# Company Admin Training Guide

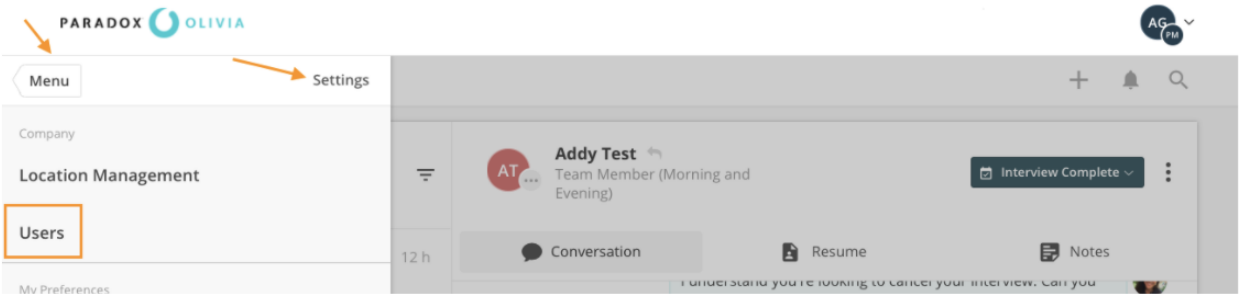
This document will take you through some of the functionality you have within the system as a Company Admin.

**Users**

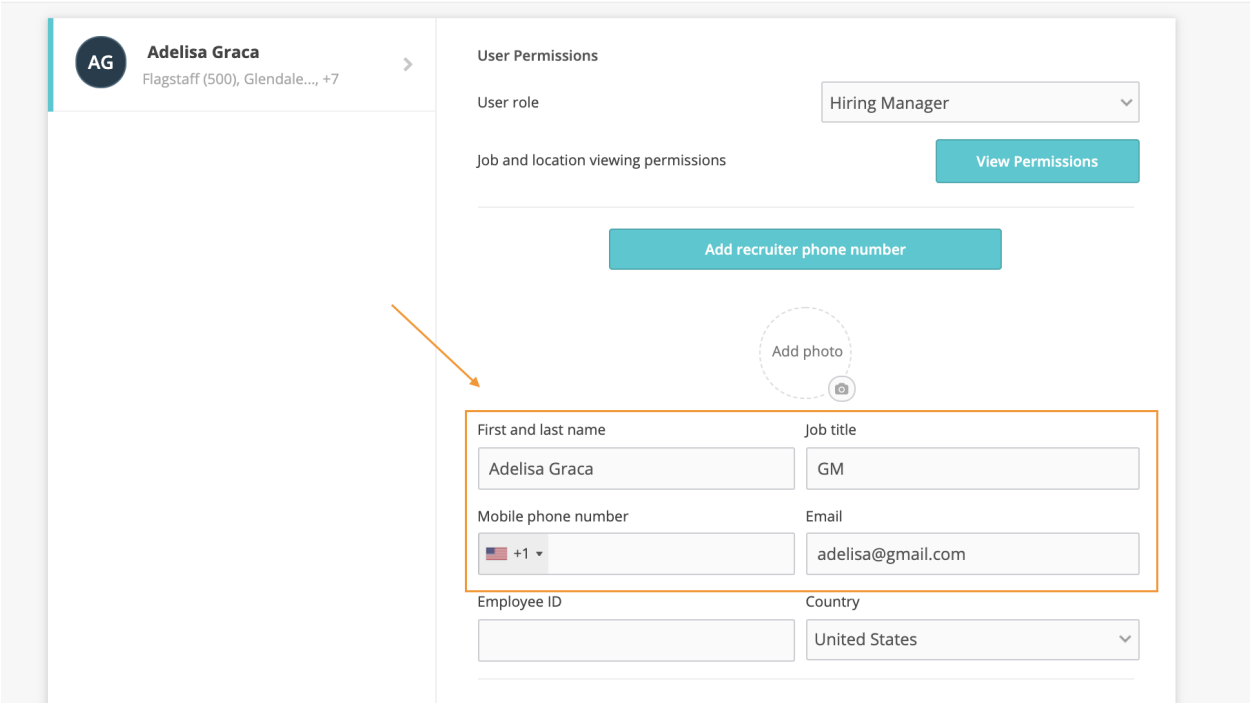
- Company Admins can view users and can edit their permissions
- Users can have 1 of 3 user roles
    - Supervisor - usually DMs and they can have access to more locations.
    - Hiring Manager - usually GM's and they are normally assigned to one location and get auto scheduled for interviews with candidates.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



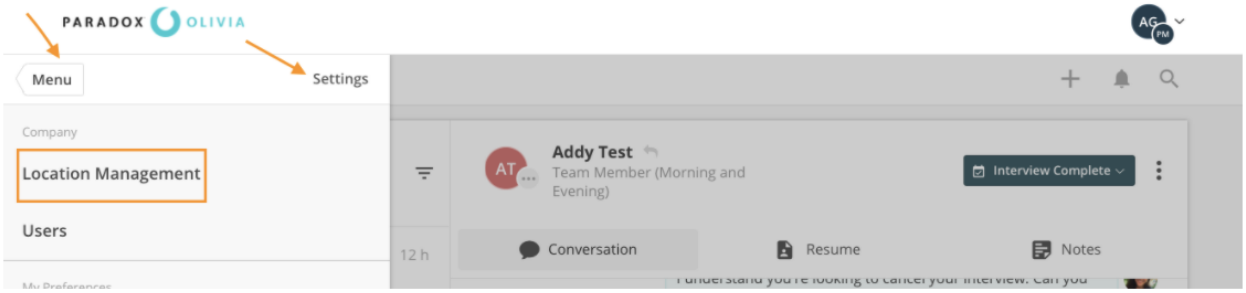

- The information that you change must be saved. Simply scroll down to the bottom of the page and click Save.
- You'll notice that you can also delete a user from this section as well. Doing this will remove them from the Paradox system and they will not be able to login in the future.

