reject Candidate

Withdraw Candidate

Move to Processed

Move to Processed

Processed

Withdrawn

Rejected

Withdraw Candidate

Reject Candidate

Represents Job Application State
The following points describe the task flow and the state changes during the task flow:

- When a candidate accepts the job offer, the job application is automatically moved to state To Be Processed in the HR phase.
- You automatically change the state to Processing when you manually execute the preselected HR action.
- After you process the HR action, you must select the action Move to Processed to manually move the state to Processed.
- The state Processed is the final successful state in the HR phase of the job application lifecycle.
- You can move the job application state to Withdrawn by Candidate or Rejected in one of the following cases:
  - Before starting the HR action, while in the state To Be Processed.
  - After indicating that you have finished the HR action, while in the state Processed.

### Internal Job Offers: How They are Processed

Internal job offer refers to the offer extended to a worker who has an existing work relationship with the enterprise. When the worker accepts the job offer, the offer is listed on the Job Offers tab in the New Person work area.

Recruiters select the appropriate human resource (HR) action in advance when drafting the internal job offer. This HR action is preselected based on the information available in the job offer and the candidate’s existing work relationship.

The type of the internal job offer determines how it is processed. The different types include:

- **Global**: The legal employer of the existing work relationship and the job offer is different, but worker type is same. For example, global transfer, global temporary assignment, or add new work relationship.
- **Local**: The legal employer of the existing work relationship and the job offer is same, and worker type is also same. For example, promotion, transfer, or position change. All local changes are made on the Change Assignment page.
- **Worker Type**: The legal employer of the existing work relationship and the job offer is same, but worker type is different. For example, add employee work relationship or add contingent work relationship.

> **Note:** You require the appropriate privileges to execute the HR actions for each type of internal job offer.

### Job Offer Processing

The following points describe how the internal job offer is processed by the HR Specialist:

- When you select and confirm the HR action, the job application state changes from To Be Processed to Processing.
- You can view the HR page with the field values populated from the job offer. For example, if you selected and confirmed the Global Transfer action, you can view the Global Transfer page with values populated from the job offer. At this stage, you may change the populated values and add information in other fields. However, you must ensure that you don’t contradict this information that is already viewed and understood by the candidate or approvers.
- When the transaction is submitted and approved, the offer state automatically changes to Processed based on the enterprise scheduler (ESS) configuration. The state change is reflected in the Job Offers tab and in Recruiting, indicating to recruiters that the overall candidate lifecycle is complete.
Interruptions in Job Offer Processing

When processing job offers, you may have to handle unforeseen changes. For example, you can’t submit the HR action for the job application that you started processing, and decide to cancel it. In such cases, you can view the job application in the state Processing on the Job Offers tab. You must change the job application state by selecting the action Return to Be Processed. The job application status changes to To Be Processed, and the HR action can be executed again. You or another HR Specialist can process this job application, and the field values are populated in the HR page from the job offer.

Resulting Actions

When the new records have been created successfully, the new assignment is ready to begin on the projected start date. By the start date:

- You can view the person’s resume from this job application in the Talent Profile.
- You can view this job offer letter in the person’s document records.
- You can view this job application attachments in the person’s document records.

External Job Offers: How They are Processed

External job offer refers to the offer extended to a candidate who has no current work relationship with the enterprise. The candidate may have no previous work relationship (new hire) or a previous work relationship (rehire).

When the new hire or rehire accepts the job offer, a pending worker or pending work relationship is automatically created based on the offer details. The values in the pending work relationship are copied directly from the candidate’s approved and accepted job offer. This pending worker or pending work relationship is displayed in the Pending Workers tab in the New Person work area.

Job Offer Processing

The following points describe how the external job offer is processed by the HR Specialist:

- When you convert the pending worker or work relationship to worker, and this transaction is submitted and approved, the offer state automatically changes to Processed. This state change is based on the enterprise scheduler (ESS) configuration.
- The state change is reflected in the Job Offers tab and in Recruiting, indicating to recruiters that the overall candidate lifecycle is complete.

Exceptions in Job Offer Processing

In rare situations where a pending worker or work relationship cannot be created automatically, you must manually create it in the HR phase. These job applications appear on the Job Offers tab in the state To Be Processed. Select the HR action Create Pending Worker and resolve the issue that currently prevents a pending worker from being created. For example, you can adjust a recently inactivated location so that the pending worker creation is successful.
Resulting Actions

When the pending worker is created successfully, the candidate is ready to become a worker on the projected start date. On the start date:

- You can view the person’s resume in the Talent Profile.
- You can view the job offer letter in the person’s document records.
- You can view the job application attachments in the person’s document records.
- The person is no longer considered as an external candidate for the purposes of recruiting and job searching.
- The person can view and apply for jobs that are posted for internal candidates.

