

Recruiting Titles - FAQ

1. What's the difference between contingency fee recruiters, headhunters, and executive recruiters?

Theoretically, when one holds any of these titles they share the recruiting capabilities and responsibilities of a recruiter who can perform every function of the recruiting process, including compensation negotiations and closing.

These recruiters typically work on commission and get paid *after* and *only if* a candidate they've presented, is hired by the client.

Part of their responsibilities is getting new business by contacting employers with hiring needs. They negotiate fee agreements before the search begins.

Full cycle recruiters: Those who take on a search assignment and follow it through to a successful hire. They perform some or all of the processes. Whether or not they have support, they know how to conduct each phase of the recruiting cycle.

Headhunters: This term is a colorful description of the actions taken by recruiters known for recruiting candidates who would be ideal for the position. Most often the most desirable candidates are working for a competitor at the moment of contact, thus they 'hunt down' the best person for the job.

These recruiters engage, develop trust, screen and qualify ideal candidates. They only present possible 'exact matches' to the client. They generally are the highest paid of all recruiters and work on commission. (What we do).

Headhunters don't just list job duties in a job description. They take care to understand the hiring manager's goals and objectives. They discuss the department and company culture. Their ultimate goal is to find the best candidate for the position; one with the proper skill sets and the right mind set to compliment and fit in with the current culture.

A great hire is one who can do the job and personally feel motivated to work within the existing culture. When a hiring manager works with a great headhunter they can expect every candidate sent to interview to be above average and hopefully exceptional.

We never send a pile of resumes to our clients for their review. That's *our* job. We save our clients time and money by working quickly and sending out candidates who are an excellent. When a glitch arises in the process, we are proactive in solving the problem.

2. What are the distinctions between full cycle recruiters, corporate recruiters, and contingency fee recruiters?

A full cycle recruiter can work for a single company (their employer) and be a corporate recruiter. Not all corporate recruiters are full cycle recruiters. Training, desire, experience, and skill sets determine expertise.

Often corporate recruiters receive a salary, or a small base plus bonus, per hire. They don't go out to find new business like a contingency fee recruiter because their hiring managers *are* their clients.

Technically, *not* having to find new business allows them to fill more positions because they enjoy direct access to their 'customers'; the various departments and managers they serve. If they handle each phase of the recruiting process, including sourcing and approaching passive candidates, negotiations, and closing, they're considered a full-cycle recruiter.

Contingency Fee Recruiter:

When a full cycle recruiter works for herself or with an agency, she typically works on 100% commission. When one's paycheck depends on their ability to produce successful hires the sense of urgency is heightened. Systematic processes that support a recruiter's efforts become paramount. We cannot recapture hours or minutes lost in unproductive busywork.

** Surveys show hiring managers view contingency fee recruiters as the best at listening to their needs and objectives. They feel this group of recruiters supplies the highest caliber candidates in a timely fashion. They happily pay the fees (fees are typically 15% -25% of a candidate's first year salary).

Corporate Recruiter

Corporate recruiters are in-house recruiters who work closely with HR. Depending on their training they may be limited to reviewing resumes from online posts and scheduling interviews. They often have large volume quotas to fill. Some do have more sophisticated skills and responsibilities depending on the industry and specific employer. Some are full cycle recruiters as defined by their skills and capabilities. Most do not make cold recruiting calls to candidates who have NOT applied to the position.

Contract Recruiter

These recruiters work temporary assignments for one corporate client at a time. They are paid an hourly rate by an agency, much like a temp service. They are considered SMEs (subject matter experts). Temporary staffing agencies tend to deal with general labor positions or jobs many people in the population may have the skills to perform.

A Contract Recruiter agency hires recruiters, terminates, pays benefits, taxes, etc. Contract recruiters work assignments that can last anywhere from 1 – 36 months, or more. Often they are hired by the client company to fill a permanent position.

Contract recruiter salaries generally run anywhere from \$25/hr - \$125/hr depending on the niche of their recruiting expertise. IT recruiters receive the highest hourly compensation in today's market. They fill open positions and usually report to work at a designated location. They often work alongside in-house recruiters. The corporation supports these recruiters with contact management soft ware, job posts to attract a stream of candidates, and well defined performance expectations. Some are able to work from home part of the time.

