

Company Admin Training Guide

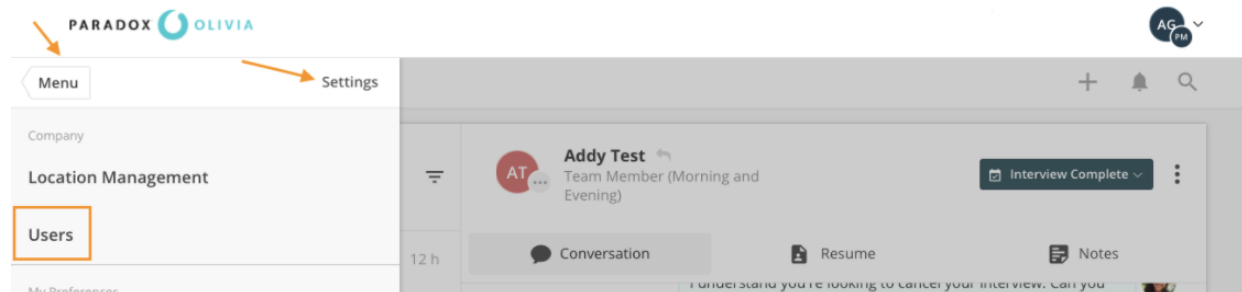
This document will take you through some of the functionality you have within the system as a Company Admin.

Users

- Company Admins can view users and can edit their permissions
- Users can have 1 of 3 user roles
 - Supervisor - usually DMs and they can have access to more locations.
 - Hiring Manager - usually GM's and they are normally assigned to one location and get auto scheduled for interviews with candidates.
 - Company Admin: Can access all locations and can pull reports.

How to Get There:

Menu>Settings>Users



- If you ever need to edit a user's information such as name, email, number etc. you can do so under the Users tab.
 - Simply click into the boxes and change the information.

- The information that you change must be saved. Simply scroll down to the bottom of the page and click Save.
- You'll notice that you can also delete a user from this section as well. Doing this will remove them from the Paradox system and they will not be able to login in the future.

Delete user

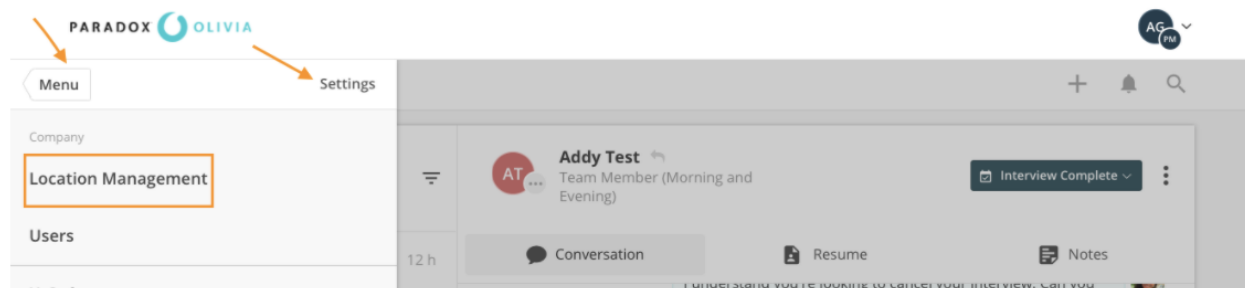
Save

Location Management

- Company Admins can view and edit all locations within the system.
- All locations are pulled from the spreadsheet provided by an administrator of your organization when you join Paradox.

How to Get There:

Menu>Settings>Location Management



- If at any time one of your managers is being replaced or moving stores, you can delete them and add someone new, or add them to another location.

Search for a location

- Carl's Jr.
- Unassigned
- Arizona
 - Region One
 - Carl's Jr. (1100704)
 - Carl's Jr. (1100858)
 - Carl's Jr. (1101874)
 - Carl's Jr. (1101997)
 - Carl's Jr. (1102049)
 - Carl's Jr. (1102172)
 - Carl's Jr. (1102297)
 - Carl's Jr. (1102412)
 - Region Three
 - Carl's Jr. (1101090)
 - Carl's Jr. (1101411)
 - Carl's Jr. (1101453)
 - Carl's Jr. / GB (1101524)
 - Carl's Jr. (1101536)
 - Carl's Jr. (1101537)
 - Carl's Jr. (1101584)
 - Carl's Jr. (1101608)

Carl's Jr. - Arizona - Region One - Carl's Jr. (1100858)

