# ICIMS Hiring Manager User Guide

## University of Massachusetts
## Medical School

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# Introduction and Overview

The Human Resource team has created this user guide to help you understand and begin using UMMS' new talent management system iCIMS. In this guide are step by step instructions on how to access, navigate and use the capabilities of the system to facilitate the recruitment process.

Highlights of the iCIMS system include:

For Managers:

- **Access anytime, anywhere with Internet connectivity**
- **The ability to copy an existing job requisition.**
- **Improved communication on status of requisitions**
- **The interview scheduler function can set up multiple interviews.**

For Applicants:

- **Friendlier application process**
- **Timelier communication regarding status of application**
- **Internal applicants have more streamlined experience**

For UMMS:

- **Recruitment lifecycle is streamlined**
- **The recruitment process is all captured in iCIMS reducing paper duplication.**
- **iCIMS is compliant with OFCCP regulations.**

As always we enjoy working with you and welcome any questions you have. The recruitment team is available to help and answer any questions you have using the system.

# Glossary:

**Applicant**: An individual who submits an expression of interest in employment and possesses the basic qualifications for the position.

**Candidate**: An applicant who is being considered for the position.

**Coordinator**: Contact person within HR.

**ICIMS**: The iCIMS Talent Platform is a talent management system. The platform makes it easier to manage and streamline all recruitment, hiring and employee management processes.

**Hiring Manager**: A system user from a department that can create and manages job requisitions.

**Requisition Creator**: A system user from a department that can create and manage job requisitions in support of a hiring manager.

**OFCCP**: Office of Federal Contract Compliance Programs. OFCCP is responsible for ensuring that employers doing business with the federal government comply with the laws and regulations requiring nondiscrimination.

**Portal**: External and internal links where jobs are posted.

**Status:** The current position of an applicant or candidate in the recruitment process for a particular job requisition.

**Talent Specialist**: New title for a recruiter or employment specialist.

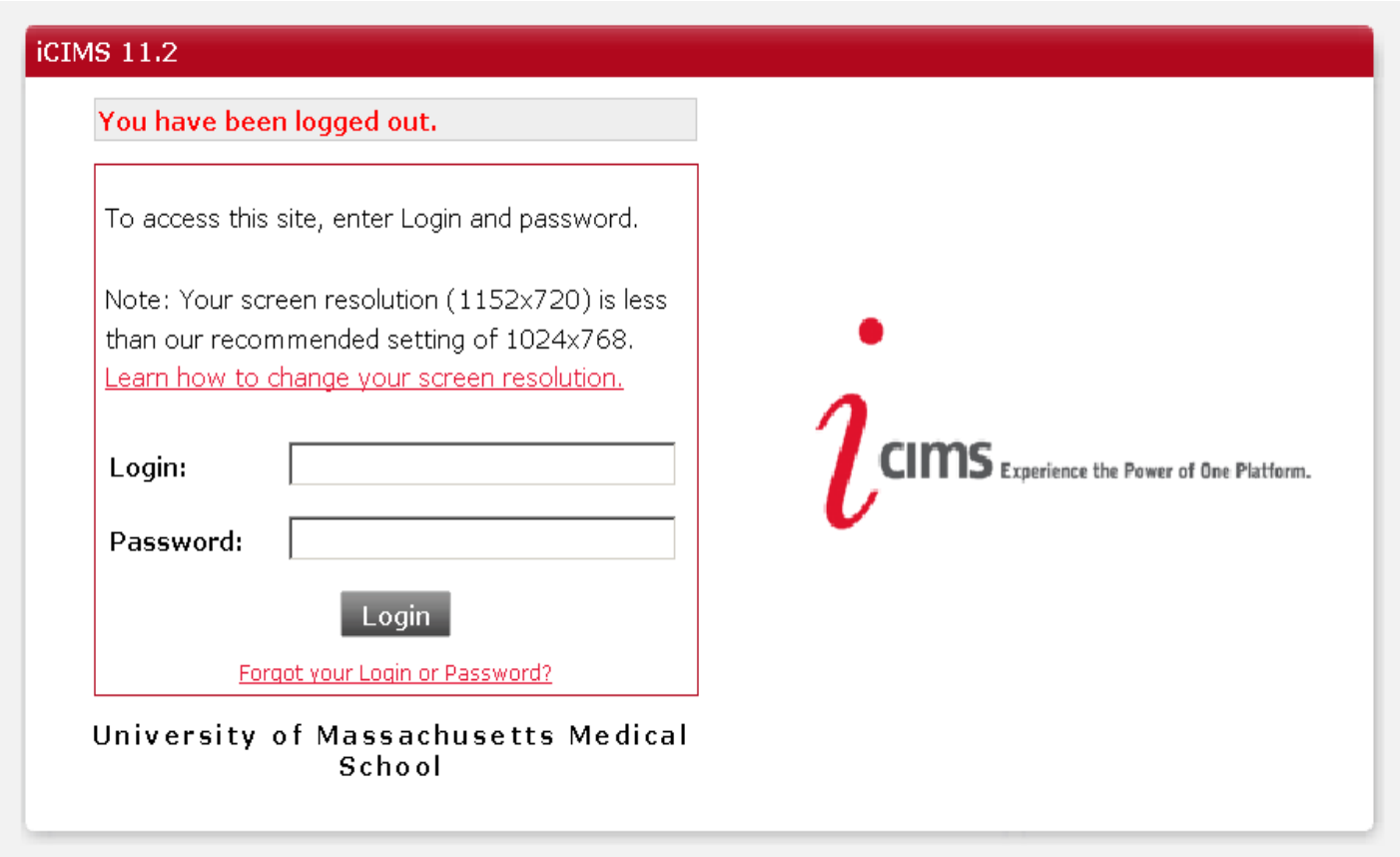
## Icons:

- This icon indicates the source where the candidate heard about the position.
- This icon lets you know if the EEO information was completed or not.
- This icon gives you the answers to the screening questions
- This icon lets you take action on the candidate to put them into another status by selecting the values in the drop down
- Download VCard– allows you to add this applicant/candidate to your contacts in Outlook.
- Send this Profile by Email– allows you to send person's resume to someone.
- Submit to Workflow – allows you to submit the applicant to another position.
- Additional Documents– allows you to view additional documents on the applicant/candidate.
- Associated Expenses– allows you to see any expenses on the applicant/candidate.
- Prints Profile – allows you to print the applicant's/candidate's profile.
- View Folder Log– allows you to see the history on the applicant/candidate.
- Profile Audit Trail– gives you an audit on the when and who touched the different tabs on the applicant/candidate.
- Download Resume Icon
- Extract Skills icon
- Resume History Icon shows you all the different resumes that the applicant/candidate has uploaded.
- Communication Center - where you send out correspondence to the applicant/candidate
- New Interview– allows you to schedule an interview for the candidate.
- Edit interview– allows you to edit the interview with the candidate.
- New Task - creates a task.
- IForms Center– allows you to see the IForms on the applicant/candidate.
- Export– exports data into excel
- Generate Chart– creates chart
- Refresh
- Required by OFCCP

# Logging into iCIMS.

**Step 1:** http://umms.icims.com

**Step 2:** Enter your username and password.



# General Navigation

**Dashboard:**

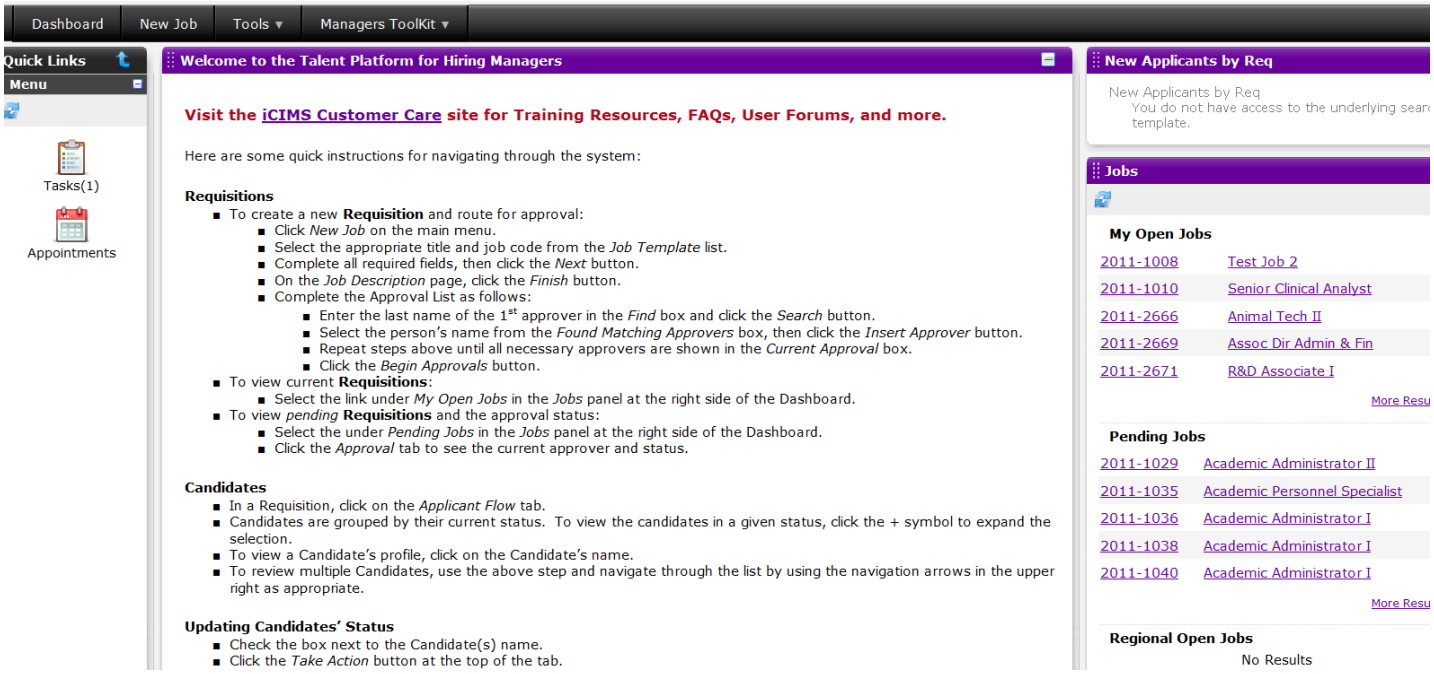
The dashboard displays panels for hiring managers to access and manage their requisitions and candidates in iCIMS.

