

Hiring SLA

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The Hiring SLA defines Spark Hire's hiring process and the timeline commitments that each party is responsible for. A strong hiring process requires buy-in from everyone involved and accountability.

Hiring Process

Action	Owner	SLA	What needs to be done
Review Resume	Hiring Manager	1 business day	Advance to next stage for phone interview for HR
Reach out to schedule phone interview	HR	1 business day	Contact candidate to schedule a phone interview
Intro call scheduled	HR	3 business days	The call must be scheduled within 3 business days so only short-term time options should be presented to the candidate
Send video interview link	HR	1 business day	The link is sent to the candidate to complete their interview within 3 days
Review video interview	Hiring Manager	1 business day from receipt of completed video interview	Advance to next stage for HR to invite to an live interview
Reach out to schedule live interview	HR	1 business day from hiring manager request	Contact candidate to schedule an live interview
Live interview scheduled	HR	4 business days	The live interview must be scheduled within 4 business days so only short-term time options should be presented to

			the candidate
Reference Request	Hiring Manager	1 business day after completed live interview	All references have been contacted to schedule a call and/or provide feedback via email
References Checked & Decision made	HR	3 business days after live interview	Offer made or rejection issued

Hiring Manager Commitments

Action	SLA	What needs to be done?
Review resume	1 business day from receipt of job application	Advance to next stage for intro call with HR
Review video interview	1 business day from receipt of completed video interview	Advance to next stage for HR to invite to an live interview
Reference request	1 business day after completed live interview	All references have been contacted to schedule a call and/or provide feedback via email
References checked and Decision made	3 business days after live interview	Offer made or rejection issued

HR Commitments

Action	SLA	What needs to be done?
Reach out to schedule intro call	1 business day from hiring manager request	Contact candidate to schedule an intro call
Intro call scheduled	3 business days	The call must be scheduled within 3 business days so only short-term time options should be presented to the candidate
Send video interview link	1 business day from hiring manager request	The link is sent to the candidate to complete their interview within 3 days

Reach out to schedule live interview	1 business day from hiring manager request	Contact candidate to schedule an live interview
Live interview scheduled	4 business days	The live interview must be scheduled within 4 business days so only short-term time options should be presented to the candidate
Rejection Emails Sent	1 business day	Candidates who are rejected should be moved to the appropriate rejection disposition within 1 business day of the decision being made and a rejection email should be sent to the candidate on a 2 day delay through JazzHR