Location name
Carl's Jr. (1100858)

Location ID
1100858

Address

United States

555 Miller Valley Rd. Apt, Suite, Room

Prescott Arizona 86301

Location Timezone
(UTC-07:00) US/Arizona - MST (AZ)

Location Email Address
Email Address

Location Phone Number
Phone Number

These users can view and/or meet with candidates within this location:

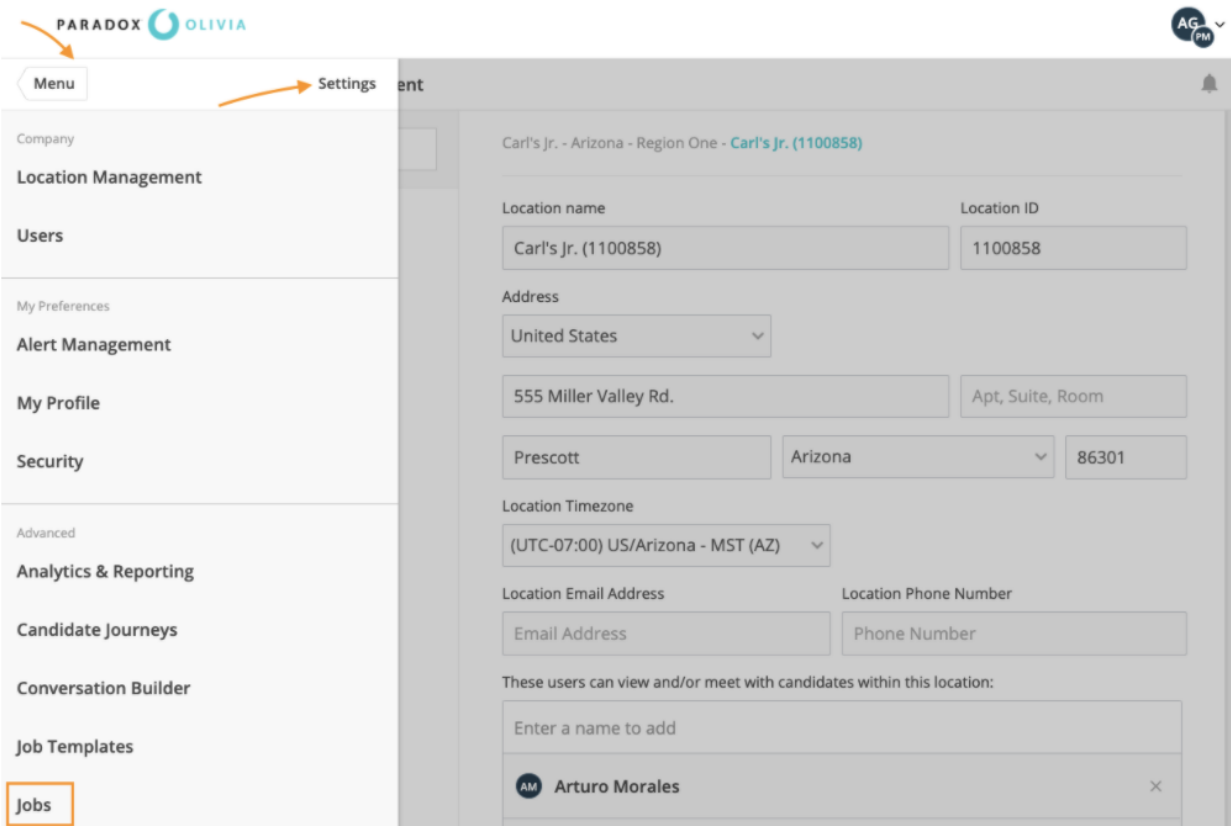
AM	Arturo Morales	×
DC	Daniel Cash	×
JC	Johnny Courtemash	×
PM	Paula Miller	×

Jobs

- Jobs will be added prior to login, and you do not need to make any changes.

How to Get There:

Menu>Settings>Jobs



- Jobs can be added by duplicating an already existing job or you can edit current jobs.

Team Member 

Team Member

● Published

Available at Carl's Jr. (11007..., +51)



Edit



Duplicate Job



Move To Another Family



Delete Job

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- Each job has three categories (Job Details, Candidate Journey, and Screening);
 - 1. **Job Details:** You can make changes to the Job Description, the name, and the shift and Hiring Team. Make sure to click Save after any change!