**Location Management**

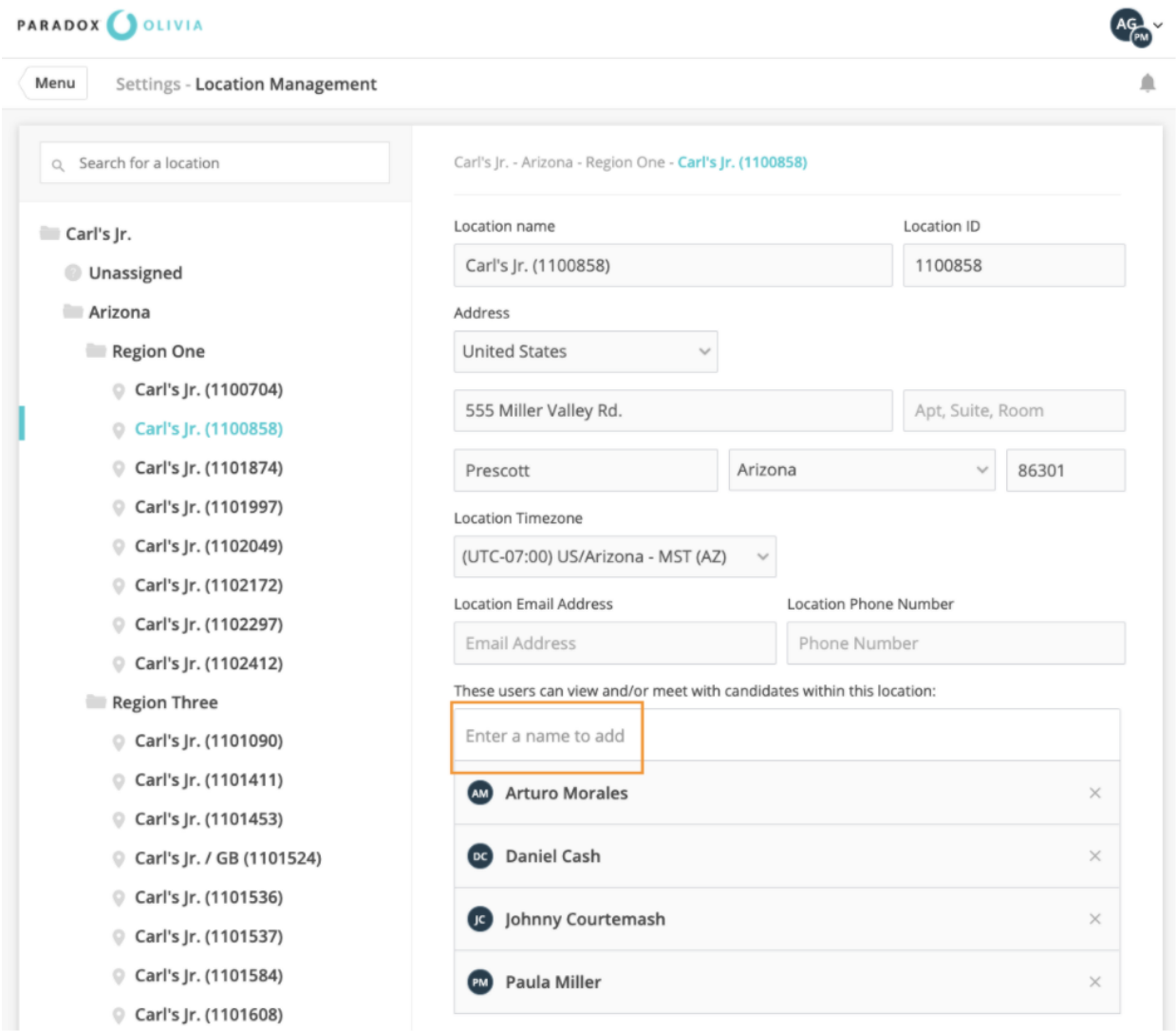
- Company Admins can view and edit all locations within the system.
- All locations are pulled from the spreadsheet provided by an administrator of your organization when you join Paradox.