**Dashboard Panels:**

**Welcome Screen**: Provides instructions on how to manage requisitions and candidates.
**New Applicants by Requisition**: Displays new applicants.
**My Open Jobs:** Displays all active open positions currently being recruited for.
**Pending Jobs:** Displays all jobs opened by hiring manager but waiting for approval.

**Tool Bar:**

**New Job** : Use to create a new requisition from available job templates.
**Tools:** Allows access to Preferences, Task, Appointment, Announcements
**Managers Toolkit**: Access to all forms used in iCIMS.

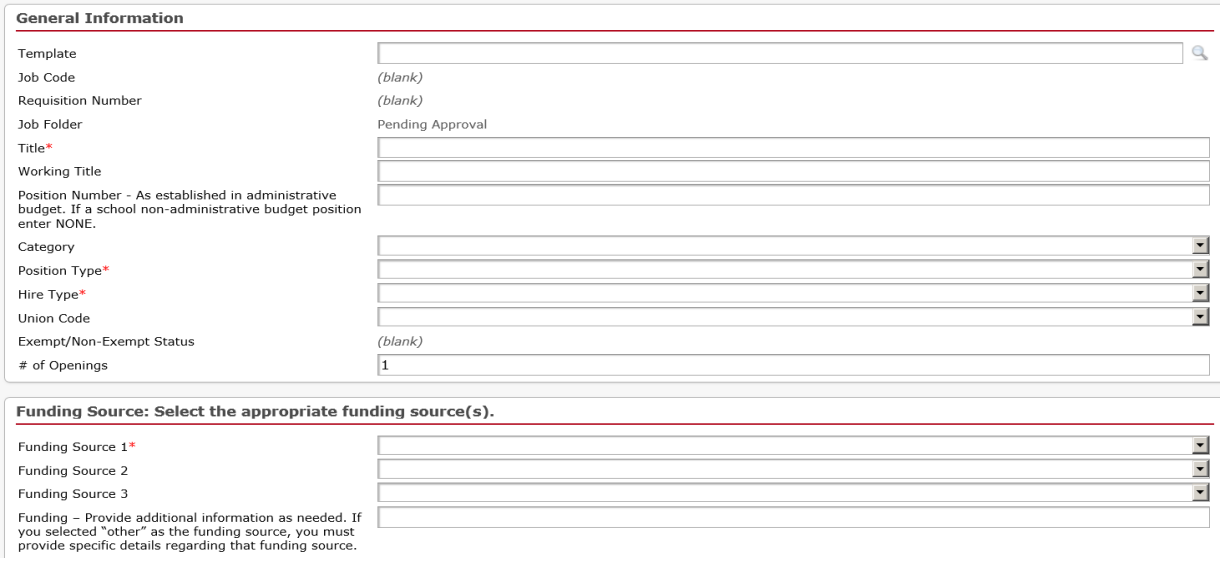


# Create a new Job Requisition

**Step 1:** Select the **New Job** tab at the top of the screen.

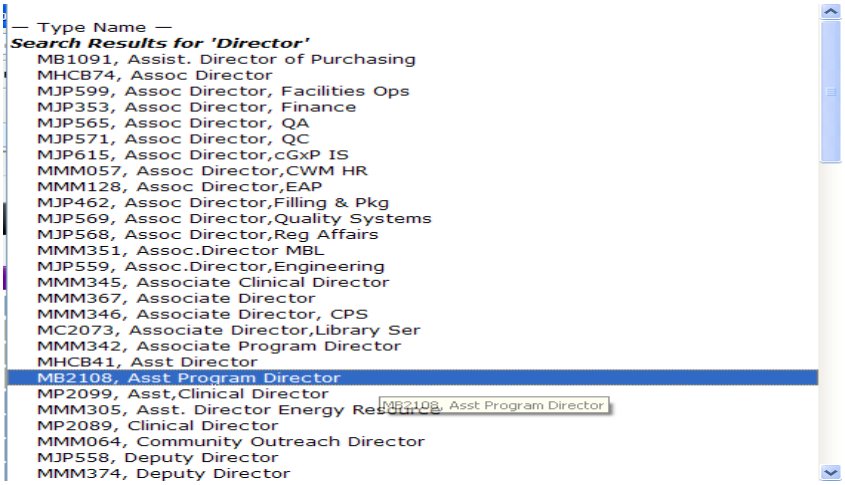
- ***Tip:*** *All required fields have a * and any field that is grey cannot be edited.*

**Step 2**: In the **Template Field**, type the **Job Code** or **Job Title,** then press **Enter.**

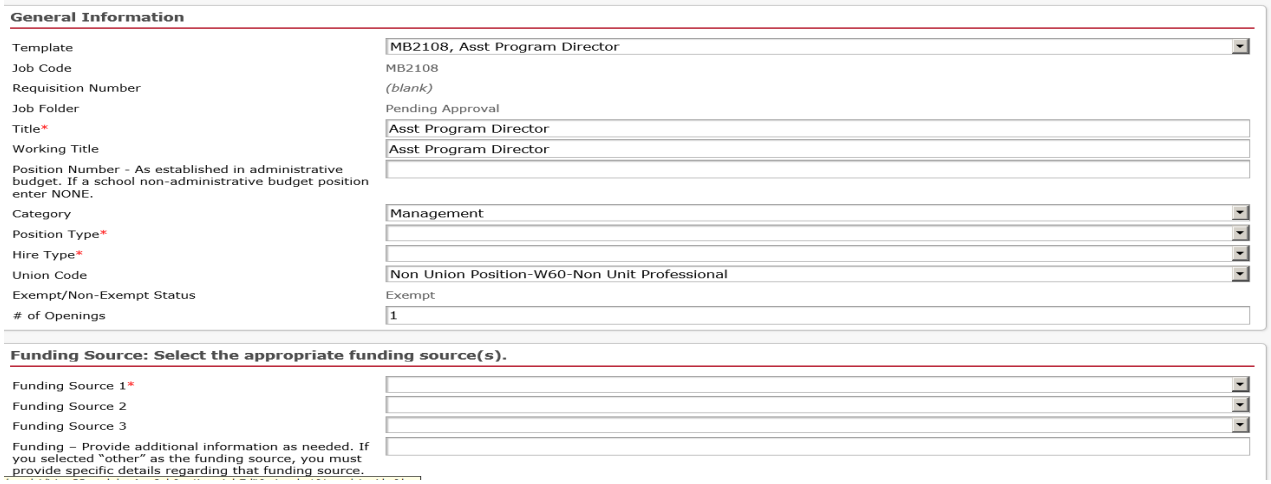



**Step 3:** Click the **drop down arrow** to display all of the jobs that match your search criteria

**Step 4:** Scroll to locate the job and then select it.



**Step 5**: Review the job template that has prefilled.




**Step 6:** Complete the following fields:

- **Working Title**: Pre-populated. Hiring manager can enter the name of the working title if it is different than the Job Title. This title will appear on all postings, internal and external.
- **Position Number**: Enter only if your department is using position control.
- **Category:** Pre-populated from the job title
- **Position Type**: Select from drop down
- **Hire Type**: Select from drop down
- **Union Code**: Pre-populated but can be changed
- **Funding Source 1**: Select from drop down
- **Funding Source 2:** Select if applicable
- **Funding Source 3**: Select if applicable
- **# of Openings**: Pre-populated with 1. UMCH has an exception for per diem requisitions.

**Step 7:** Complete the **Assignment Section.**

**Hiring Manager** will default to current user name but another person can be designated.

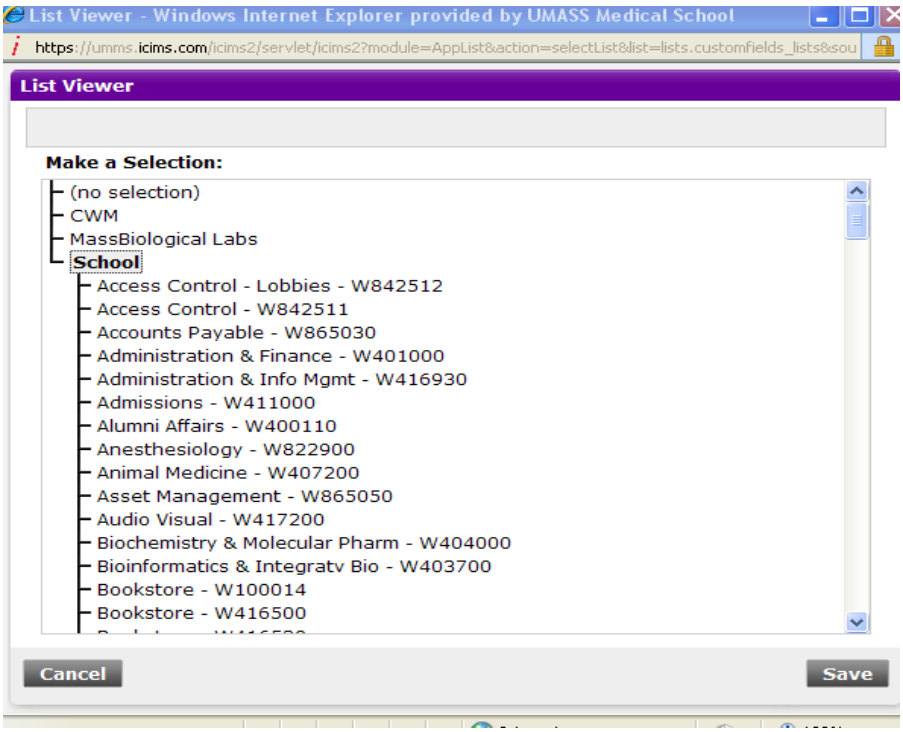
**Tip: iCIMS allows two users to be assigned to a job requisition. The requisition creator and user assigned in the hiring manger field will have access. There is also a view hiring manager field which will give "view" access only to the person name in this field.**

**Step 8:** Select the **Talent Specialist.**

**Step 9:** Select the **Coordinator.**

**Step 10:** Select the **Department.**

Click on the **Show List Picker** icon to select the SBU (CMW, Mass Biological Labs, School) then select the appropriate Department.