Menu Settings - Jobs - Team Member Publish 🔔 🔍

← Back to job ● Published ⌵ ⚙️

📁 Job Details

📄 Candidate Journey

💬 Screening

Team Member ✎

Job code

Job description

Open Sans ▾ ↕ B I U ☰ 🔗

Job Description

Come be a STAR with our amazing team at our Carl's Jr.! The Team Member is responsible and accountable for performing specific tasks and duties, as assigned, within the restaurant. The Crew Person provides each Guest with a positive Guest service experience, prepares quality food products according to standards, and keeps the restaurant clean, pleasant and safe for all Guests and employees.

ESSENTIAL FUNCTIONS:

The essential functions of the Crew Person position are denoted below in the following key areas|

Cancel
Save

→ You can edit the shifts candidates can choose from

☰ **Shift**
Morning, Afternoon, Evening in use >

→ You can edit the locations the job is available at

📍 **Available Locations**
Available at Carl's Jr. (1100704), Carl's Jr. (1100858), Carl's Jr. (1101874)..., +49 >

→ You can edit who can manage and have visibility to the job

👥 **Hiring Team**
59 users can manage this job >

- 2. Candidate Journey: This is the process the candidate goes through, and the default interview for the job. You can make changes to the interview type, location, duration, and attendee.

Menu Settings - Jobs - Team Member Publish

← Back to job

Job Details

Candidate Journey

Screening

Candidate Journey

Published

Select a journey

Default Candidate Journey

1 Capture

2 Scheduling

Select Interview Type

Interview

Interview Details

INTERVIEW TYPE

Phone Virtual **In-Person**

LOCATION

Candidate's selected location

DURATION

0 hours 30 minutes

ATTENDEES

Hiring Manager

INSTRUCTIONS

+ Add Instructions

You are able to edit the interview type, where it takes place, the duration, change the attendee, and even add interview instructions that are sent to the candidate after their interview is scheduled

- Screening: These are the questions that are asked of all candidates. If you would like to change any of them, you can click in and edit them.

Menu Settings - Jobs - Team Member Publish 🔔 🔍


← Back to job Screening Questions ● Published 🗕 ⚙️


📁 Job Details


📄 Candidate Journey


🗨️ Screening


Create the questions Olivia should ask candidates for this job.

1  **Essential Functions**
Are you physically or mentally able to perform the essential duties of the job for which you are applying, either with or without reasonable accommodations? ⋮ >

2  **Age**
Are you at least 16 years of age? ⋮ >

3  **Eligibility**
Are you legally able to work in the United States? ⋮ >

4  **Previous Experience**
Briefly tell us about your previous work experience. ⋮ >

You can edit the questions by clicking on the arrow to the right or clicking in the box 

- **Outcomes:** (bottom of the Screening Page) These are tied to Age, Essential Functions, and Eligibility. If candidates answer these questions affirmatively they will get auto scheduled. If they don't answer affirmatively they will go through the rest of the conversation, but will receive a rejection message 24 hrs later.

Outcomes

Determine what status a candidate should move to based on their answers.

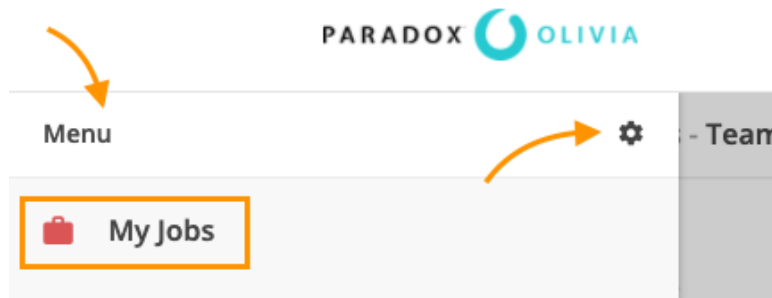
A	Default Outcome Move all candidates who do not meet other criteria to Capture: Capture Complete	>
B	Auto - Schedule Move all candidates who meet this criteria to Scheduling: Invite to Interview	... >
C	Essential Functions Move all candidates who meet this criteria to Auto - Reject: Essential Functions	... >
D	Age Move all candidates who meet this criteria to Auto - Reject: Age	... >
E	Eligibility Move all candidates who meet this criteria to Auto - Reject: Eligibility	... >

My Jobs

- You are able to turn on/off the jobs and shifts from this page. *Please note: If you turn off a job at a location then candidates will not be able to apply for that role. Please confirm your changes at the bottom of the page when you are done making any changes.