What's a Guarantee?

A contingency fee recruiter only gets paid when his client hires a candidate. To provide peace of mind for their clients they offer a 30-day – 1-year (depends on the industry and position) guarantee for replacement at no additional charge to the client.

Should a new hire leave the position for any reason during the guarantee period, the recruiter promises to replace that candidate promptly. This arrangement provides peace of mind to employers. It's an incentive for recruiters to make sure all hires are the best possible for both candidate and employer. Win-win scenarios create lasting relationships.

3. What's a SME?

Subject Matter Expert

4. What do recruiters earn?

Recruiters earn anywhere from \$25,000 (low end corporate recruiters) to 1 million a year, or more. The average contingency fee recruiter, per the Department of Labor Statistics, earns about \$135,000/yr. 2015. Fees fluctuate based on the difficulty of the search, industry, supply, and demand.

5. What is the Recruiting Process?

The systematic methods recruiters use to locate, engage, qualify, schedule interviews, extend offers, negotiate compensation, and follow through until a candidate becomes a new hire are all part of the recruiting process. When one learns the process it's easy to modify that process to accommodate any environment.

6. Recruiting coach

A well seasoned recruiting professional who successfully guides a recruiter, CEO, or other professional to their recruiting & income goals. She/he often provides 1-on-1 advice tailored to the specific need of the day. Sometimes the

training is related to skill sets, sometimes to process, and often it's about adjusting one's mindset to think like a headhunter and be comfortable taking charge of the process.

The purpose of coaching is to empower the recruiter to succeed faster by making a placement quickly. Once one experiences all steps of the process and has success, they know they can repeat the process. Every facet of the process can be improved or modified but without knowledge of what must be done and one's responsibilities, juggling multiple search assignments can be overwhelming and confusing.

7. **How to become a recruiter**

1. First, Get recruiter training. Beware of OTJ (on-the-job) training unless it's well defined and consists of step-by-step process training and skill training. There are unethical sweatshops that 'churn and burn' through recruiters. They pay naïve recruits little to nothing and once they leave, capitalize on any leads those recruiters generated. If your training consists only of 'smile and dial until you figure it out', Run Away!
2. Choose one or two niches and become familiar with the terminology of the industry. You can always switch to a new industry. The principles of recruiting remain the same no matter what position or industry.
3. Get organized. How will you track applicants and candidates? How will you track scheduled interviews and follow up to close the deal? How will you organize your day, week, month, and calendar? (No need to invent the wheel here, there are tools available.)
4. Understand the difference between skill sets, (asking questions, listening, closing) and the process.
5. Practice.

Expectations: Expect to make at least one – four or more placements a month if you work alone, and 5, 10, 30 or more if you work in-house. The number of placements or new hires one can manage is related to the difficulty of the search, and support tools. Difficulty is related to availability of candidates with the required skill sets, and industry demand. Example: There's a need for nurses in the USA greater than the number of nurses that exist. Thus the cost to hire a nurse is considerable.

8. **Job descriptions.** How many requirements should be listed?

My advice is to first list *all* the requirements for the job. To zero in on the ideal candidate, narrow the list down to what *must* be in place in order to extend an offer.

A job with no requirements is one any available person could handle. A job with dozens of requirements becomes impossible to fill. The ideal number of *must* requirements is 2 – 4. It's the recruiter's job to ask questions about the position until they understand the position and culture well enough to screen

candidates thoroughly. Marginally good matches should be rejected and only ideal matches should proceed.

9. Sourcing

What is sourcing?

Sourcing is finding candidate names, and contact information, at a minimum. Any personal information on a candidate's background helps.

There are dozens of websites that boast thousands of applicant resumes. They sell these resumes to companies and recruiters. They charge a premium knowing one placement pays for their fee.

Keep in mind if you pay a website like www.dice.com there are hundreds if not thousands of other recruiters looking at the same resumes. My advice is to be a smart consumer, split the cost when you can, with another recruiter, or avoid them. As a recruiter you have access to the whole planet.

Sample sourcing venues:

www.Linkedin.com

www.dice.com

www.zillionresumes.com

www.monster.com

www.workapolis.com

Personally, I've used LinkedIn but none of the others, and there are many, many more sites out there. Look around. I'm a Hunter and can find good candidates with a phone.

