Cornerstone and HR Processes for Recruiting and Hiring

*Full-Time Positions Without Search Committees*
Collin’s Hiring Process

01. Hiring manager creates job requisition request
02. Once req is opened by HR, applicants may apply
03. Hiring manager reviews applications
04. HR reviews candidates selected for interviews and interview questions
05. Hiring manager conducts interviews
06. Hiring manager recommends for hire
07. HR initiates contingent offer
08. HR initiates background; hiring manager contacts references
09. HR obtains approvals and generates final offer
10. HR initiates onboarding paperwork
11. Hiring manager calls candidates who were selected but not interviewed; HR closes req
Creating the Requisition Request

1. Log in to **CougarWeb**.
2. Click on **My Workplace**.
3. Launch **Cornerstone**.
4. Hover (do not click) on **Recruit**.
5. Click **Submit Requisition Requests**.
6. Click **Create New Request**.
Select the correct existing position by clicking the title, not the plus sign. If you receive an error when trying to load the position, please reach out to the compensation team.

Add the correct org code in the Division field by searching by ID.

The org code for the position may be different from your org code.

Org codes for associate faculty are by discipline.

Org codes will change based on new campus assignments and transfers.
### Example of Rationale Question Responses

**Fire Science Role Player**

Provide a thorough rationale for this new, replacement, repurposed, or reclassified position.

The PT Fire Science Role Player is integral to our FIRT 2351 Company Fire Officer course. We utilize recent Fire Academy graduates to serve as role players during live-fire training exercises for students enrolled in FIRT 2351. Increasing the number of PT Fire Science Role Players available in the pool for scheduling will meet the training needs of the students.

**How will student recruitment, success, or retention be impacted if the position is not filled?**

Students enrolled in FIRT 2351 will not be able to complete their prescribed skill functions as company fire officers without demonstrating the ability to lead crews during emergencies.

**Can this work be absorbed by or redeployed to other employees in the department?**

There are not enough PT personnel in the program to serve as role players. Each crew assigned in a training exercise is comprised of at least 3-4 personnel. Most training exercises involve 3-5 crews to accurately represent real-world responses to emergency incidents.

**If not, what projects/work will be in jeopardy or non-completion if the position is not filled?**

If these positions are not filled, we will not be able to offer the FIRT 2351 course, which is a requirement in the AAS Fire Officer degree program.
Before reviewing the job description, visit [www.collin.edu/hr/hrcompensation](http://www.collin.edu/hr/hrcompensation) and click **Job Descriptions with Salary Ranges** to view position requirements. Then, carefully review the job description in Cornerstone.

Contact HR with any changes to the job description or requirements. **DO NOT** make changes to the job description. Do not submit the requisition request if you have changes.

If applicable, add preferred extra screening questions, notes about where to post (such as Monster and LinkedIn), and internal posting requests in the **Posting Notes for Recruiter**.
The Requisition Owner is the HR consultant.

The Hiring Manager is the primary reviewer and has access to all submissions. Reviewers are given access to all submissions.

Interviewers are given access to candidates in interview status.

Add the number of openings for this position and the desired date by which you would like to be in the offer stage. Consider setting a date at least two weeks from today’s date. Review all responses and submit the request.
Reviewing Applications

Click the applicant’s name to review the application.

Click Edit to filter results by column.
Summary Tab: Displays current status links to resume/CV and application
Status Tab: Displays information about the applicant’s former and current status
Application Tab: Displays the responses to the online application and screening questions
Documents Tab: Used to manage and review all attachments.

Accountant - Budget Analyst (req83)

Under the Actions button, click the Change Status option to move candidates through the process of phone screening and interviews.
Before Interviewing

All Candidates Must be on the Short List

In Cornerstone, change the status of candidates you would like to interview. HR must review and approve all candidates before they may be contacted for interviews.

Veterans

Collin College is a veteran-friendly organization. Per Collin College policy, applicants who indicate veteran’s status and meet minimum job requirements must be considered as follows:

- If 6 or fewer interviews are scheduled, at least one interviewee must be a veteran.
- If more than six interviews are scheduled, 20 percent of interviewees must be veterans.

Interview Questions

Develop interview questions that will assess whether candidates have the needed and preferred knowledge, skills, abilities, and experience for the job. Questions must be approved by HR before interviews begin.
Sample Interview Questions by Subject

Skills/Strengths
• Even though we have your resume, please provide us with a general overview of your experience and education, computer skills, and related information.
• In what ways do you believe your education and training have prepared you for this position?
• What kind of computer skills/experience do you have? Take us through a project where you have utilized those skills (mail merges, Access, Excel, PowerPoint, web)?
• What licenses or certifications do you have that are relevant to this position?
• What skills do you have that you feel could enhance this position?
• What are your skills as a presenter? What can you teach other presenters?
• What do you consider to be your major strengths? What are your opportunities for growth?
• What strengths would you bring to this position?

Work Style
• What are two things in a job that are most important to you and why?
• What are things you like to avoid in a job and why?
• Describe your organizational skills.
• How do you assess priorities, and how do you assign them in order to meet deadlines or demands?
• Tell us about your experience multi-tasking workflow. Please provide specific work-related examples.
• Do you prefer to work independently or on a team?
• What are your team player qualities?
• How do you handle constant interruptions?
• Describe your previous experiences in dealing with multiple priorities and wearing "multiple hats."