How to Get There:

Menu>Settings>My Jobs



My Jobs

Assistant Manager			<input type="checkbox"/>	⋮
District Manager			<input checked="" type="checkbox"/>	⋮
✓ Morning	✓ Afternoon	✓ Evening		
Restaurant General Manager			<input checked="" type="checkbox"/>	⋮
✓ Morning	✓ Afternoon	✓ Evening		
Shift Leader/Shift Manager			<input checked="" type="checkbox"/>	⋮
✓ Morning	✓ Afternoon	✓ Evening		
Team Member			<input checked="" type="checkbox"/>	⋮
✓ Morning	✓ Afternoon	✓ Evening		

You are able to turn on/off jobs from this page. Any changes will need to be confirmed below

Cancel	Confirm Changes
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Getting Logged In

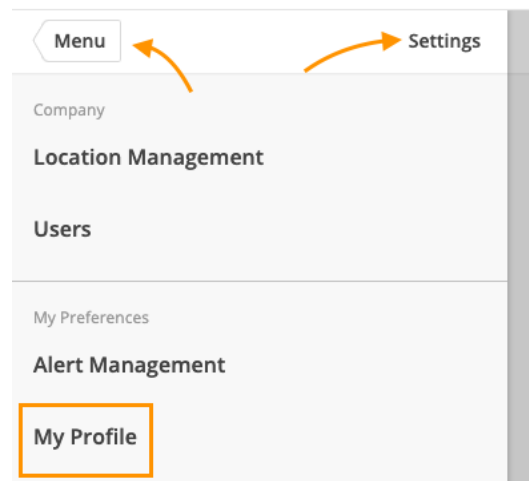
- Once we create your User Profile, you will receive a welcome email from olivia.alerts@paradox.ai with instructions on how to log into the account and set up a password. Please keep an eye on your inbox for the email but also check your spam and junk folders if you do not see the email in your inbox. (Subject line: Welcome to Olivia)

Editing Your Availability

- Recurring Calendar: When you first get logged in, you should edit your availability. The default interview times will be 9-12 and 1-5. Keep in mind that these times will be given to candidates automatically, and it is important that we keep this updated so that candidates are scheduled when managers are available. This is a recurring calendar.

How to Get There:

Menu>Settings>My Profile



User Permissions

User role Company Admin

Job and location viewing permissions View Permissions



First and last name Paula Miller Job title HR

Mobile phone number +1 417-529-1847 Email pmiller@starcorpus.com

Employee ID Country United States

Connected Calendar

Send this URL to Paula to link their calendar

<https://olivia.paradox.ai/scheduling/basic/eyJ0eXAiOiJKV1QiLCJh...> Copy

Which calendar should Olivia check to see when you're busy? millerpaula24@gmail.com

Open Interview Times

Set weekly recurring times for when you want to be available for interviews. If your calendar is connected, Olivia will not book over your busy times.

Edit Availability

Sun	Mon	Tue	Wed	Thu	Fri	Sat
None	9:00a – 12:00p +1	9:00a – 12:00p +1	9:00a – 12:00p +1	9:00a – 12:00p +1	9:00a – 12:00p +1	None