**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.

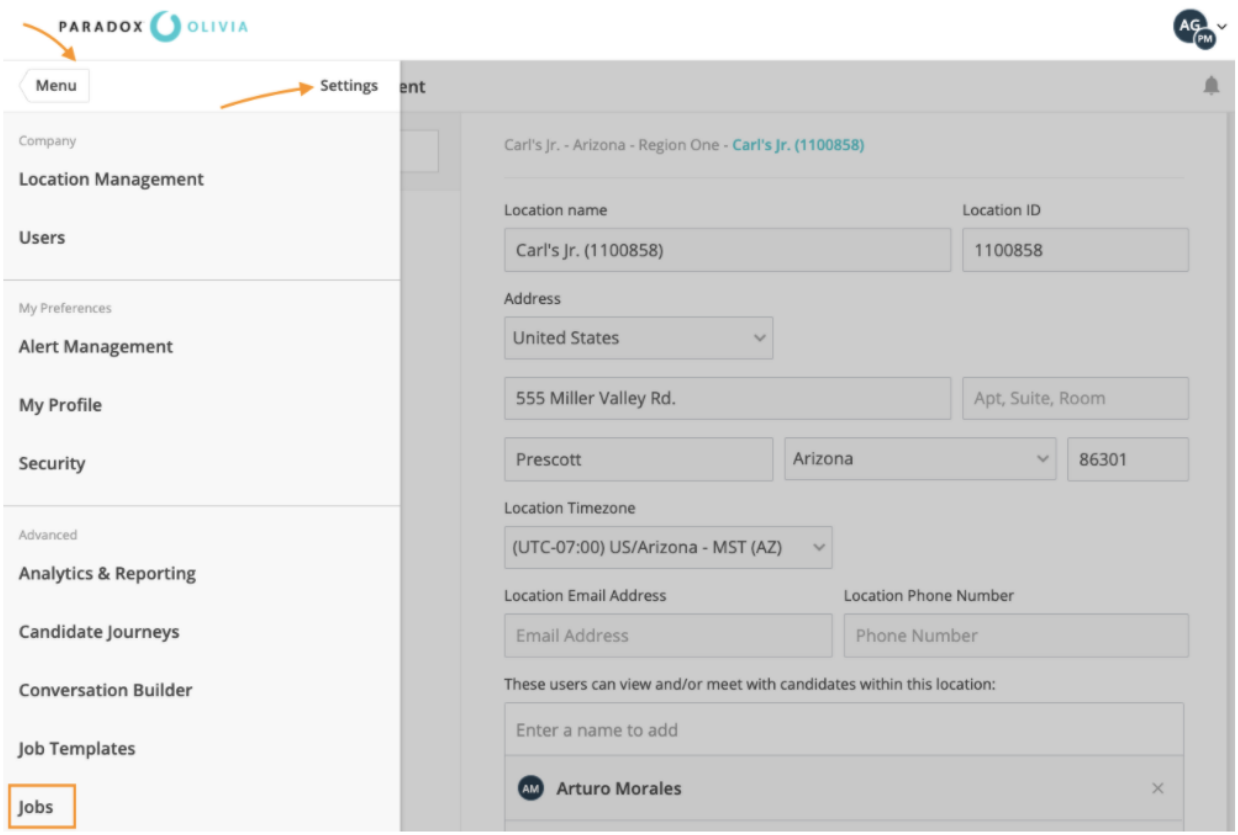



**Jobs**

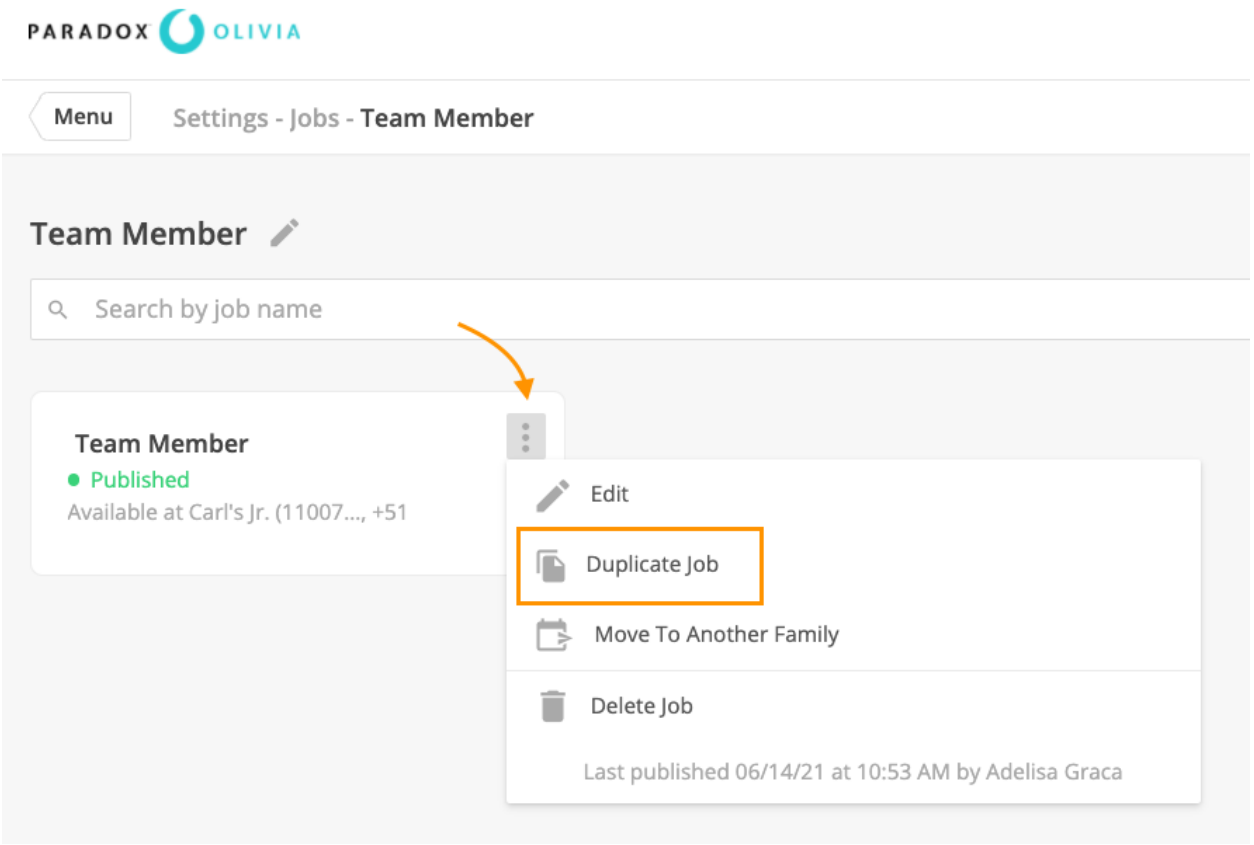
- Jobs will be added prior to login, and you do not need to make any changes.