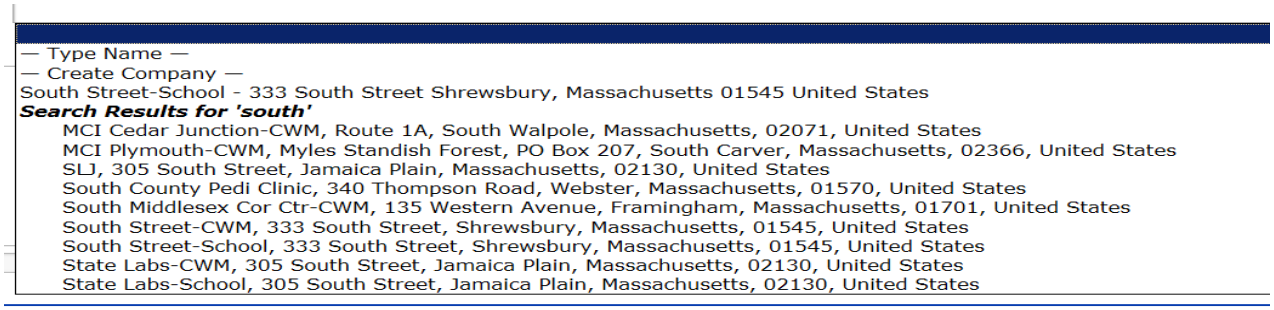


**Step 11:** Click **Save.**

**Step 12: Location** field.

All Commonwealth Medicine locations have a "CWM" suffix. For CWM users, search for "CWM" in the location field to display valid CWM locations. For all other departments, search by location name (be careful not to select a location with a suffix of CWM).

Click on the drop down arrow and select **Type Name**. Type your search as noted above. Click the Search Icon and then the drop down arrow and make your selection




**Step 13: Compensation and Posting & Sourcing**

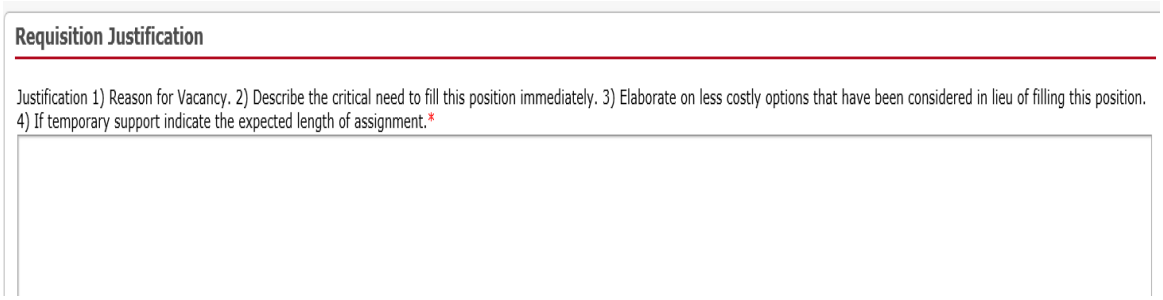
Compensation over 100K require the President's Office Approval. Post Type must be selected

**Step 14:** Complete the **Additional Data** information

- Select the appropriate shift.
- Enter the appropriate weekly hours.
- Job Group cannot be changed.
- Answer position eligible for VISA sponsorship

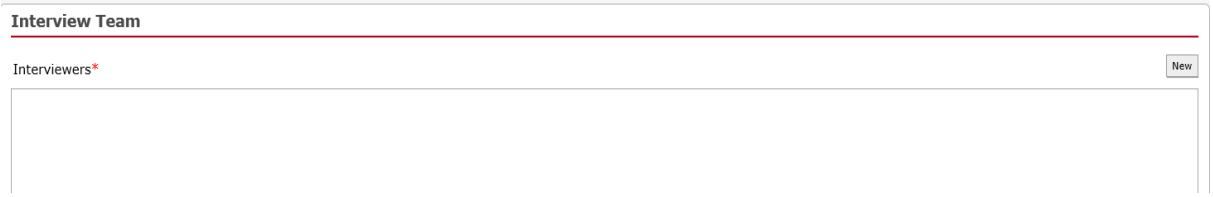
**Step 15: Requisition Justification**

Justification for the requisition must be entered here.




**Step 16:** Enter **Interview Team** names. ***Required Information for OFCCP***

Click **New** to add employees who will be part of the interview team.

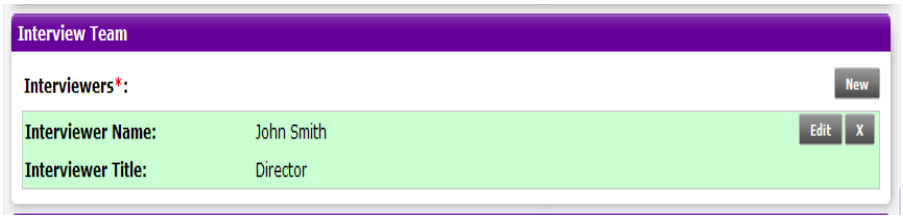



Enter the I**nterviewer Name** and **Interviewer Title** then click **OK**.

Repeat steps as necessary to add all members of the interview team.

**Step 17:** Review the list of interviewers

- Click **Edi**t to update interviewer information
- Click **X** to delete an interviewer



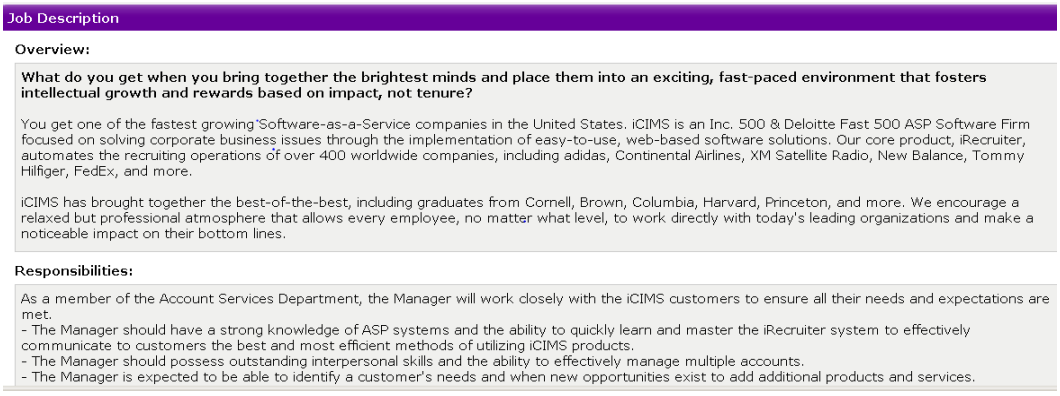

**Step 18:** Foreign Project Registration.

Click the **drop down arrow** and answer **Yes** or **No** to questions regarding hiring and residence outside of the US.

***Note***: If you answer **Yes** to either question, you must complete the ***Foreign Project Registration*** form located in the **Manager's Toolbox**.

**Step 19**: Click **Next**.

**Step 20:** Review the **Job Description** information. Your talent specialist can help you with any updates or changes.

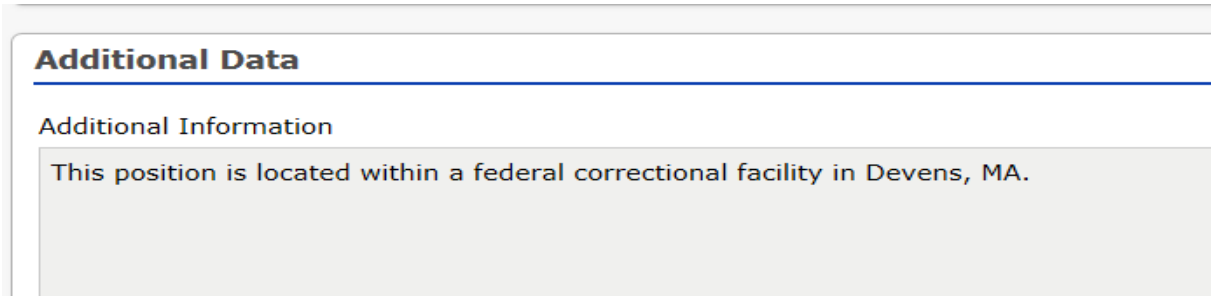


**Tip**: Use the **Previous** icon to make any changes to the req.

The following DEEO statement is required on all job descriptions.

*As an equal opportunity and affirmative action employer, UMMS recognizes the power of a diverse community and encourages applications from individuals with varied experiences, perspectives and backgrounds.*

Additional Data: List any extra information needed on the position.




