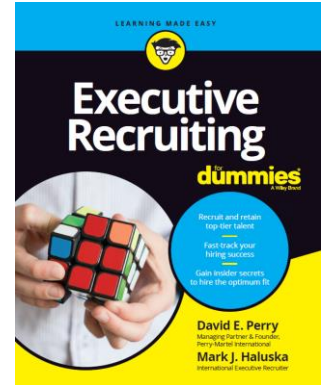


Elements of a Service Level Agreement- Example

Just as you may have had some type of Service Level Agreement with companies in your private life, i.e., your cable company, residential lawn maintenance, new car warranty agreement or other such services; having a service level agreement with your external recruiter is also quite simply a smart way to do business.



While it is true that the external recruiter is the vendor, and their feet held to the fire, it is equally important to recognize that progress of your candidate search project will come to a screeching halt if the employer does not equally uphold their end of a service level agreement. This is especially true of contingency assignments. And while time and again poor communication is most frequently the bane of failed search assignments, a service level agreement does help avoid the old, “I thought she would do this” and the “I thought he agreed to do that” syndrome. Simply put, a service level agreement merely outlines who does what and when.

Below are just some of the elements that may be included on a Recruiting Service Agreement.

Service Level Agreement between ABC Recruiting Firm and XYZ Client

ABC Recruiter Agrees to:

- Commence presenting candidate resumes to (person within company) by X date
- Update the employer each Friday (or whatever day) as to the progress of the search to date
- Within X days, submit all newly interviewed candidates that the recruiter deems as potential position fits
- Within X hours or X days, coordinate with (name of person in company) regarding any questions or problems that have arisen relative to the search project
- Provide a Confidential Candidate Brief with all submitted candidates
- Provide the employer of any newly discovered concerns regarding any submitted candidates
- Perform a 360-degree reference check for all finalist candidates
- Not invoice for any expenses not pre-approved by the hiring company
- Discuss opportunity with candidates significant other and report any concerns to company
- Will immediately perform a needs analysis to define XYZ's requirements, reach a consensus on a successful search strategy, craft a candidate roadmap, write a compelling position profile, and develop a Confidential Candidate Brief.
- Will devote approximately two hours of time in discussion with XYZ to clearly define XYZ's:
 - I. Have discussion of initial requirements with XYZ which will be comprised of:

- A discussion of high level requirements
- Help recruit a Search Committee

- II. Will produce the following and conduct a workshop on:
 - Developing comprehensive requirements
 - Developing a sourcing strategy
 - Define a timeline and responsibilities
 - Build consensus with the hiring team

- III. As a result of these meetings, the following project documents will be produced:
 - A candidate roadmap
 - A position profile
 - A Confidential Candidate Brief

Deploy a Recruiting Process: ABC Recruiting will conduct fresh and original research on and gather intelligence about your industry, to find the individuals who will be impact players in your organization as discussed:

- We will recruit from (list organizations) known to be good sources of talent, as discussed with the hiring manager.
- We will *not* recruit from (list organizations) that XYZ has either agreed not to recruit from or that would result in an unwanted effect, as discussed with the hiring manager.)
- We may run ads on (list where) add where and why, along with the costs involved, which the hiring manager's department will bear the cost.
- We will leverage the following social media sites: (list sites)
- We will research articles and publications, work company databases, and company webpages to uncover individuals who may not be candidates.

Recruiting and Interviewing: We will focus on candidates with impeccable track records, proven leaders who stand out in their field. We will strategically position your opportunity to create excitement and cultivate interest. We will recruit both active and passive candidates using the Confidential Candidate Brief created for your hire.

Reference Checking: We informally reference check all candidates before they are presented. We will perform 360 -degree reference checks on all finalist candidates, cover leadership attributes, teambuilding skills and character, as well as asking industry specific functional questions to help build an accurate picture of the candidates expected performance.

Offer Negotiation: We Recruiting will help negotiate terms of agreement that are satisfactory to both you and your chosen candidate and present the final offer. We will also follow-up with and notify all candidates who were not selected.

Onboarding and one-year Guarantee: We will perform ongoing follow-up to ensure a smooth transition and that the new hires' performance meets your expectations.

XYZ Company Agrees to:

- Inform the recruiter within X business days of the status of each newly presented candidate. In cases of a potential candidate rejection, discuss with the recruiter, the candidate's shortcomings.
- Within (X hours or X days insert here) debrief recruiter regarding each candidates interview(s) throughout the entire hiring process.
- As necessity dictates, (i.e. recruiter is not working directly with the hiring manager on a regular basis) appoint a *responsible and responsive* company liaison to coordinate with the recruiter as either or both parties deem necessary.
- Interview all qualified submitted candidates within X business days after submittal by recruiter.
- During the needs analysis in the initial phase of the recruiting process, invest the time with the recruiter for the purpose of: ng all of the essential requirements of the ideal candidate, discuss with recruiter:
 1. Conveying *all* essential requirements of the ideal candidate
 2. A discussion of high level requirements
 3. Help Recruit a Search Committee
- Appoint an individual to promptly (within 10 business days) reimburse recruiter for any pre-approved expenses incurred by recruiter.
- Treat all candidates with equal respect.
- During the interviewing phase of this project, the hiring authority, along with the search committee will viable candidates only.
- Understand that the one-year candidate warranty is only valid if recruiters invoice is paid on or before X calendars days of hiring the candidate.
- Inform recruiter of the XYZ's entire hiring process to include testing, number of interviews, anticipated length of interviews, etc.
- Have recruiter make candidate offers.