**How to Get There:**

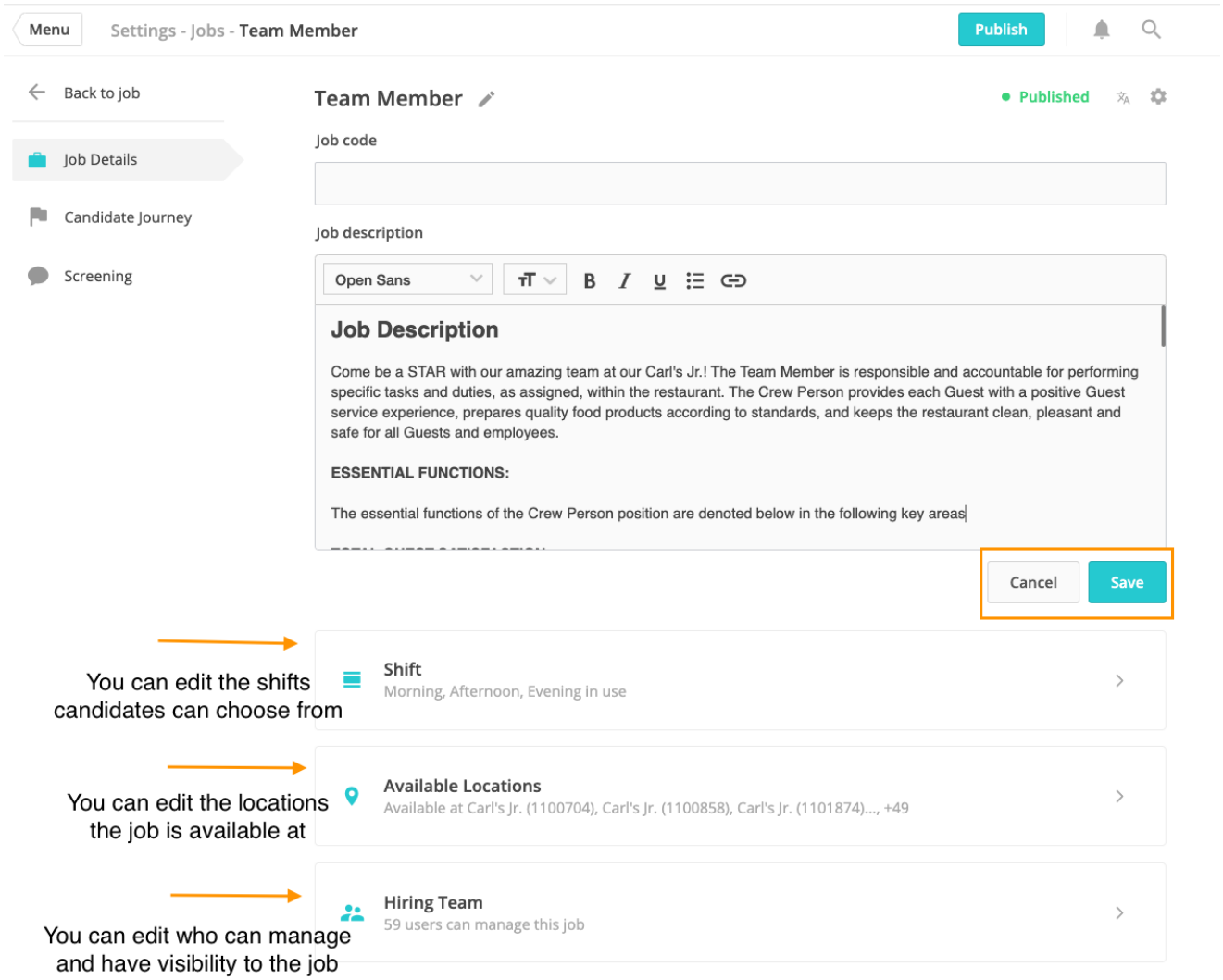
Menu>Settings>Jobs



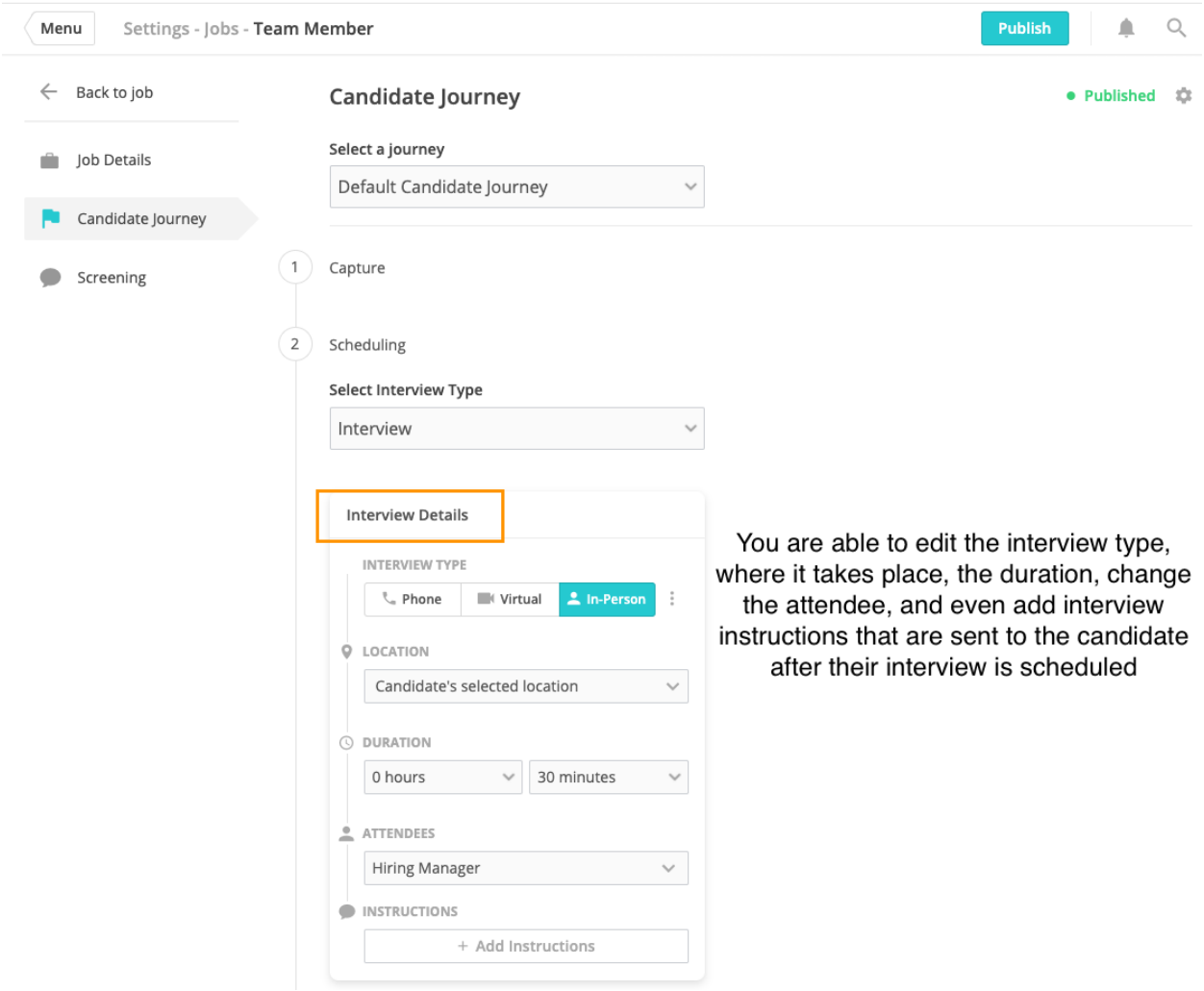

- Jobs can be added by duplicating an already existing job or you can edit current jobs.




- 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!