**Step 21:** Click **Finish.**

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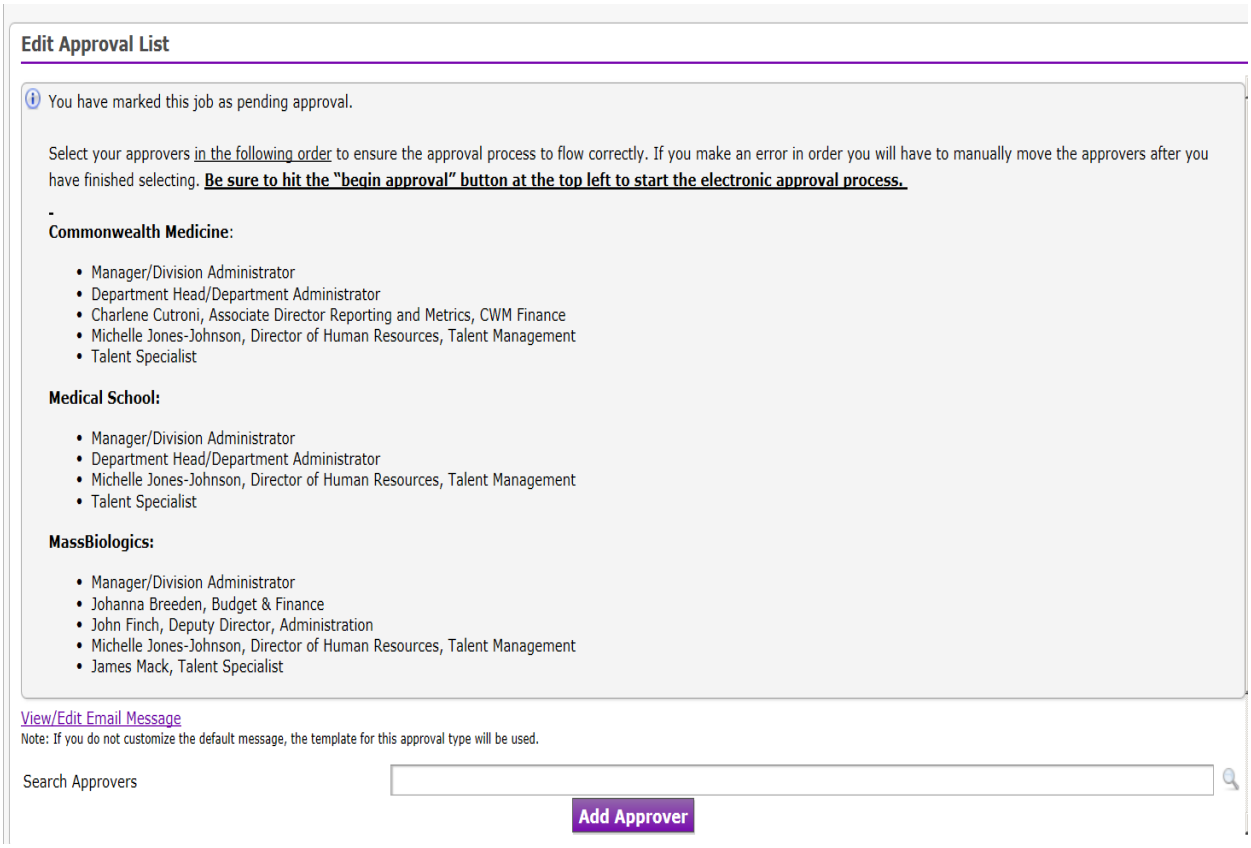
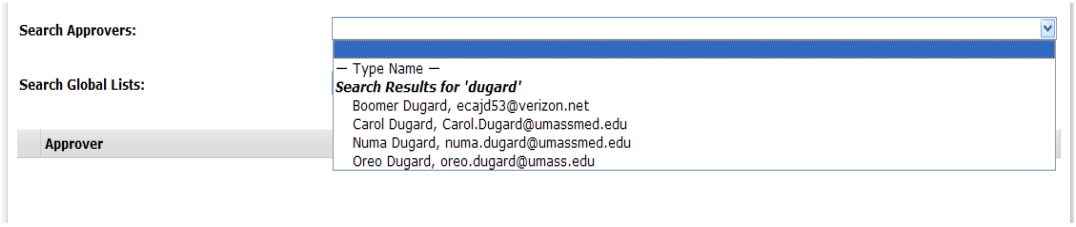
# Job Requisition Approval

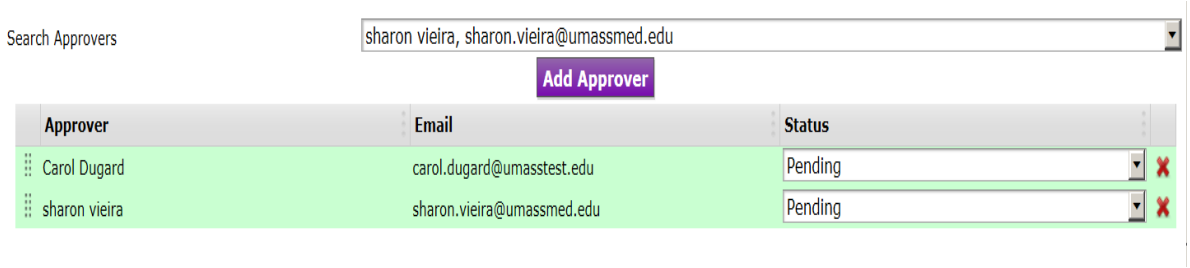
Select your approvers according to the information noted below for each business unit.



**Step 2**: Type the last name of the approver in the Search Approvers field and then click on the drop down arrow. Select their name from the drop down menu.

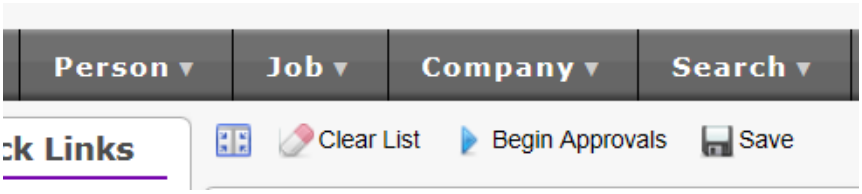



**Step 3:** Click **Add Approver** button. Repeat as necessary to add additional approvers.

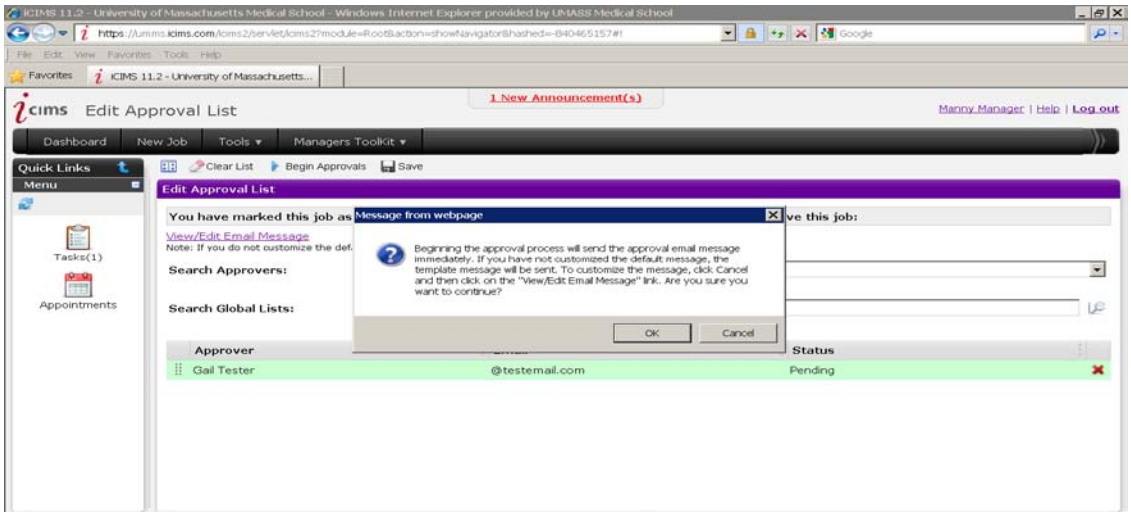



**Step 5:** Click **Begin Approvals** Link.

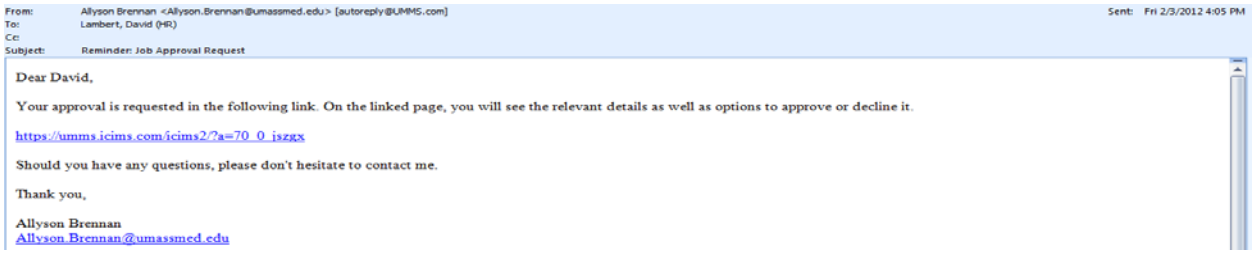
**IMPORTANT:** You must click this link to start the approval process. Clicking the "**Save"** button will not start the process it will only save the approver listing that you have created.



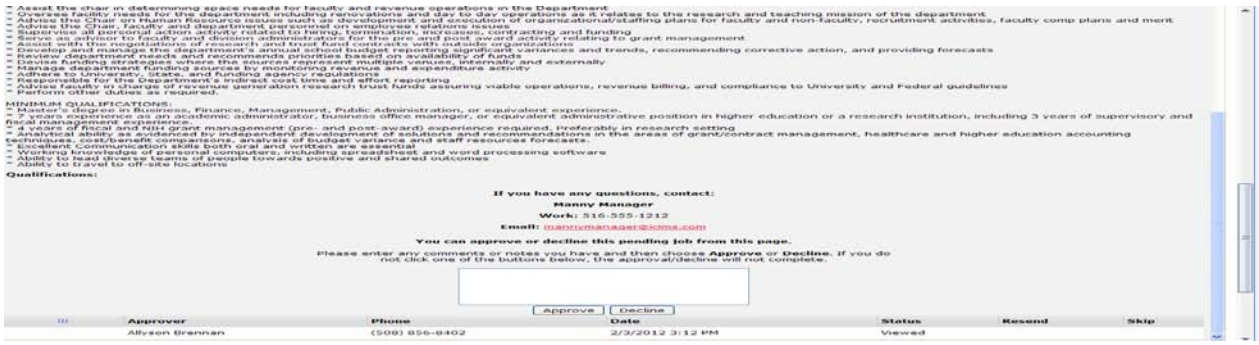
**Step 6:** Message window will appear, Click **OK.**




An email will be generated and sent to the hiring manger requesting they approve the requisition.



