Chicago Scoops, LLC - Recruitment & Onboarding Process

RECRUITMENT

New hire candidates can come to us in 3 different ways:

1) Applying directly in the store via paper application. This can be either a walk-in or as a result of a sign posted in your store window; please ensure that you get a sign approved by HR before posting.
2) Applying on www.coldstonecreamery.com – these applications get forwarded directly to your store email. Please keep in mind that these emails do not get sent to HR or the Careers email address.
3) Applying on Indeed for a specific open role.

Requesting a job posting on Indeed:

Email careers@chicago-scoops.com with the following info:

- Role title (i.e. crew, shift leader, AGM)
- Hourly rate
- Interview availability (over the period of 1 – 2 weeks, if possible)
- How many interviews you're comfortable with during that time period.

From here, you will be sent a list of interviews about a day or so in advance and any changes/updates as they are received from candidates i.e. last-minute cancellations or requests to reschedule.

Any feedback you can provide to careers@chicago-scoops.com regarding no-shows, good or bad applicants, is greatly appreciated and helpful.

ONBOARDING

Below is a basic overview of how to utilize our onboarding system. There are other capabilities within the system, but for now, you will only need to know/take care of the following:

You will now need to set up their onboarding via Paychex, our payroll provider, before the employee can start accruing hours. This is procedure is <u>non-negotiable</u> and needs to be adhered to according to Federal and State laws.

Your login credentials have been set by your supervisor according to region: Lissette (Midwest Market), Christine (East Coast Market), Shantelle (Mountain West). For first time login, you will need a temporary verification code from your supervisor to be allowed access.

Once you are logged in, click on the 'Hiring' tab on the left side menu.

From here, you will see several sections listed, the main ones that you'll regularly access are listed below:

A menu in a blue bar at the top of the page:
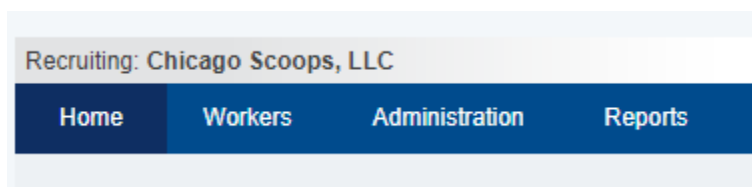
Training with links for onboarding instructions & videos:

Any	Training on Demand	Add the New Worker and Combine Any Duplicate Records
Any	Training on Demand	Email Onboarding Documents to the New Worker
Any	Training on Demand	Resend Onboarding Documents
Any	Training on Demand	Complete Form I-9, Section 2

Follow the instructions for adding a new worker per the Training on Demand link entitled 'Add the New Worker and Combine Any Duplicate Records' followed by 'Email Onboarding Documents to the New Worker.' It will be most efficient if you have the new hire complete their paperwork while in the store so that you can assist and ensure that their paperwork is done accurately. If it is not possible to have them do so due to scheduling or your availability, the onboarding should be done on a computer screen when at all possible.

Within each new hire's profile, you'll see the following menu bar, which will allow you to toggle between sections:
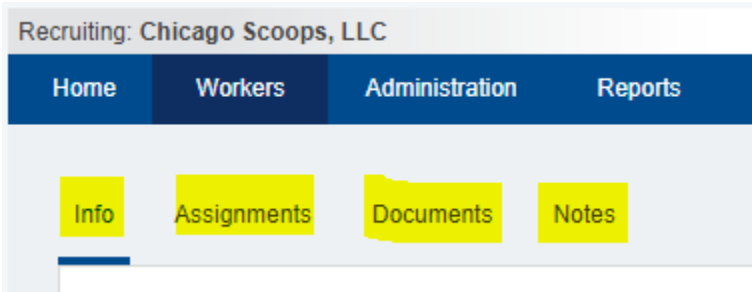
'*Info*' – employee info including address, email, & phone number. You can make changes here if need-be.

'*Assignments*' – this is where you'll manage the onboarding status by selecting from the 'Status' dropdown menu. Do not go past #4.

'*Documents*' – this is where your new hire's documents will be listed and can be reviewed if needed once they've been completed by the new hire.

'*Notes*' – this section shows the various steps you've taken in onboarding as well as the current status such as 'Hired Into Payroll' which is done solely by Payroll. Do not go past step 4 on the store-level.

Once the new hire has completed their portion, follow the instructions entitled 'Complete Form I-9, Section 2.' If you're unfamiliar or unsure as to how to enter in the details of the IDs presented to you by the new hire to complete the I-9, please review and utilize the following link or contact payroll@chicago-scoops.com. You can also call HR directly - Aly Bitter (Director of HR) 312.767.2051 or Sparkle Mathis (HR/Payroll Clerk) 312.500.4936 for assistance.

From here, HR/Payroll will take over adding the new hire into Paychex by doing a review of the documents submitted. We may reach out for clarification or correction purposes as we need to have consistent & correct info on file.

If you're asked to redo a WOTC, W4, or I9 form, please access the portal. Once logged in, go to the Human Resources tab at the top of the page, and scroll down to the sectioned entitled 'Forms' where you will find the necessary form to correct the onboarding paperwork. These items can be emailed to payroll@chicago-scoops.com. Please ensure that you're giving us context as to why you're sending the form or other items so we can ensure accurate records on our end.

Once you've confirmed that payroll has accepted the paperwork by checking that the employee's status is set by payroll to 5: Hired Into Payroll, you're ready to start the employee's training – you should not begin training until you've confirmed this. You'll need to add the employee to Focus. Remember to add ALL info (especially SSN) in the instruction memo as it will ensure accurate linking between Focus, Data Central, and Paychex.