

APPLICATION PROCESS CHANGE UPDATE

BY JUSTIN LANDRY, OPERATIONS ASSISTANT

The highest priority for Career Connections in the past year has been improving the candidate experience. Some of the most common frustrations we hear from potential employees revolve around an application process that they feel is repetitive, especially after they've been searching for weeks or even months to find a good position. We have taken a few concrete steps towards addressing these complaints, but the biggest change has been revamping our application documents to focus on each candidate's unique set of skills and expertise alongside their work experience.

When we first decided to rework our application documents, we started by looking at our process through the perspective of an applicant. This allowed us to recognize that our application document could seem somewhat bloated and unnecessary, even though we did make use of all the information provided. Some applicants seemed to be disillusioned with the standard process. We wanted to resolve those feelings and still retain the fields that allowed us to understand the candidate beyond the contents of their resume.

The final draft we produced ended up as a three-page document. The first page is dedicated almost entirely to the preferences of the candidate, barring a small section for personal information. The preference options available on our new application form are even more in depth and inclusive, giving our job order coordinators more insight for matching candidates with appropriate positions. The second page is a warning that their answers on the third page will be cleaned up and sent directly to the supervisors of the positions they've applied for. Finally, the third page asks some basic questions about the candidate's strengths, commitment to the area, and wraps up with work transition history.

Of course, rolling out our new document didn't go off without a hitch. We had a few issues and omissions on the first version, but we quickly realized and made some edits. Eventually we had a final product that we were happy with! We digitized everything and started rolling out the new forms to candidates and sending the results to clients. Overall, the reaction has been positive! Job seekers can fill out a short document that caters directly to their skills and breaks the mold of the application process that they're used to. We've seen an increased rate of applicants completing the paperwork in advance of their appointment with minimal encouragement.

We plan to continue making similar changes to streamline and improve the application experience from the candidate side, and we're excited to share those updates with you! In the next issue, we'll keep you looped in to any further changes to the process.