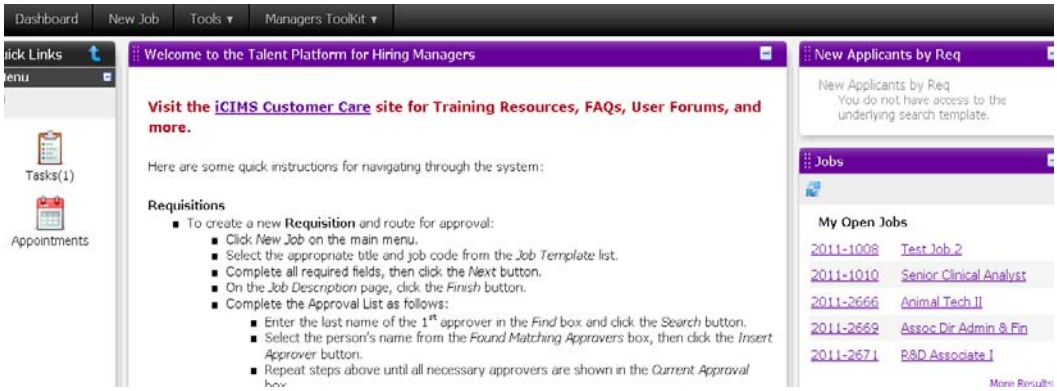

In the email the hiring manger will click on the hyperlink and approve the job.



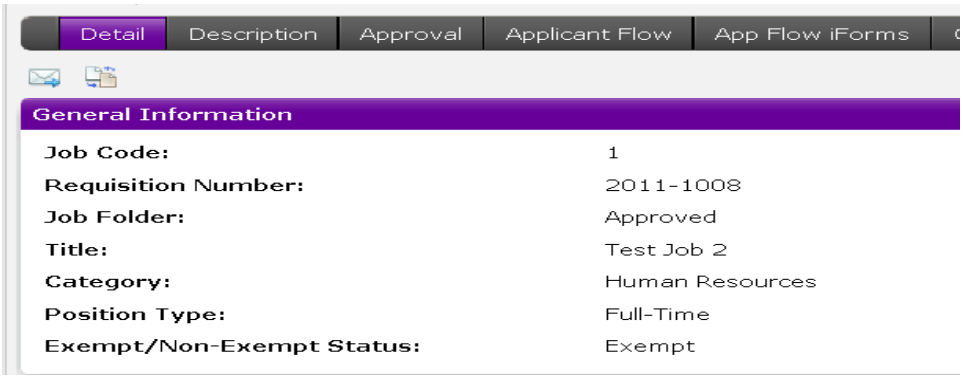

Once the requisition has been approved by all approvers, the Talent Specialist will contact the hiring manager.

# Copying A Job Requisition

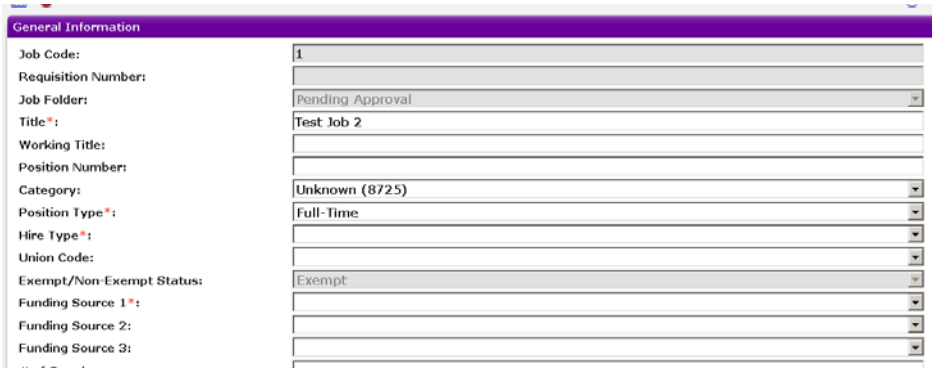
**Step 1:** While on your dashboard page, select the job requisition that you wish to copy.




**Step 2:** Click on the **copy** icon

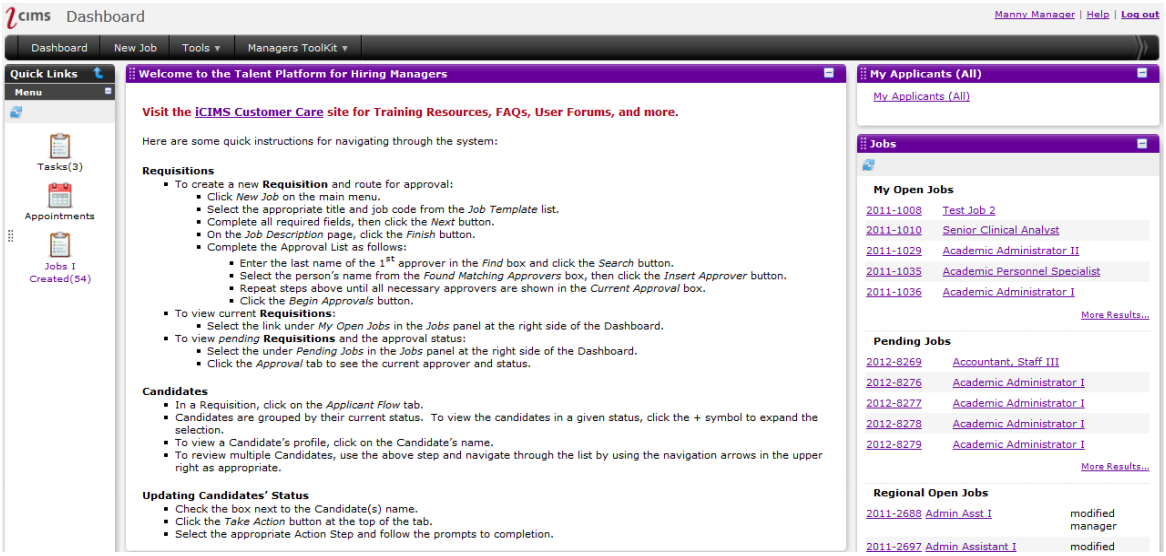



**Step 3:** This will bring you to the job template with all fields completed that were on the job req you copied. Follow the "**create new job**" instructions for completing the req.

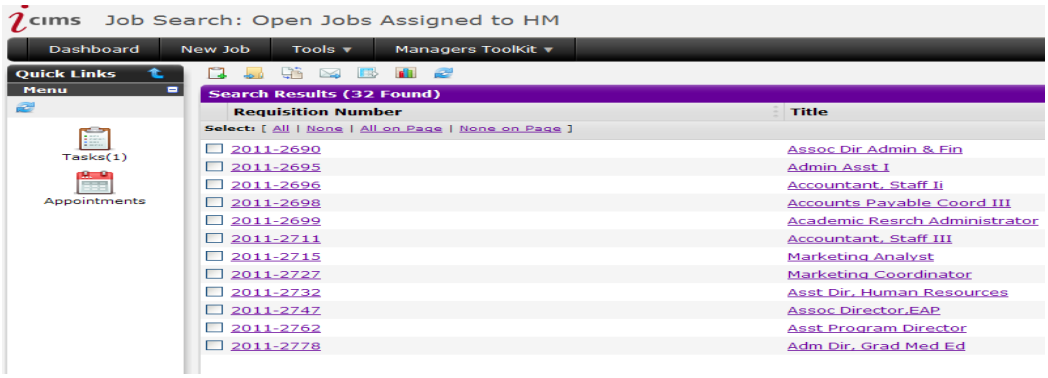


# Reviewing Dashboard

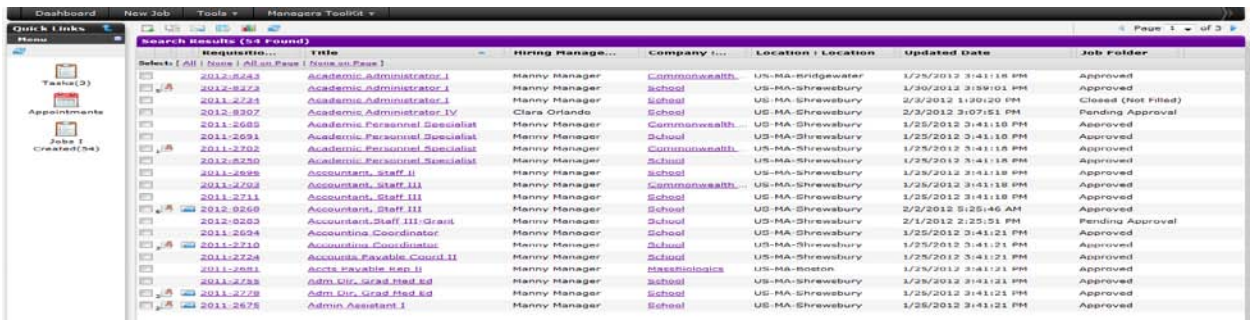
**Step 1:** To view the candidate pool, click **Dashboard.**