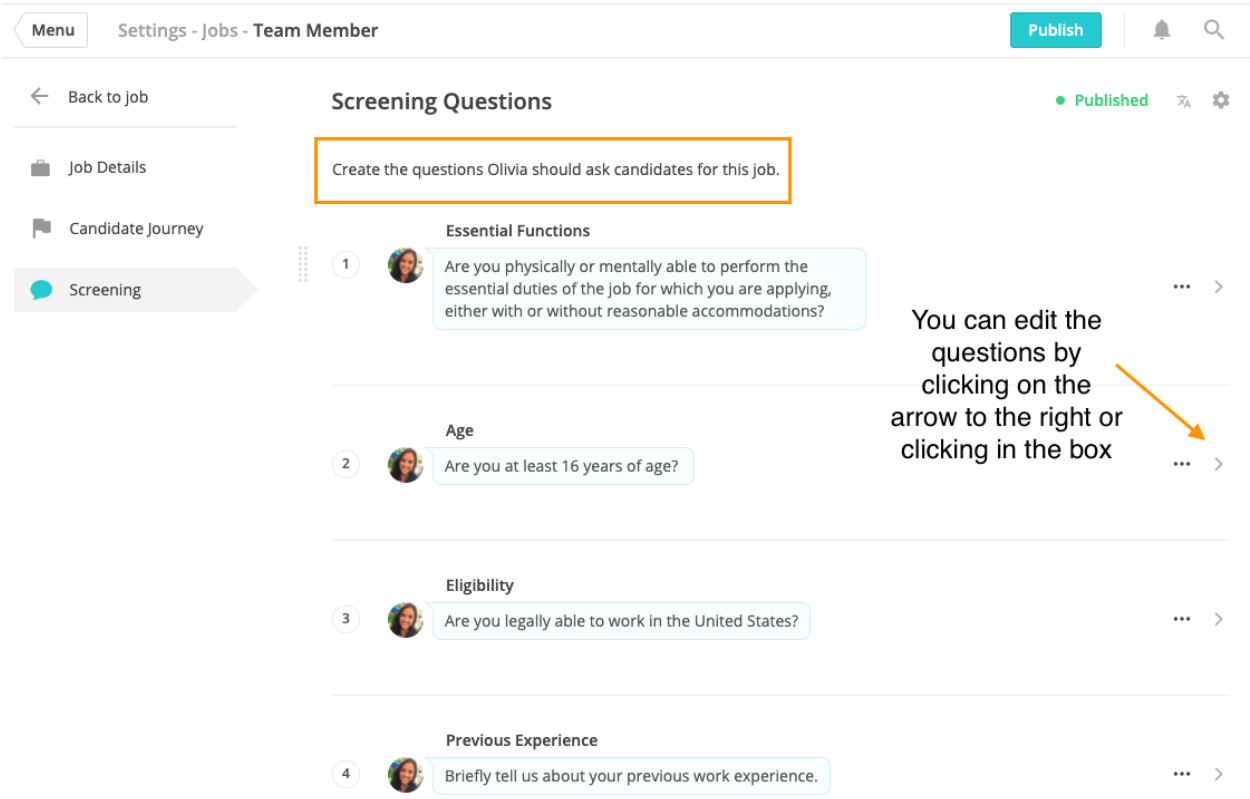



- 2. Candidate Journey: This is the process the candidate goes through, and the default interview for the job. You can make changes to the interview type, location, duration, and attendee.

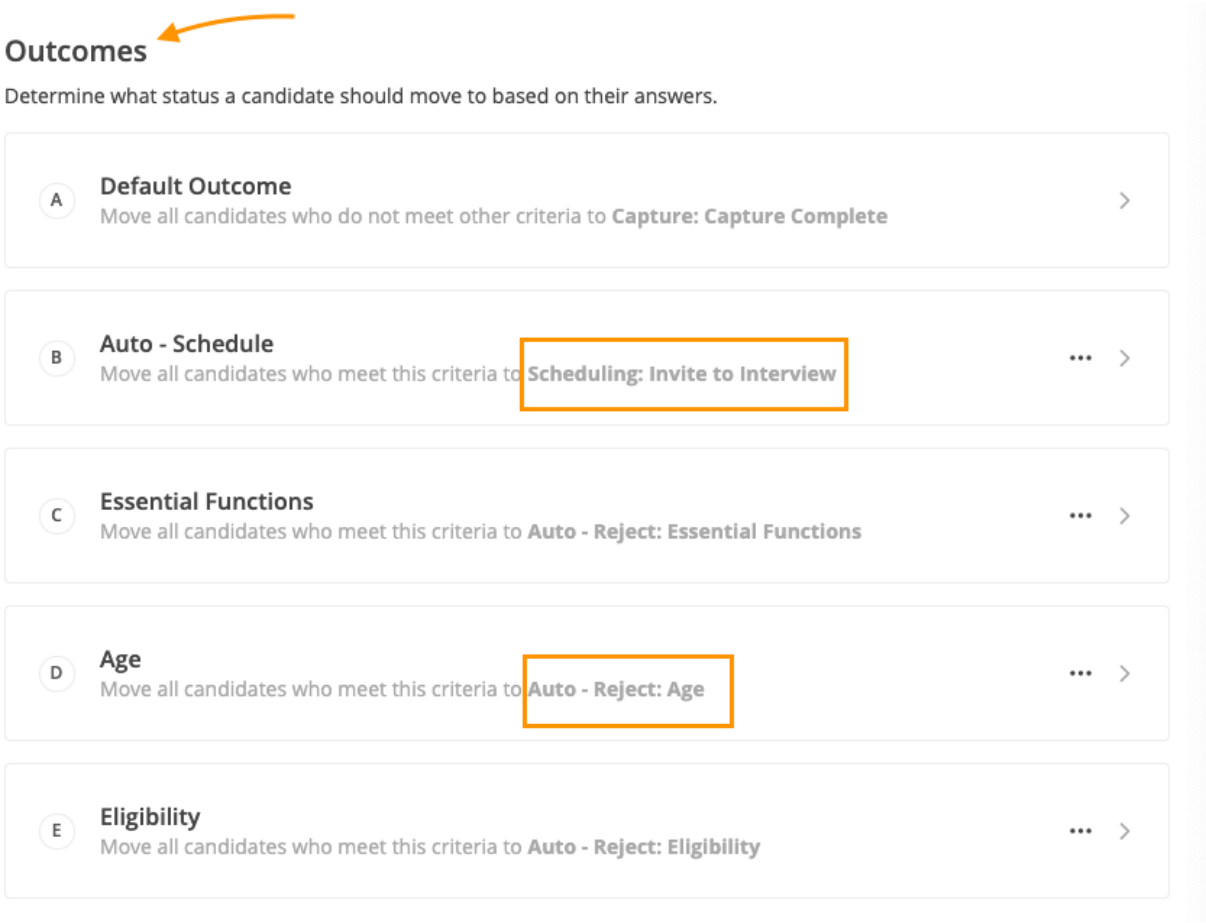



You are able to edit the interview type, where it takes place, the duration, change the attendee, and even add interview instructions that are sent to the candidate after their interview is scheduled

- 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.




- 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.