Manual Job Offers: How They are Processed

Manual job offer refers to the way in which human resource (HR) Specialists must handle the job offer. Such a job offer is extended to a worker who has a more complex or dynamically changing job situation. The worker can be either an external or internal candidate. These offers must be manually processed by the HR Specialist to complete the job application lifecycle. The HR actions in the Job Offers tab in the New Person work area guide the HR Specialists to process manual job offers. The job application state is updated only when the HR Specialist makes a manual change, regardless of any work relationships and assignments for the candidate.

Situations Requiring Manual Processing

The following examples describe situations where manual processing is required:

- An internal candidate currently having more than one job receives a job offer.
- An external candidate having no current or previous work relationship receives a job offer. However, the candidate will already be a worker on the proposed start date of the offer because of one or more future dated work relationships.
- An external candidate is offered a job as a rehire. However, while considering this job offer, the candidate receives and accepts another separate job offer to work with the same company. Therefore, the candidate is no longer considered as a rehire on the start date of the newly accepted job offer. The initial job offer as a rehire is treated as a second job.
- An internal candidate is offered a job that requires a transfer. However, the candidate is terminated on the proposed start date of the offer. Therefore, the offer must be treated as a rehire.

Job Offer Processing

- When you select the HR action, you are prompted that the candidate job application requires manual processing. When you confirm, the job application state changes from To Be Processed to Processing.
- You can view the Manage Employment page where you can review the current, earlier, and future work relationships and assignments of the candidate. You can then decide the appropriate HR action based on the information available in the current employment and the job offer.
- You must manually enter all relevant information from the job offer into the fields of the HR action page you selected, and submit the action.
You cannot move the state to Processed until the candidate’s new assignment is committed on the HR side. This indicates to recruiters and other HR Specialists in the New Person work area that the overall candidate lifecycle is complete.

Interruptions in Job Offer Processing

When processing manual job offers, you may have to handle unforeseen changes. For example, if you cannot finish processing the job application that you started, you must change the job application state to indicate this. In such cases, you can view the job application in the state Processing on the Job Offers tab. You must change the state by selecting the action Return to Be Processed. The job application status changes to To Be Processed, and the HR action can be executed again. You or another HR Specialist can again process this job application.

Unsuccessful Job Offers: How They are Handled

There may be situations where an internal or external candidate’s job application does not successfully complete the job application lifecycle. This can be caused by business reasons or incorrect HR actions.

Approver Rejects a Job Application

If an approval cycle is configured for the HR action related to a job offer, an approver may decide to reject the job application. In this scenario, the job application remains in the Processing state indefinitely. You can select the action Return To Be Processed to change the job application state to To Be Processed. In this state, you must decide whether to start processing the HR action again in consultation with the approver or manually select the Reject action. You can do this for internal and external candidates, including manual job offer situations.

Decision to Withdraw or Reject a Job Application

A candidate may decide to renege an accepted job offer, or the employer may decide to not hire for a job offer. You must handle these decisions appropriately depending on the current state of the job application.

- If the decision is made before you begin your work on the job application, you must change the state of the job application. In this case, you can change the state directly from To Be Processed to Withdrawn by Candidate or Rejected.
- If the decision is made when you are processing the job application, you must change the state of the job application. In this case, you can change the state directly from Processing to To Be Processed, and then to Withdrawn by Candidate or Rejected. You also must ensure that no HR record exists for this unwanted job offer, and cancel any associated HR record that was created.
- If the decision is made after you successfully processed the job application, you must cancel the associated HR record. However, the method is different for manual job offers when compared to all other offers. For most job offers, you must cancel the associated HR record that was created. This automatically updates the job application state to Withdrawn by Candidate. For manual job offers, you must first cancel the associated HR record, and then manually update the state to Withdrawn by Candidate or Rejected.

Reverse the Rejection or Withdrawal of Job Application

An HR specialist may incorrectly withdraw or reject a job application. To reverse this incorrect decision, you must find the job application in the state Withdrawn by Candidate or Rejected on the Job Offers tab. Select the action Return to Be Processed for the job application so that the state changes to To Be Processed. From this state, you can now start processing the job application again by executing the preselected HR action. You can do this for internal and external candidates, including manual job offer situations.
Job Offer FAQs

What's the difference between Reject Candidate and Withdraw Candidate?

Use the Reject Candidate action to reject a candidate from the hiring process. For example, the candidate failed a drug test. Use the Withdraw Candidate action to indicate that the candidate declined the job offer. For example, the candidate changed his mind or have family constraints.

What's the difference between Extend to Candidate and Resend to Candidate?