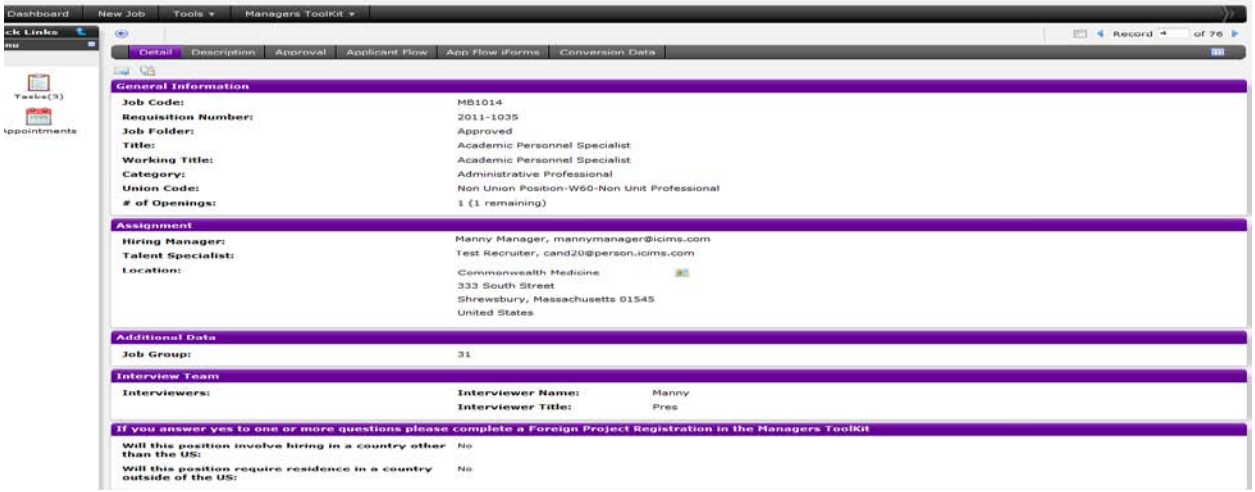

**Step 2:** For the **Hiring Manager** user look under Jobs and in **My Open Jobs** and search for the requisition.



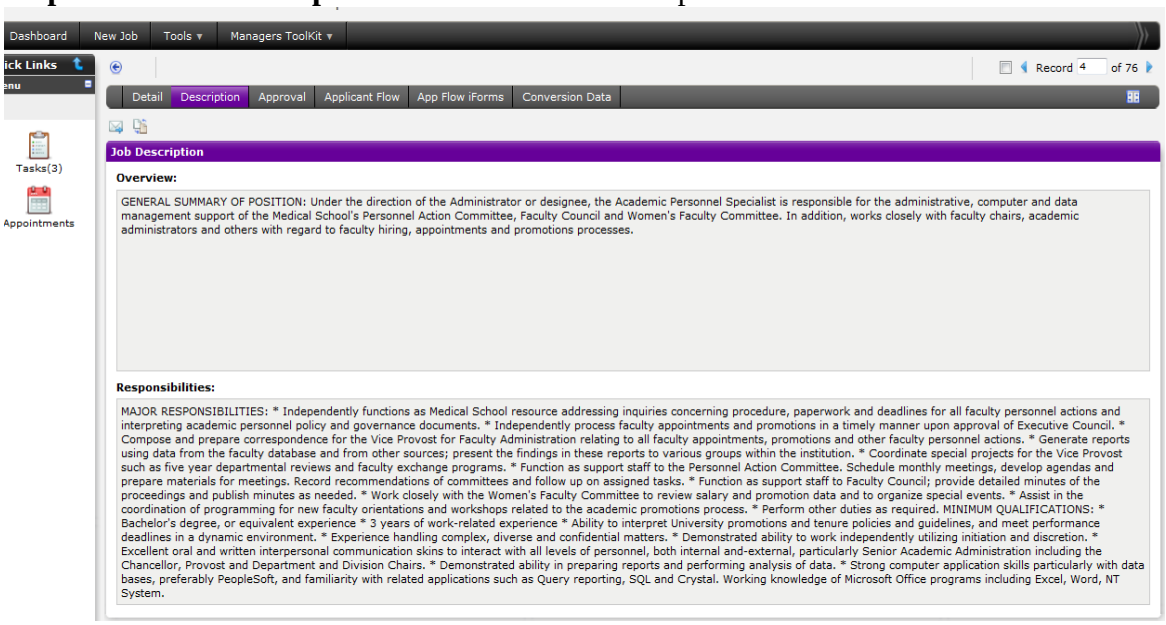

**Step 3:** For the **Requisition creator** user look under Quick Links and select the **Jobs Created** link and search for the requisition.



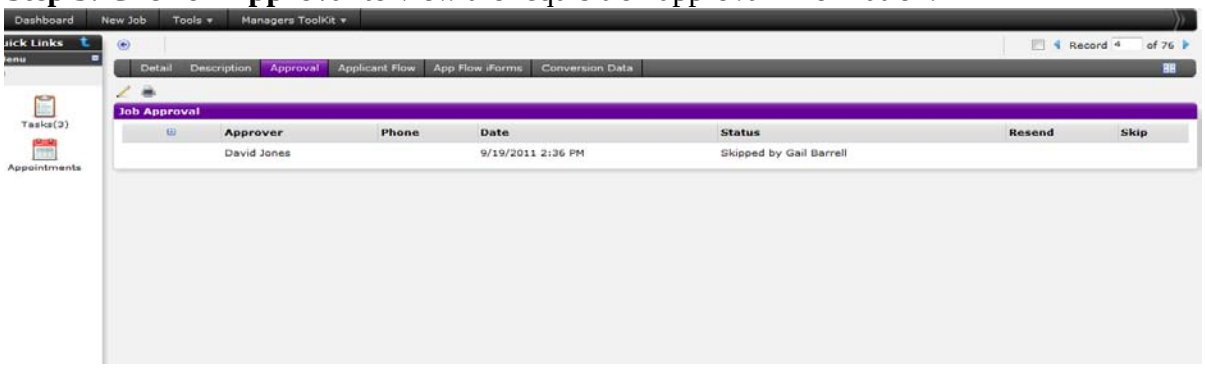
**Step 3:** Click on the **Requisition Number** and you will go the requisition detail**.**



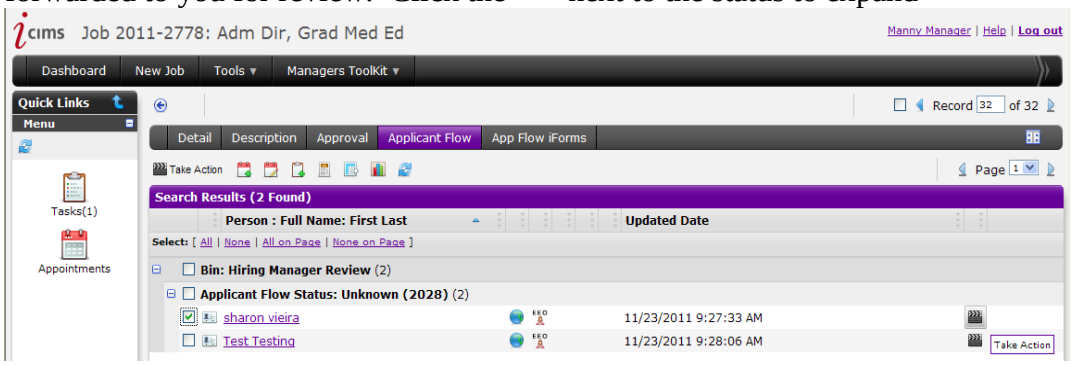

**Step 4:** Click on **Description** to view the Job Description information.



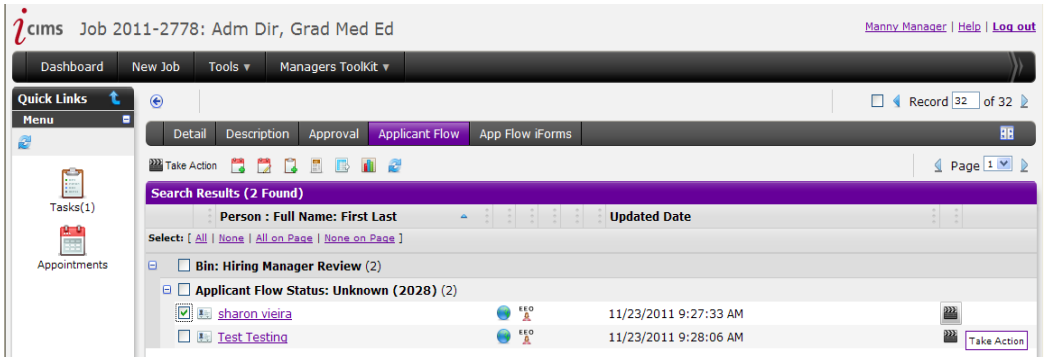

**Step 5:** Click on **Approval** to view the requisition approval information.



**Step 6:** Click on **Applicant Flow** tab to view the applicants that your Talent Specialist has forwarded to you for review. Click the "+" next to the status to expand

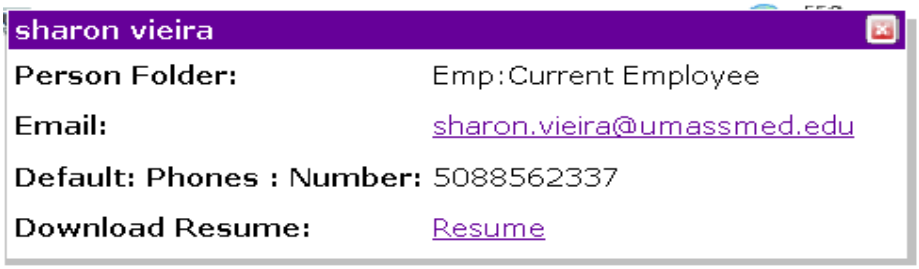



**Step 7:** Inside the **applicant flow** tab, click on **Applicant** name to view their information.

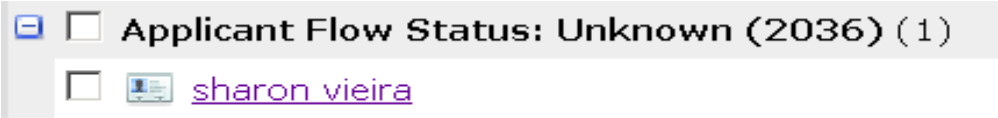



**Step 8:** Click on **quick information** icon next to the **Applicants** name

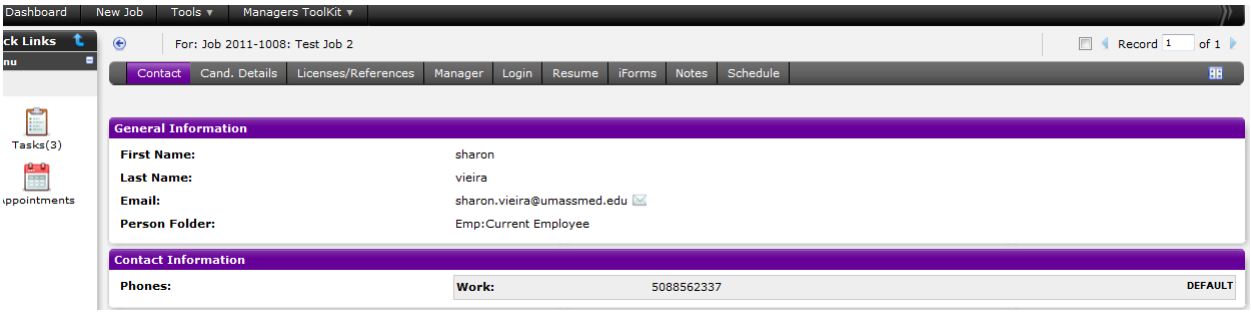
A pop up window will appear with a link for the applicants resume. Click on the link for the resume and you will be able to view it. Close resume when done and you will be back to your original screen.