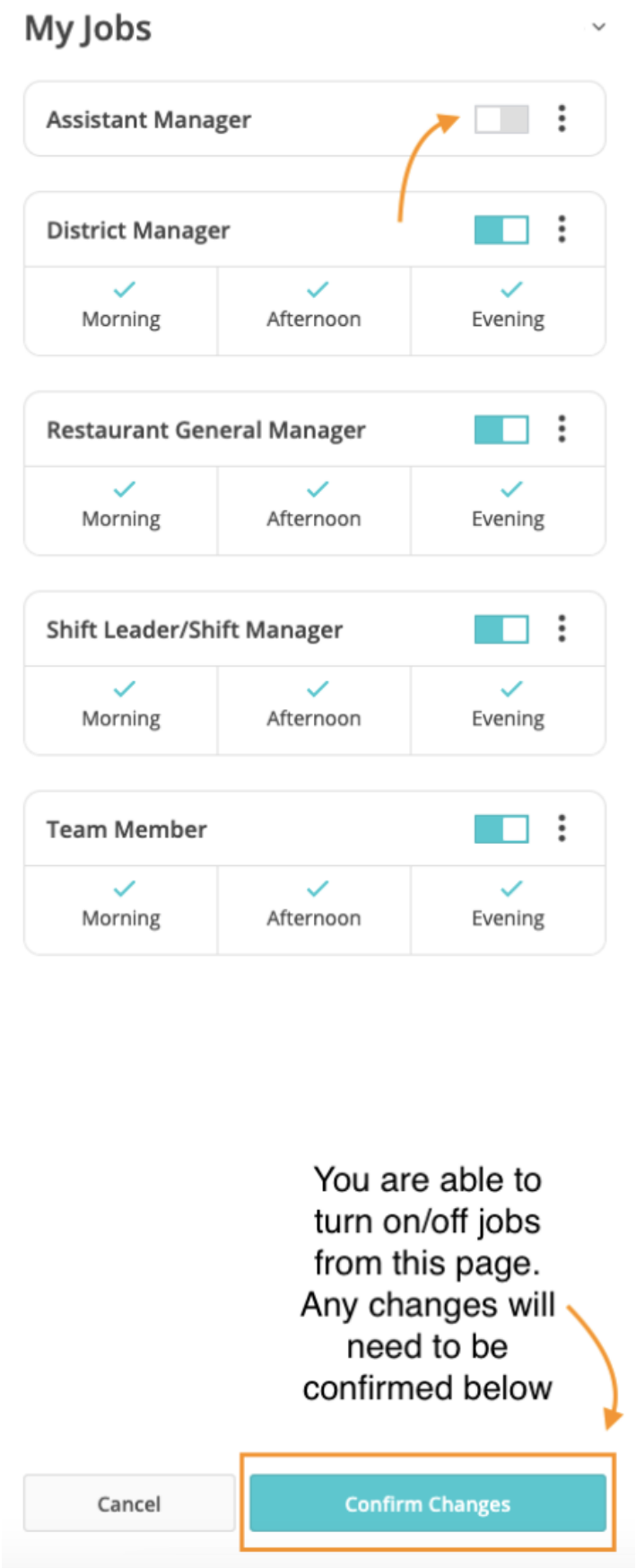



**My Jobs**

- 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
District Manager
Morning
Afternoon
Evening
Restaurant General Manager
Morning
Afternoon
Evening
Shift Leader/Shift Manager
Morning
Afternoon
Evening
Team Member
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

**Getting Logged In**

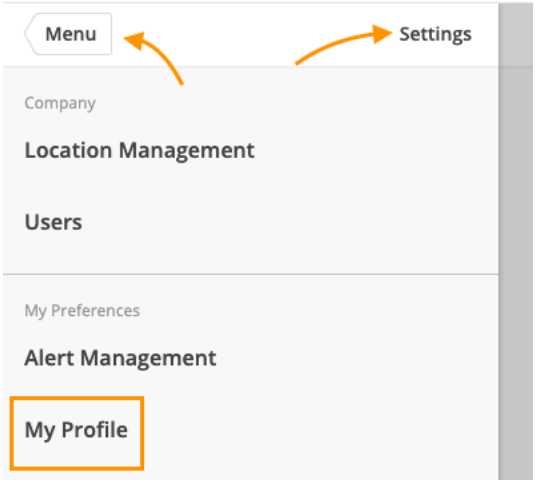
- Once we create your User Profile, you will receive a welcome email from olivia.alerts@paradox.ai with instructions on how to log into the account and set up a password. Please keep an eye on your inbox for the email but also check your spam and junk folders if you do not see the email in your inbox.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