Click on Edit Availability to edit your recurring interview times

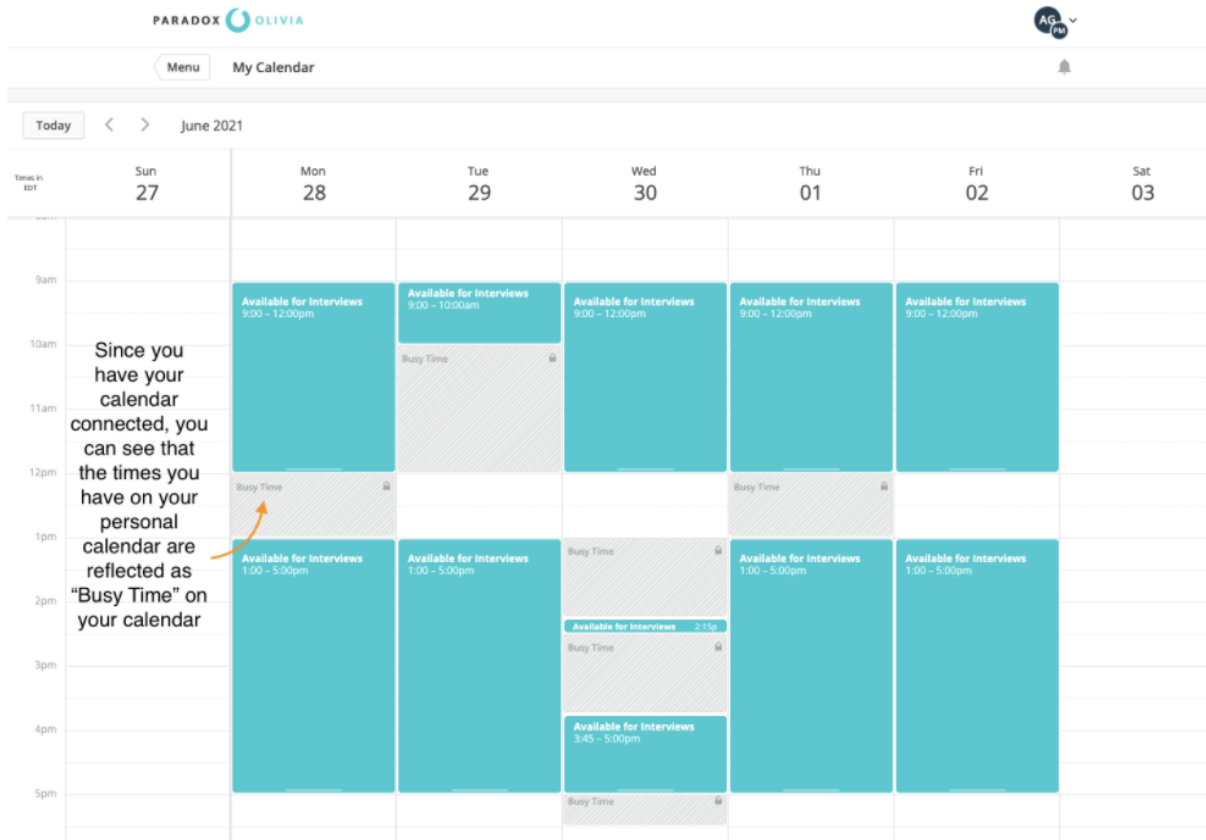
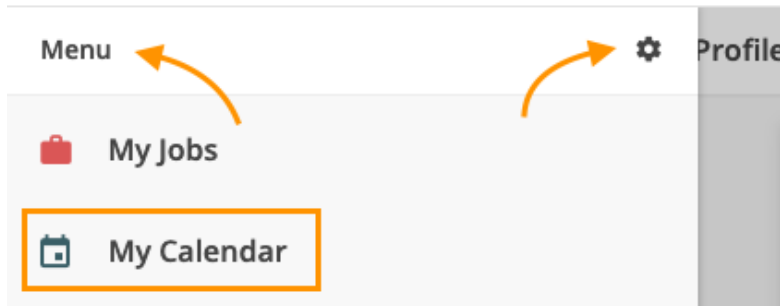
These times will repopulate every week

\$

- My Calendar: This can be edited on a more day to day basis and your upcoming interviews can also be seen in this calendar. If there are any adjustments made here, the next week will reflect what is in My Profile. This is why it is so important to edit availability in the recurring calendar.

How to Get There:

Menu>My Calendar



All Candidates (aka your homepage)