Use the Extend to Candidate action to communicate a job offer to a candidate. The candidate receives a message containing a link that takes the candidate to the career site where they applied. Once on the career site, the candidate can view the details of the job offer and job offer letter, print the job offer, open attachments, and respond to the job offer. If the candidate needs another copy of the message, use the Resend to Candidate action. The notification being sent is exactly the same as the one sent to the candidate the first time the job offer was extended. This action can be used as many times as needed when the job offer is in the Extended state.

How many job offers can I extend to a candidate?

You can extend a job offer to a candidate only if there are still available openings on the job requisition. This prevents extending more job offers than the number of available openings. A job requisition is considered to have available openings if the number of openings is greater than the number of hired candidates combined with the number of candidates with an extended or accepted job offer. A privilege allows users to hire more candidates than the number of openings: "Communicate Job Offer Ignoring Number of Openings". This privilege is granted to recruiters by default. Note: The "Communicate Job Offer" privilege is still required to extend job offers.
13 Sources

Source Tracking: Explained

Source tracking identifies from what source candidates originated and displays that information in the Source Information section in the candidate job applications, candidate profiles, and prospect records. Source information provides the source medium and the source name.

<table>
<thead>
<tr>
<th>Source Medium</th>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign</td>
<td>Email</td>
<td>A candidate applied from a campaign email.</td>
</tr>
<tr>
<td>Candidate added to job requisition</td>
<td>Job requisition</td>
<td>A recruiter uses the Add to Job Requisition action to add a candidate to a job requisition from another requisition, from a candidate pool, or after performing a candidate search.</td>
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<tr>
<td></td>
<td>Candidate pool</td>
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<td></td>
<td>Candidate search</td>
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<tr>
<td>Candidate created manually</td>
<td>Linkedin</td>
<td>A recruiter creates a candidate manually using the Create Candidate action. For example, a recruiter was actively searching for new candidates on Linkedin, or a candidate handed a resume in a restaurant.</td>
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<td>Email</td>
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<td>Phone</td>
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<td>Resume handed in person</td>
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<td></td>
<td>Facebook</td>
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<tr>
<td>Career site</td>
<td>External career site</td>
<td>A candidate applied from an external career site or an internal career site.</td>
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<td></td>
<td>Internal career site</td>
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<tr>
<td>Intelligent matching</td>
<td>Job requisition</td>
<td>A candidate is selected by the intelligent matching feature.</td>
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<td></td>
<td>Candidate search</td>
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<tr>
<td>Job aggregator</td>
<td>Name of job aggregator</td>
<td>A candidate applied on a job from a job board.</td>
</tr>
<tr>
<td>Job board</td>
<td>Name of job board</td>
<td>A user is referring a person outside of the company (external candidate) or an employee (internal candidate).</td>
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<tr>
<td>Referral</td>
<td>External referral</td>
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<td>Internal referral</td>
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<td>Referral website</td>
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<td>Search engine</td>
<td>Google</td>
<td>A candidate is coming from a known search engine such as Google, Yahoo, Bing.</td>
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<td>Source Medium</td>
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<td>Shared job posting</td>
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<td>A job shared by AddThis.</td>
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<td>Social media</td>
<td>LinkedIn</td>
<td>A candidate is coming from a known social media such as LinkedIn, Twitter, Facebook.</td>
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<td>Twitter</td>
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<td>Facebook</td>
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<tr>
<td>Third party</td>
<td>Agency</td>
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</table>
14 Current Jobs

Current Jobs: Explained

The Current Jobs functionality provides users a tool to search jobs within their company, to apply for jobs, and to see the status of their job search.

You can search for jobs based on the job title, the organization, the location, or other keywords. The list of jobs matching the search criteria appears on the Jobs page. Search results are limited to 500 jobs. You can use filters to narrow the search results. Click the job title to review the job details and apply for the job. The process to apply for a job is quick and straightforward. You have the opportunity to review your skills and qualifications, provide any updates if needed, answer any job application questions, attach a resume or other supporting documents, and provide an e-signature.

On the job results page, click the Star icon to mark the job as a favorite job. Favorite jobs are displayed in the Favorite Jobs page. You can also perform these actions:

- Share the job: Opens your email client with a link to the external job posting. You can share the job by email with a colleague or someone outside the company.
- Refer an employee: Allows you to select an employee and provide an endorsement. The employee is sent an invite to apply to the job.
- Refer a candidate: Allows you to quickly refer an external candidate, provide an endorsement, and attach a resume on their behalf. The candidate is sent an invite.
- Copy the link: Copies the link to your clipboard.

From the Current Jobs page, you can easily access these pages:

- Favorite Jobs: See your preferred jobs and perform actions on them (apply for the job, share the job, refer someone, copy the link).
- Job Applications: Review the job applications you submitted.
- Referrals: Check on the referrals you made and their status (referred, applied, hired).
- Job Offers: See your job offers and their status (pending, accepted). You can also accept or decline a job offer.