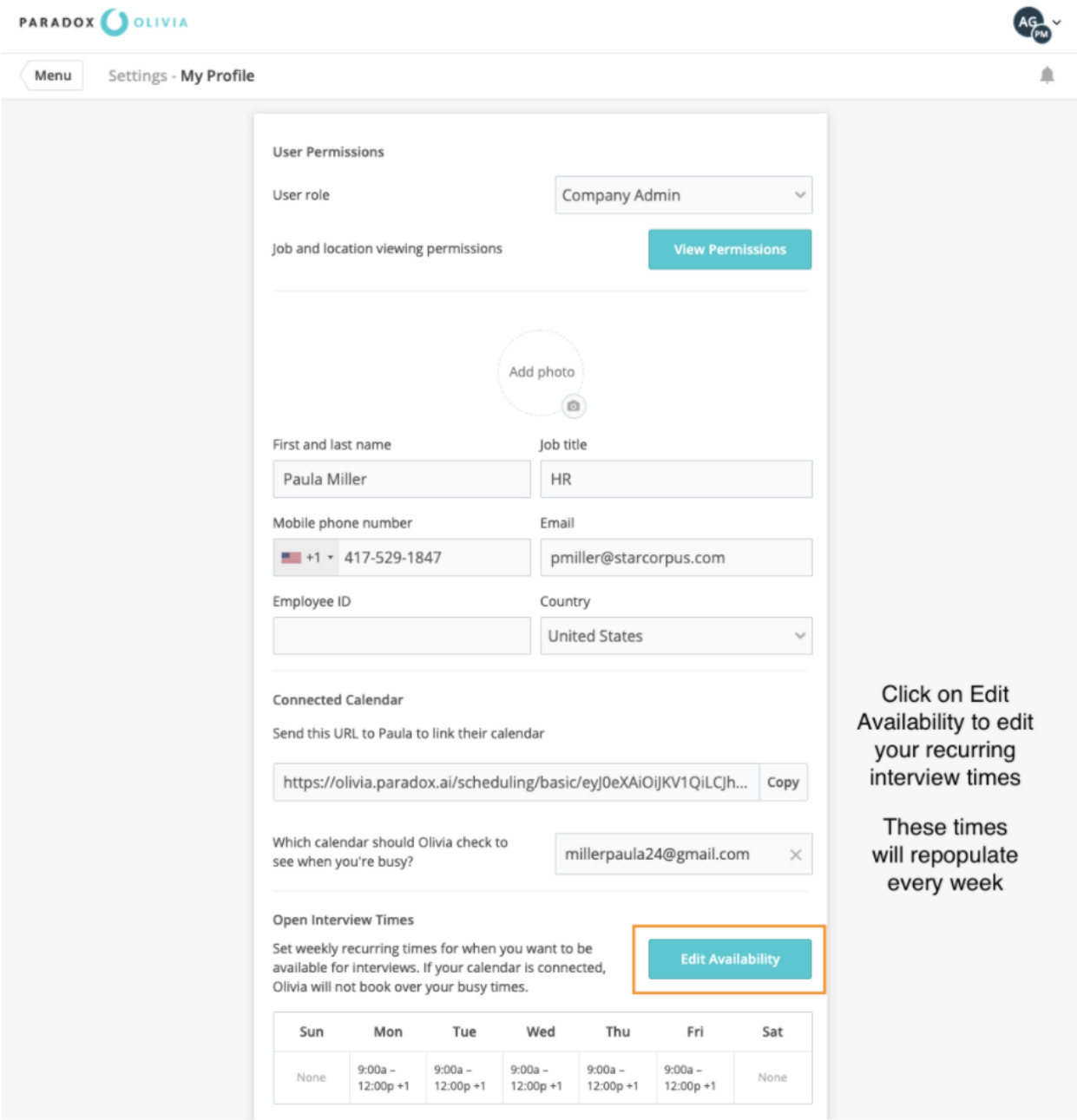
**Editing Your Availability**

- 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



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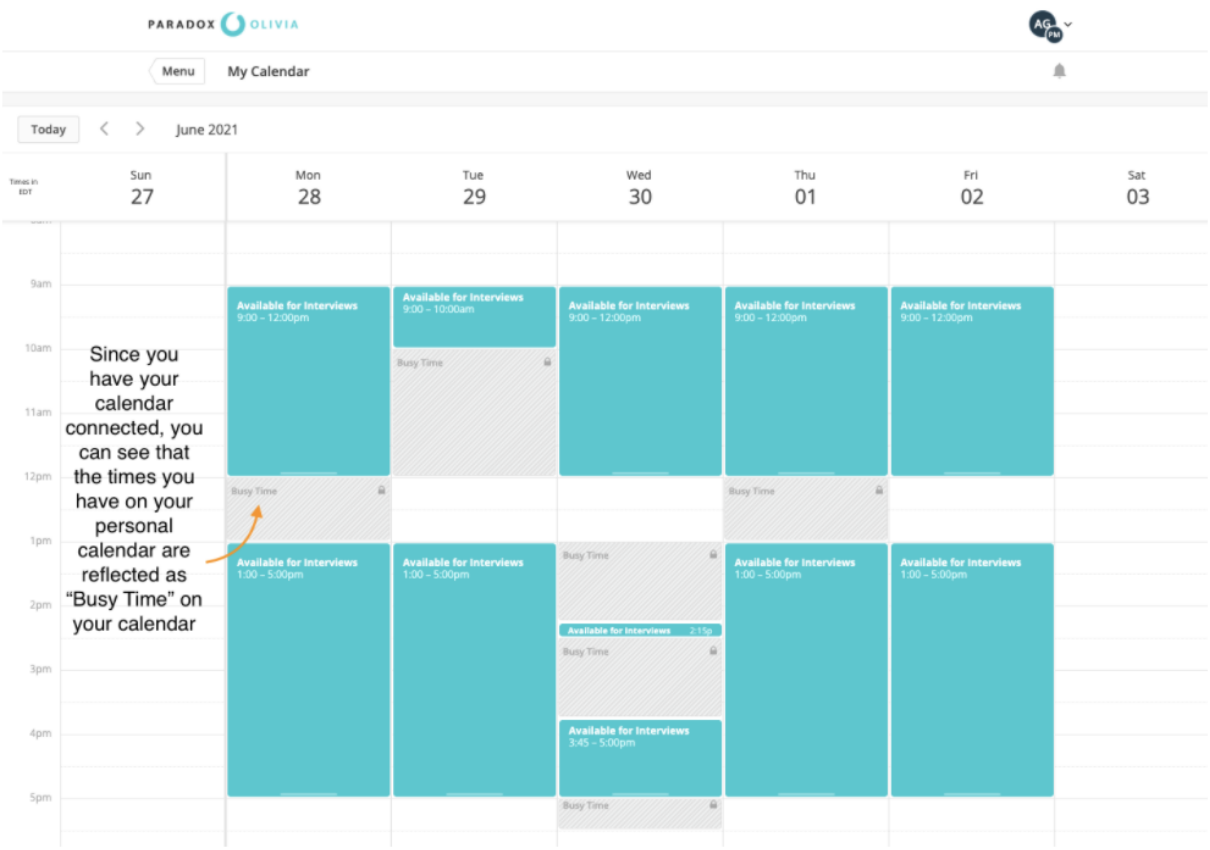
- My Calendar: This can be edited on a more day to day basis and your upcoming interviews can also be seen in this calendar. If there are any adjustments made here, the next week will reflect what is in My Profile. This is why it is so important to edit availability in the recurring calendar.

**How to Get There:**

Menu>My Calendar




**All Candidates** (aka your homepage)

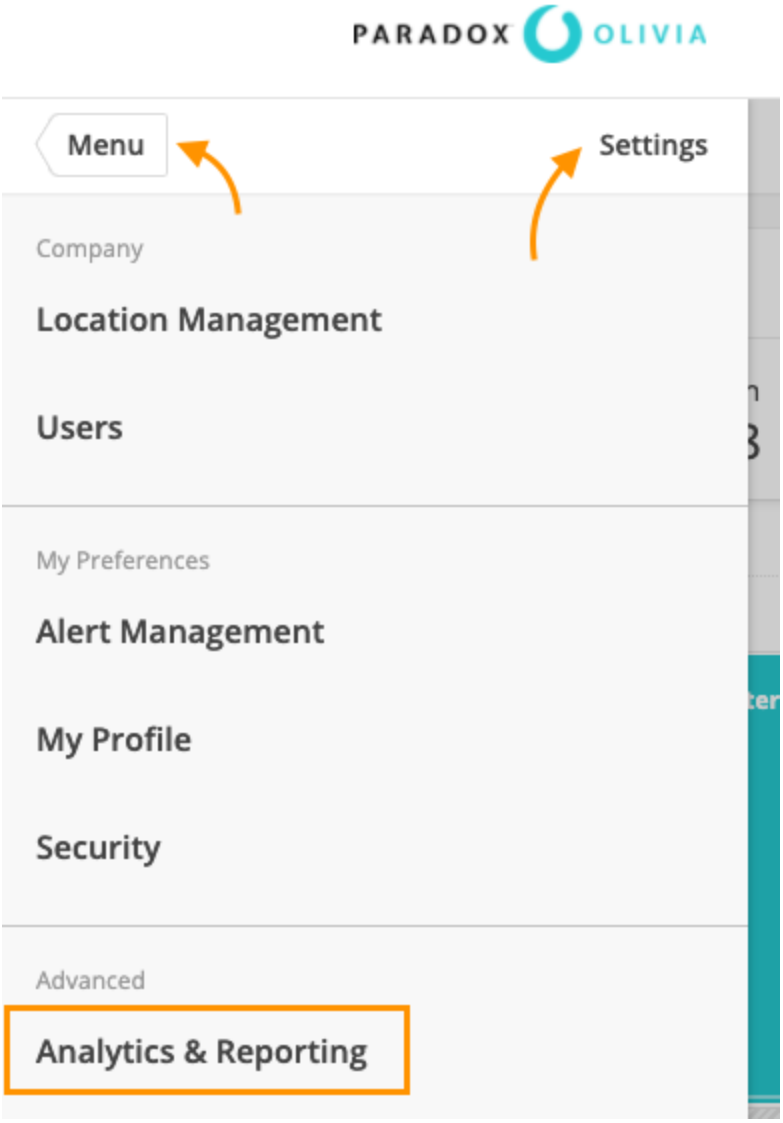
- The minute an interview is complete, the status will be automatically changed from Interview Scheduled to Interview Complete. The Manager will receive an email stating to either Hire or Reject the candidate.
    - If the candidate is hired, they will receive a message that has a link to complete a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