LinkedIn is a good resource for professionals across varied industries. Take time to learn about the different features and groups.

Who should do it?

Either the recruiter sources for herself or support staff dedicated to finding candidates help with the effort. Many times the line is blurred between sourcing and recruiting.

Sourcers who contact, screen, and interview candidates to ensure they qualify for a position before passing the name along to a recruiter, technically *are* recruiting.

How much time should be spent researching for sourcing purposes?

Sourcing is a continuous function of successful recruiters. The correct answer reflects an individual recruiter's goals or the corporation's needs and goals. One company may have a department of 60 recruiters and spend hundreds of thousands on job posts to bring in a continuous flow of applicants. Another

operation may consist of a solo headhunter who places 1 -10 candidates a month with the help of 1 – 3 sourcers.

Recruiting is a flexible, dynamic profession. There's a work environment to match any recruiter's preferences.

10. Candidate development

How much time should be spent developing a relationship with a candidate and what factors determine this?

When one knows the recruiting process and understands their role, the answer to this question becomes clear. Professional headhunters find ideal candidates their client needs *now*. We do *not* find people jobs; we are paid to serve out customers.

During the process when we treat people respectfully and provide honest advice and answers, we create trust and value. During a single day we encounter many well-qualified candidates who do not match our existing job orders. The proper thing to do is advise good candidates that their skill sets are not what our client is seeking at this time however when/if we come across a position that incorporates their background and professional objectives, we'll be back in touch.

If you want candidates to trust and listen to your advice, the key is to do your job well. There's no need for insincere remarks, flattery, or manipulation. These are transparent acts and candidates see through them. When a recruiter works sincerely in the best interest of their clients and the candidates they come in contact with everyone wins.

With preparation the time it takes to develop the information needed to make intelligent decisions is minimized. It can be done in 30 minutes or 3 hours.

How frequently should you contact a candidate?

Again, when one knows the process, the answer becomes clear. Each situation is different. Recruiters manage the process and do what's needed to get the job done.

Who should contact the candidate during the hiring process?

It depends on how the recruiting process has been defined within an operation and how the responsibilities have been distributed. With a well-defined process, everyone understands his or her role and responsibilities.

As a rule, the best recruiters manage the process, assisting managers by advising them how to interview if necessary. When a hiring manager interviews a few times a year they appreciate input from a savvy recruiter

who interviews candidates every day. Help hiring managers by suggesting great questions to ask. You know what questions will help the candidate relax and showcase their talents and personality if you've done your job well.

Interviews

How long should they last?

In 20 minutes to an hour one can uncover significant information. Within 45 minutes, crucial information must be obtained so a decision can be made whether to move forward with the process or set the candidate aside.

When a recruiter is organized and knows what questions must be asked and answered to qualify a candidate she can get crucial information quickly. Then it's a matter of confirming the validity of answers and understanding what motivates the candidate when considering a job change.

Who should schedule and coordinate interviews?

Executive recruiters manage the process and see it through to completion.

How much feedback should you get?

It's important to understand the perspectives of all the people involved. If there are reservations on either side, it's the recruiter who must discover what those issues are so they can be addressed. Signals and words can be misunderstood and we help sort out the core objectives for both sides.

When all sides feel their needs are going to be met a great match usually follows. Before an offer is extended it's the responsibility of the recruiter to make sure the candidate is ready to accept. If there's a question as to whether the candidate is ready to make a transition, more information is needed.

What is an ATS?

An ATS is an applicant tracking system. There are dozens that have been around for years. Personally I've used www.cBizsoft.com. This company has a cBizOne program that is affordable but does everything needed. I used their cloud version. The cloud version allows multiple recruiters around the country to add candidates to share with the group.

I found the customer service to be outstanding. There is no contract. We could add or subtract recruiters each month. When a recruiter left they could get all the candidates they put into the system sent to them.

I know recruiters and companies who swear by www.Bullhorn.com. I advise recruiters to look online for a system that appeals to them and will meet their needs. If an excel spreadsheet works, save yourself an expense.

An ATS (Applicant Tracking System) helps keep us organized and find candidates we spoke with 6 months ago, easily. Good recruiters work efficiently and this requires organization.