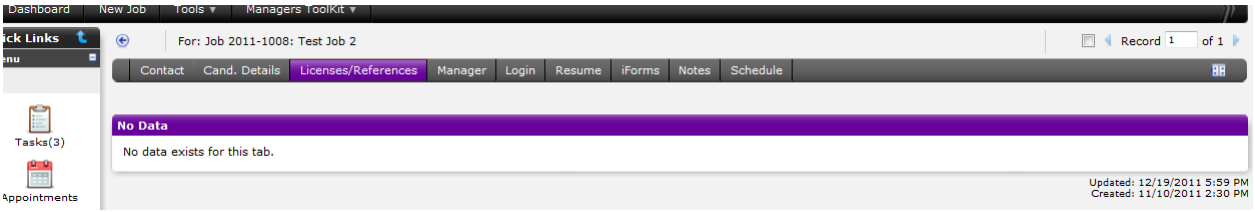
**Step 9:** Click on the **applicant** name**.**



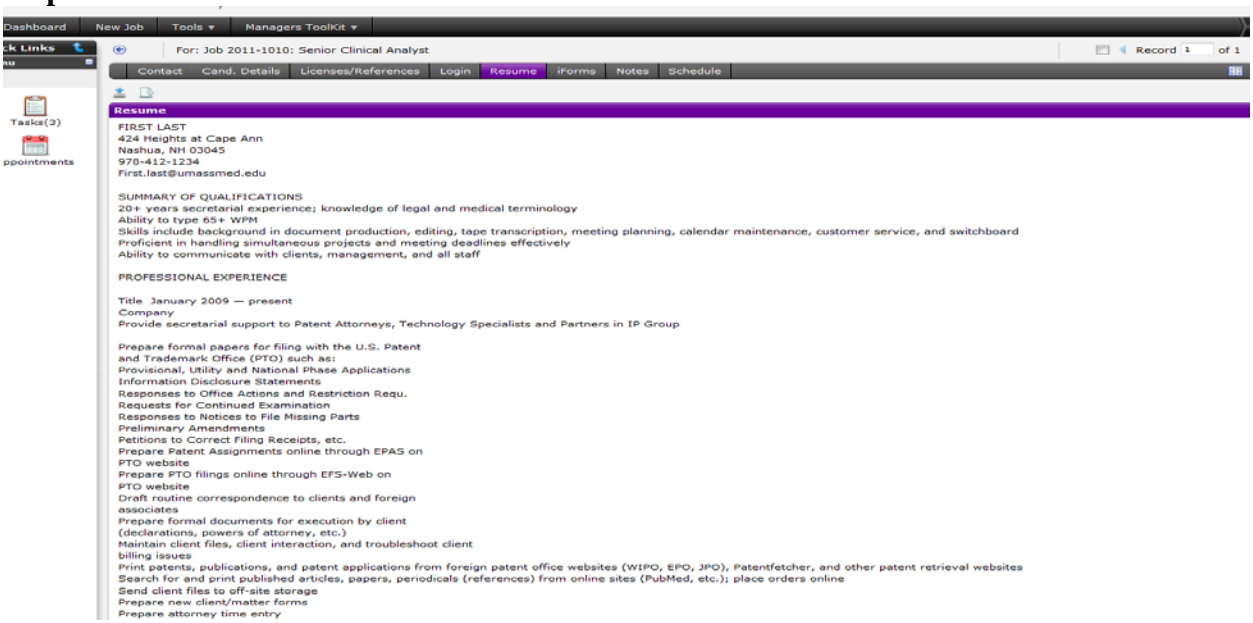

**Step 10:** You will go to the candidate page and land on **Contact** information.



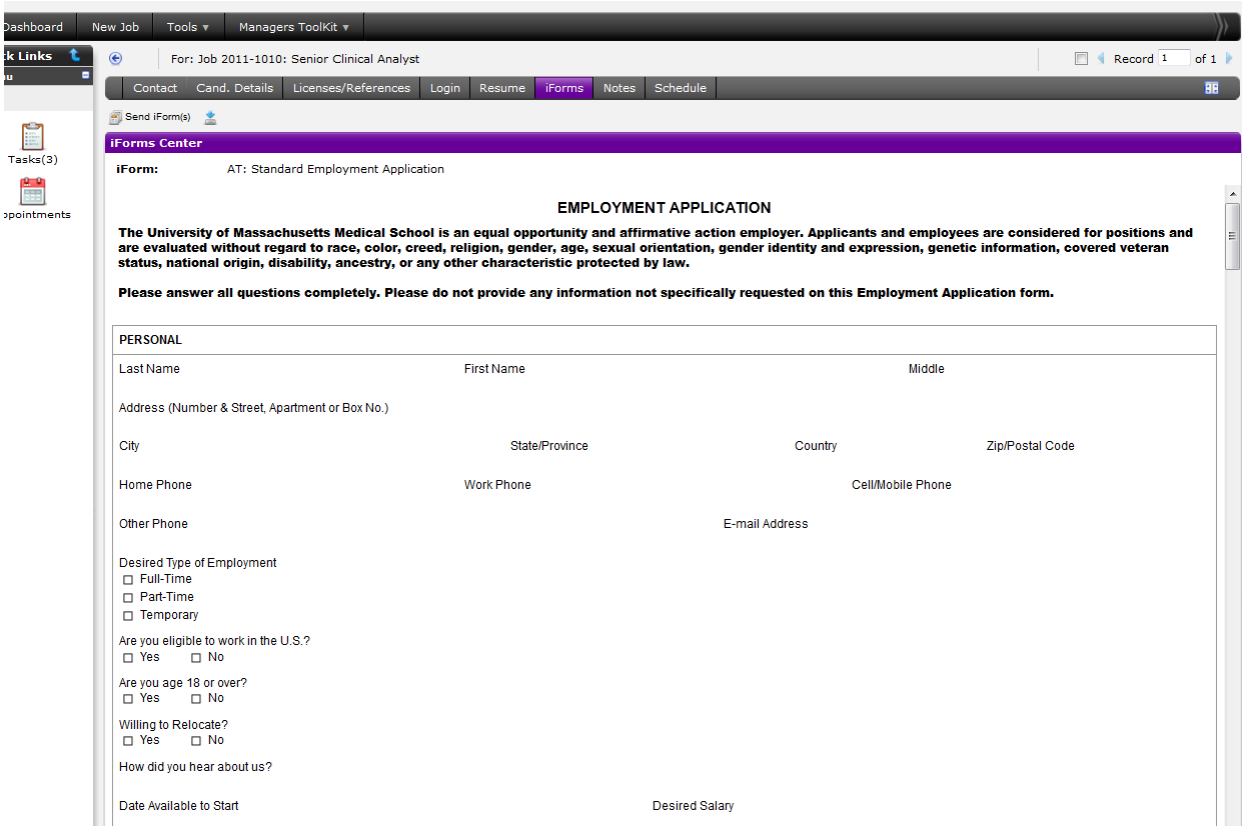

**Step 11:** Click on **License/References** to view this information.




**Step 12:** Click on **Resume** to view this information.



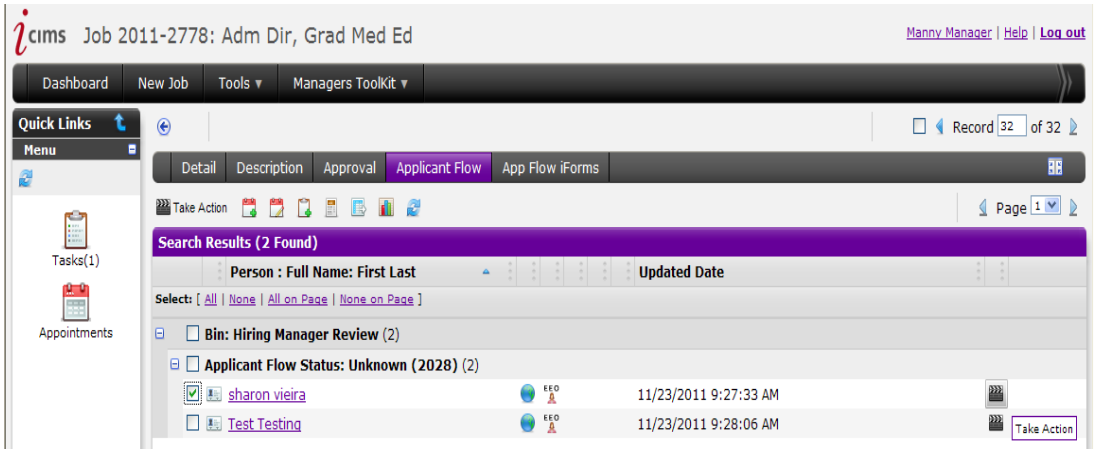
**Step 13:** Click on **iForms** to view the application



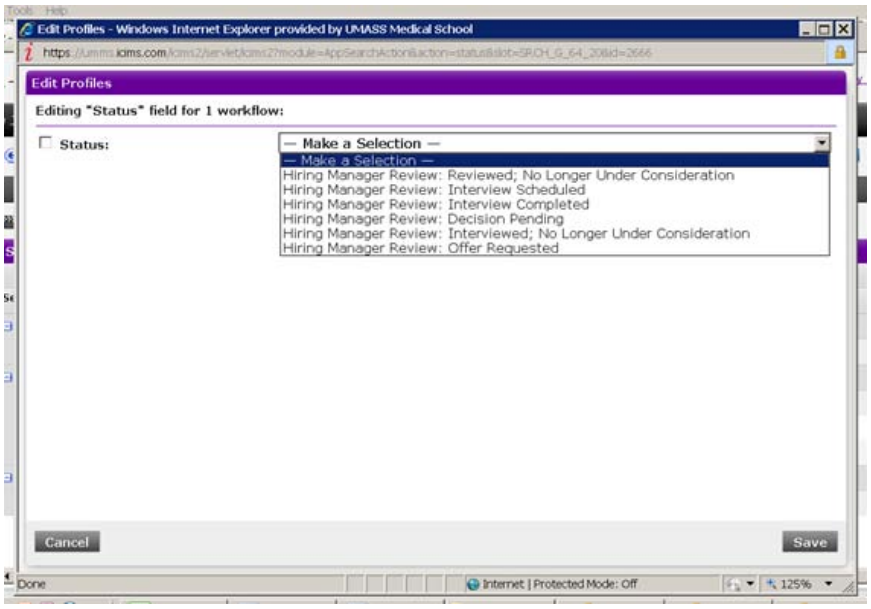
# Taking Action on Applicants

**Tip:** When you are taking action on applicants, you can select more than one at a time. For example, if you wanted to send an email to two candidates to set up interviews, you would check the **Select** box for each and then click the **Take Action** icon. An email would go to both applicants but they would see only their name.

