



How Underground Cellar is hiring during Covid-19

The health and safety of our team and all applicants is of utmost importance and we want to do our part in ensuring we're following best practices to keep everyone safe during this difficult time. Our hiring process may look a little different right now as we had to make some changes to our candidate experience and interview workflows. However, the good news is, we are still continuing to grow. Now more than ever we need the best talent to come on board and help us continue delivering exceptional experiences to our customers.

Applying

I recently applied to a position online. What's happening with my application?

We review all applications regularly and move along the most suitable applicants in the process. It is our policy to get back to each and every applicant with an update. Either a member of our People Operations team or the Hiring Manager will get in touch with you to either set up your first interview via google hangouts or let you know we won't be moving forward at this time. If that is the case, we do hope you will keep in touch with us and apply again in the future if you see something interesting that catches your eye.

Virtual Interviews

I have been scheduled for a video interview. How will that work, and how can I prepare?

We recognize that video interviews may be new to some candidates, but we can help you prepare! While we'd love to see you face-to-face, we'll just need to start with a video-based interview for now!

Have you used Zoom or Google Hangouts for meetings? You can expect the video interview to be a similar experience. It's worth testing it out with a friend or family member first (if you

haven't used it before) so you can familiarize yourself with the controls of the microphone and camera — it will also be a great test to see if your internet is set up to handle video conferencing

At Underground Cellar, we personally like and use Zoom. Once the interview is confirmed, we'll provide a link in your scheduled interview calendar invite. Just click the link at the time of your interview and you'll be connected with whoever you're scheduled to meet right away! It's as easy as that.

Getting back in touch

I haven't heard back from the recruiter or hiring manager after previously connecting. What is going on? Did you forget about me?

We didn't forget about you!

Due to the new and evolving priorities for employee health and safety — as well as ensuring business continuity — our processes may take a little longer than usual. If you haven't heard back from someone within 72 hours of your last communication, feel free to get back in touch.

Joining The Team

I accepted an offer. What can I expect prior to my start date?

First of all, congratulations on your new role and joining the Undergroundcellar family. We're thrilled you're joining us! A few things to consider as it relates to next steps:

Start date — we are reviewing start dates on an ongoing basis and although you can expect to hear from your recruiter or hiring manager about any specific changes that may occur regarding start dates, it's always best to review the date in your offer letter.

Hardware — We will have your hardware shipped and delivered directly to your home (remember, you'll need to ensure you're home to sign for the package).

We recognize it might be tough joining a new organization virtually, but don't worry, we've got you covered and will make sure you're set up for your success on your new journey!

Onboarding — we have a fairly robust onboarding and organizational-overview process which you will take part in, virtually. Our best recommendation is that if after that you still have questions, please ask!

And don't worry, once we're back in the office we'll make sure to show you where the coffee and snacks are kept!

Meeting the team — you may be asking yourself “how do I meet people if I’m at home?” A fair question, really. Don’t worry, your hiring manager will assign you an onboarding buddy (think someone to explain what's what, ask questions to, and anything else you may be wondering about.).

Also, your hiring manager and team members will introduce you to teams you'll work with day-to-day, get you added to important meetings and team events such as our weekly virtual happy hour, and ensure regular check-ins to make sure you're feeling set up for success!

Final Thoughts

We can't wait for you to start with us, and the team is excited to meet you! Here are a few things to consider until the big day:

Internet — given the current environment, you should double check your internet connection is able to handle a full day's usage, and multiple devices connected at one time if you have others using it in the household.

Workspace — everyone is making the best of their individual circumstances, so we recommend creating a workspace that makes sense for you at home. Everyone has a different flavour and you'll quickly see that on our video chats!

Work-life balance — we believe in the overall health and wellness of our team. It's important you consider the current normal and how you need to remain healthy both physically and mentally during this pandemic. If you're experiencing any difficulties at all, we're here for you!

Lastly, you — bring your passion, curiosity, and an open mind. We're excited to have you on our team, and we hope you're just as excited in joining us