Challenges
• Describe a time you had a conflict and how you resolved it.
• What challenges are you looking for in a position?
• What situations put you under pressure? How do you deal with pressure?
• This position works evening/weekend hours, etc. Would you be available to work these hours?
• Do you consider yourself to be flexible in a work environment? Please provide an example.
• What have been major obstacles/challenges you have had to overcome in previous positions? How did you deal with them?
• Describe the most serious complaint an employee brought to your attention. What did you do about it?
• Was there ever an occasion when you disagreed with a supervisor's decision or company policy? Describe how you handled the situation.
• We would be interested to hear about an occasion when your work or idea was criticized. What was criticized, who criticized you, and how did you handle it? What are your views on constructive criticism?

Accomplishments
• Describe a work-related accomplishment of which you are particularly proud.
• Describe a project or situation that best demonstrated your analytical skills.
• Describe a previous work responsibility or assignment that required good attention to detail. What did you do to ensure accuracy? How did you enjoy that type of work?
• Tell us about a time you solved a problem creatively.
• Tell us about a mistake you made recently and what you did about it.

Goals
• What short- and long-term goals have you set for yourself? How are you planning to achieve them?
• In what way(s) does this position meet your career goals and objectives?
People Skills/Work Relationships
• How do you motivate people?
• Talk with us about your experience in working with people from diverse social and cultural backgrounds as well as training sessions you have attended regarding this subject.
• Listening is an important part of providing good customer service. Describe good listening skills. Please give us an example of a time when you've demonstrated good listening skills.
• Describe how you like to be treated when you are a customer.
• How would you handle a situation where you had a customer who was very angry about a mistake someone else in your department made, but you were the only person available and must resolve the situation?
• Talk with us about a time you were confronted by an angry customer. What did you do to resolve the problem?
• What special training do you have that is relevant to this position?
• Describe the positions in which you have had supervisory responsibility. How many people have you supervised and in what kinds of positions? Did you have hiring/firing authority?
• What do you find most challenging in dealing with coworkers?
• How important is communication and interaction with others on your job? How many departments did you deal with? What problems occurred?
• Do you have any experience dealing with confidential information? If so, explain.
• Describe for us any communication skills you have acquired such as phone skills, writing skills, public speaking skills, etc.
• How would you rate your communication skills and why?

Concluding Questions
• Should you be the candidate recommended for hire, when Collin College conducts employment references, what will your references tell us about you as an employee?
• Why should we consider you for this position, and how would employing you benefit the department and Collin College?
• Is there anything else you would like to tell us about yourself that has not already been asked?
• What questions do you have for us?

Questions that directly or indirectly address current/future/past marital or parental status, age, race, national origin, religion, disabilities, and credit history are illegal.

Avoid questions about arrest and conviction records. This information will be addressed during the background investigation if an offer of employment is made.

Do not ask about salary in current and previous roles. You can ask about the expected salary for the position for which the candidate is interviewing.

Redirect the conversation if a candidate begins to discuss personal matters.

Once the contingent offer has been accepted by the candidate and the background screen and reference checks are completed satisfactorily, you will change the candidate’s status to Initiate Offer Letter.
The Offer Process

Change the candidate’s status to **Recommended for Hire**. This will let HR know to create the salary calculation for your review.

You have the option to give a verbal offer to the candidate, so long as you indicate it is a contingent offer and use the following language: “This offer of employment is **contingent** upon the **successful completion** of a **background investigation** and **reference checks**, as well as **approval by the Board of Trustees**.”

The contingent offer and background investigation forms will be sent to the candidate. HR will email you the reference contact form and candidate professional reference survey.

Email the reference contact form to the candidate to obtain contact details.

Email the professional reference survey to the reference contacts provided by the candidate.

Add the completed reference surveys in Cornerstone under the **Document** tab as **Attachments**.

Once HR has updated the status in Cornerstone to **Background Check Completed**, the HRC will change the status to **Initiate Offer Letter** if references are satisfactory. HR will initiate the final offer process at this time.

*Note: The reference process outlined above is a temporary solution until the reference feature is implemented in Cornerstone.*
Candidate Professional Reference Survey

1. Please provide the name of the candidate for whom you are providing a reference.
   
   Last name:  
   First name:  

2. Please answer a few questions about the candidate for whom you are providing a reference.
   
   Candidate’s title at your company:  

   Candidate’s dates of employment:  

   Reason for leaving:  

   Eligible for rehire?  

3. Was this individual employed full-time or part-time with your organization?
   
   □ Full-time  
   □ Part-time  

4. What were the candidate’s essential job functions?  

5. Please rate the candidate on the following:
   
   Attendance
   □ Poor  □ Below Average  □ Average  □ Good  □ Excellent  □ N/A  

   Dependability  
   □  □  □  □  □  □  □  

   Interaction with others  
   □  □  □  □  □  □  □  

   Ability to take on responsibility  
   □  □  □  □  □  □  □  

   Professional/Technical Knowledge  
   □  □  □  □  □  □  □  

   Quality of Work  
   □  □  □  □  □  □  □  

   Quantity of Work  
   □  □  □  □  □  □  □  

   Supervisory Skills  
   □  □  □  □  □  □  □  

6. What are the candidate’s top three (3) strengths?  

7. What are the candidate’s most significant weaknesses (or areas that need development)?  

8. Do you have any further comments that you would like to add?  

9. Would you recommend this candidate for employment with Collin College?