

Standard Operating Procedure (SOP) for Scheduling Interviews



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Purpose:

The purpose of this SOP is to provide a clear and consistent process for scheduling interviews, in order to ensure that all candidates are treated fairly and that the interviewing process runs smoothly.

Introduction:

The HR department is responsible for coordinating and scheduling interviews with potential candidates for open positions within the company. This SOP outlines the steps and best practices for scheduling these interviews in an efficient and effective manner.

Scope:

This SOP applies to all HR department employees involved in scheduling interviews for open positions within the company.

Definitions:

- Interview: a face-to-face or virtual meeting between a candidate and one or more representatives of the organization, for the purpose of evaluating the candidate's qualifications and suitability for the position they have applied for.
- Interviewer: any representative of the organization who conducts an interview, including hiring managers, recruiters, and subject matter experts.
- Candidate: an individual who has applied for a position within the organization and has been selected for an interview.
- Open position: A job that is currently available for application within the company.

Responsibilities:

- Hiring Manager: The hiring manager is responsible for identifying and selecting the most suitable candidates to be interviewed. They will also review the interview schedule before it is sent to the candidates.
- Recruiter: The recruiter is responsible for coordinating with the hiring manager and candidates to schedule the interviews. They will also communicate with the candidates and ensure that the interview schedule is confirmed, and will make any necessary adjustments or rescheduling.
- Administrative Staff: Administrative staff may be responsible for booking the room, technology or any other support required for the interview.

Best Practices:

- Schedule interviews as soon as possible after the application deadline to avoid delays in the hiring process
- Provide candidates with a clear and detailed schedule for the interview, including the date, time, location, and the names of the interviewers.
- Confirm the interview schedule with the candidates in advance of the interview to avoid scheduling conflicts and confusion.
- Send a calendar invite to all parties involved in the interview, including the candidate, interviewer(s), and any other necessary parties.
- Keep accurate records of all scheduled interviews.
- Be mindful of any potential accessibility issues and make any necessary arrangements to accommodate candidates who have special needs.

Steps:

1. Identify and select candidates for interviews
2. Coordinate with hiring manager and interviewers to determine the best date, time, and location for the interview
3. Communicate with the candidates and provide a clear and detailed schedule for the interview
4. Confirm the schedule with the candidates in advance
5. Send a calendar invite to all parties involved in the interview, including the candidate, interviewer(s), and any other necessary parties.
6. Arrange any necessary accommodations for candidates with special needs
7. Schedule technology and support, if necessary
8. Conduct the interview and provide feedback to the hiring manager and recruiting team
9. Document the interview process

Risks:

- Scheduling conflicts: Candidates may have prior commitments that conflict with the scheduled interview time, which could delay the hiring process
- Miscommunication: Miscommunication or confusion about the interview schedule could lead to candidates not showing up for the interview or being unprepared
- Accommodation issues: Failure to accommodate candidates with special needs could lead to legal issues and non-compliance with accessibility laws.

Disclaimer: This is a template and the user should change it as per their company's policies and procedures.