**Reporting & Analytics**

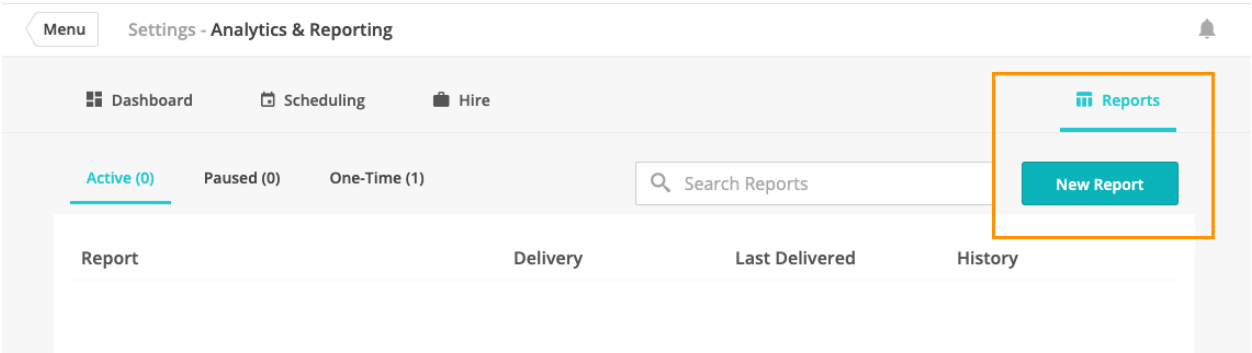
- As a Company Admin, you have access to multiple reports within the system.

**How to Get There:**

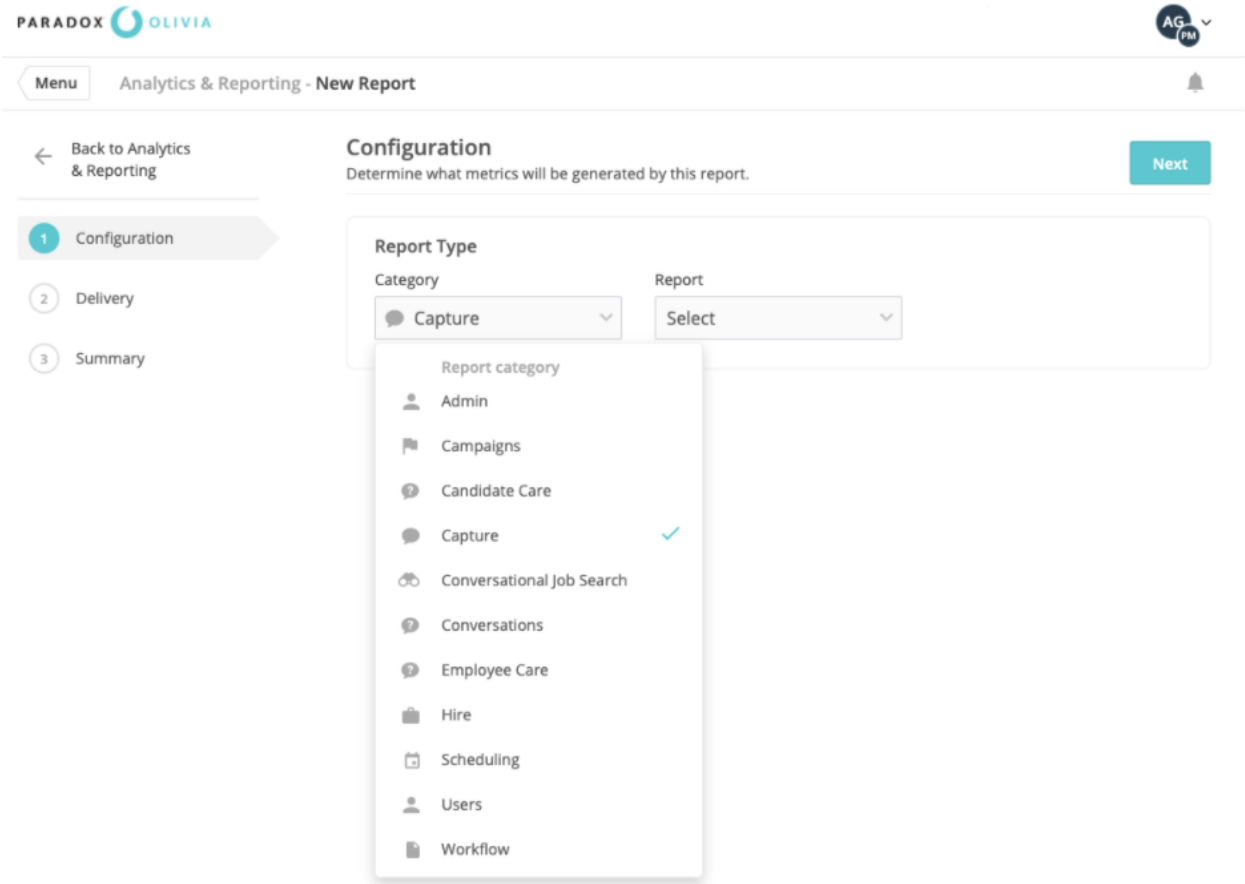
Menu>Settings>Analytics & Reporting




**How to Pull a New Report**



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




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