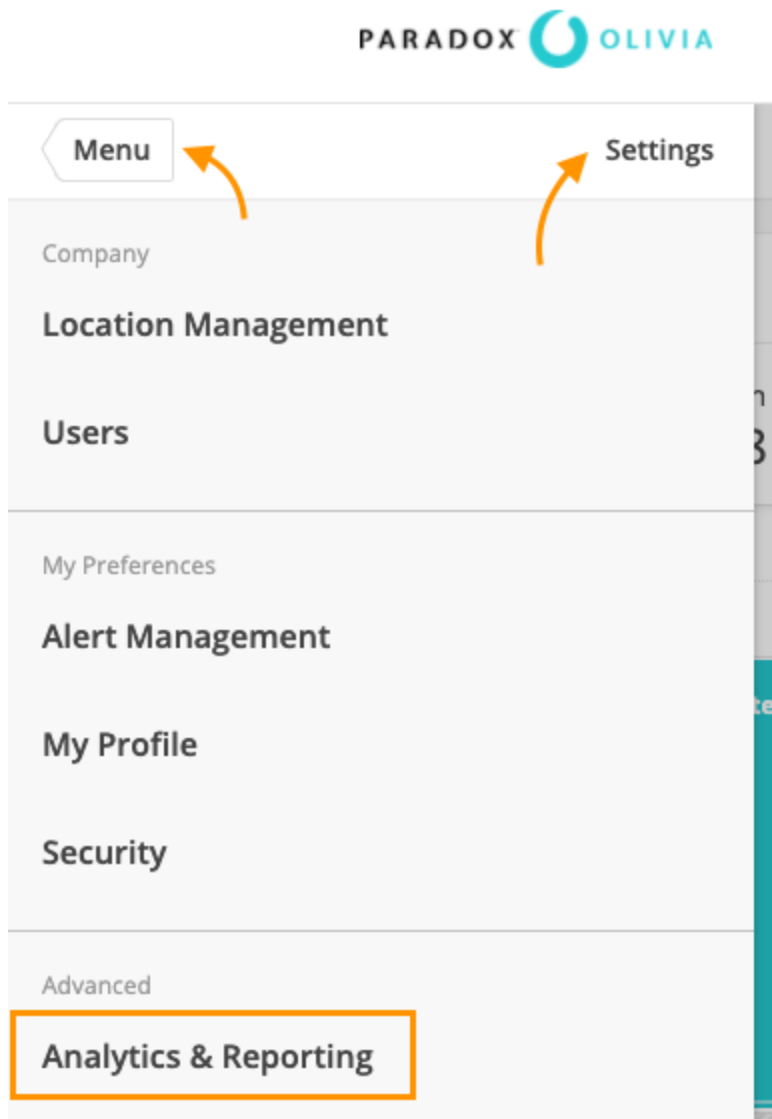
- The minute an interview is complete, the status will be automatically changed from Interview Scheduled to Interview Complete. The Manager will receive an email stating to either Hire or Reject the candidate.
 - If the candidate is hired, they will receive a message that has a link to complete a formal application.

Reporting & Analytics

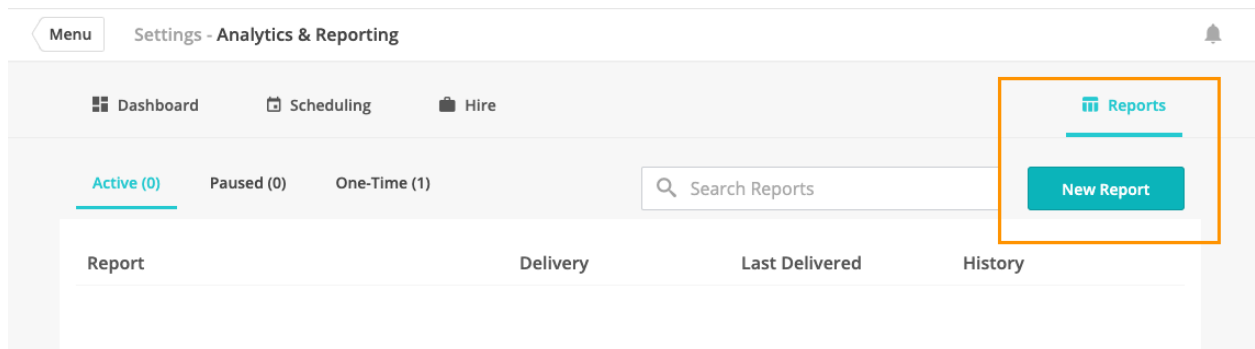
- As a Company Admin, you have access to multiple reports within the system.

How to Get There:

Menu>Settings>Analytics & Reporting



How to Pull a New Report



- You can browse the different categories and reports available and choose the best one for you

The screenshot displays the 'Configuration' page for a new report in the Paradox Olivia system. The page title is 'Configuration' with the subtitle 'Determine what metrics will be generated by this report.' A 'Next' button is located in the top right corner. On the left side, there is a navigation menu with three items: '1 Configuration', '2 Delivery', and '3 Summary'. The main content area is titled 'Report Type' and contains two dropdown menus: 'Category' and 'Report'. The 'Category' dropdown is open, showing a list of report categories: Admin, Campaigns, Candidate Care, Capture (selected with a blue checkmark), Conversational Job Search, Conversations, Employee Care, Hire, Scheduling, Users, and Workflow. The 'Report' dropdown is currently set to 'Select'.

- We recommend pulling these reports as a CSV Direct File, because it will more efficiently open as an excel file for you.