**Step 1:** Click on the **Select** box for the applicant and click on the **Take Action** icon




**Step 2:** Choose an action from the drop down menu and click S**ave.**



## Description of Dispositions:

| Applicant Flow Status Selection | When to use | Disposition | Communication Center/Auto Reply | Talent Specialist Action Column | Submittal Status, visible to candidates |
|---|---|---|---|---|---|
| **Reviewed; No Longer Under Consideration** | HM no longer interested in candidate. | Candidate not most qualified | Pursuing Other Candidates/Not Most Qualified. Not an auto response. | Letter needs to be sent immediately. Talent Specialist will send the letter from the communication center. | Reviewed Not Selected |
| | | Took another job | | | |
| | | Not eligible to work in U.S. | | | |
| | | Salary requirement does not match | | | |
| | | Candidate Withdrew | | | |
| | | Did not Meet Position Qualifications | | | |
| | | Post-Offer - Candidate failed pre-employment health screening | | | |
| | | Rejected offer | | | |
| | | Unable to Contact | | | |
| | | Post-Offer - Candidate failed background screening | | | |
| | | Internal Candidate not eligible for transfer | | | |
| | | Failed to complete application | | | |
| | | Not Referred/No Visa Sponsorship | | | |
| | | Position Cancelled/on hold | | | |
| | | UMCH - Failed Security Clearance | | | |
| | | Other (Explain) | | | |
| **Reviewed; No Further Interest** | HM no longer interested in candidate for any position within the organization | None | | Letter needs to be sent immediately. Talent Specialist will send the letter from the communication center. | Reviewed Not Selected |
| **Interview Scheduled** | HM scheduling interview | None | Interview Scheduled - Opens up a calendar request and you can invite the candidate and others. | | Under Review |
| **Interview Completed** | HM marks interview as completed. | None | No Letter | | Under Review |
| **Decision Pending** | Instead of creating a new status of Under Consideration this status is what should be used. | None | No Letter | | Under Review |
| **Interviewed; No Longer Under Consideration** | HM chooses this status once the candidate is interviewedand is no longer under consideration. Disposition should also be chosen. | Candidate not most qualified | No auto reply/Rejection Letter interviewed sent | Letter needs to be sent immediately. Talent Specialist will send the letter from the communication center. | Interviewed; No Longer Under Consideration |
| | | Took another job | | | |
| | | Not eligible to work in U.S. | | | |
| | | Salary requirement does not match | | | |
| | | Candidate Withdrew | | | |
| | | Did not Meet Position Qualifications | | | |
| | | Post-Offer - Candidate failed pre-employment health screening | | | |
| | | Rejected offer | | | |
| | | Unable to Contact | | | |
| | | Post-Offer - Candidate failed background screening | | | |
| | | Internal Candidate not eligible for transfer | | | |
| | | Failed to complete application | | | |
| | | Unable to obtain visa sponsorship | | | |
| | | Position Cancelled/on hold | | | |
| | | Other (Explain) | | | |
| **Interviewed; No Further Interest** | HM no longer interested in candidate for any position within the organization | None | | Letter needs to be sent immediately. Talent Specialist will send the letter from the communication center. | Interviewed; Not Selected |
| **Offer Requested** | HM would like to make an offer. | None | None | Report needs to be created for Talent Specialist dashboard as an alert. | Under Review |
| **Completing iCIMs Requirements** | HM updates all information for candidate workflow | None | None | Report needs to be created for Talent Specialist dashboard as an alert. | Under Review |

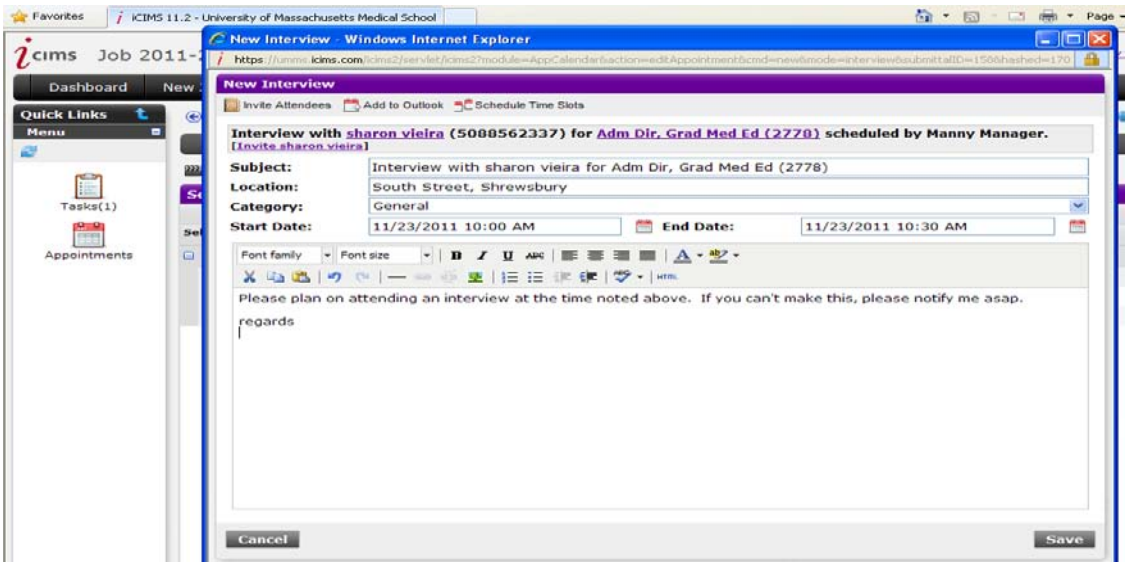
# Schedule Interviews

**Note: all interviews need to be added to iCIMS to be in compliance with OFCCP.**

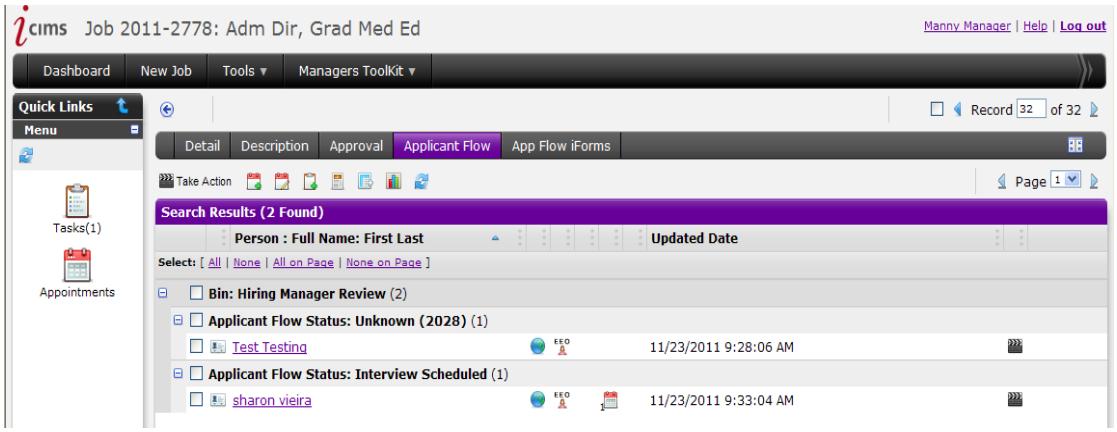
**Step 1:** Click on the red interview icon (next to envelope) to record interview

**Step 2:** Email window will open. If you are scheduling interviews through Icims; Click on Invite Attendees, draft your email to the applicant including a subject. Send email when completed. You also have the option of adding interviewers to this email by cc'ing them. Emails from iCIMS are compatible with Outlook.

If not using Icims to schedule interviews, don't click "invite attendees" but do document the interview information and save.



**Step 3:** The status will change on the applicant to "interview scheduled". Repeat for other applicants and select the appropriate status.

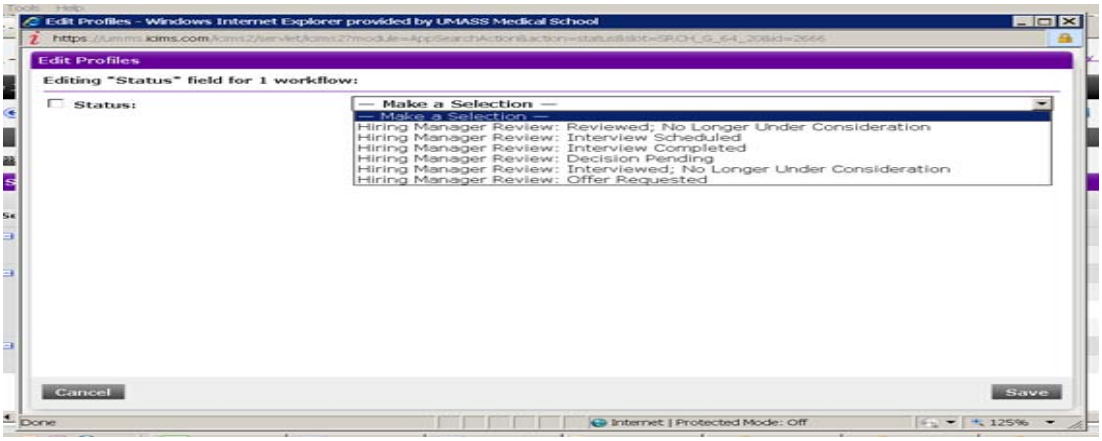


# Requesting Offer and Closing out Candidates

***Required Information for OFCCP.***

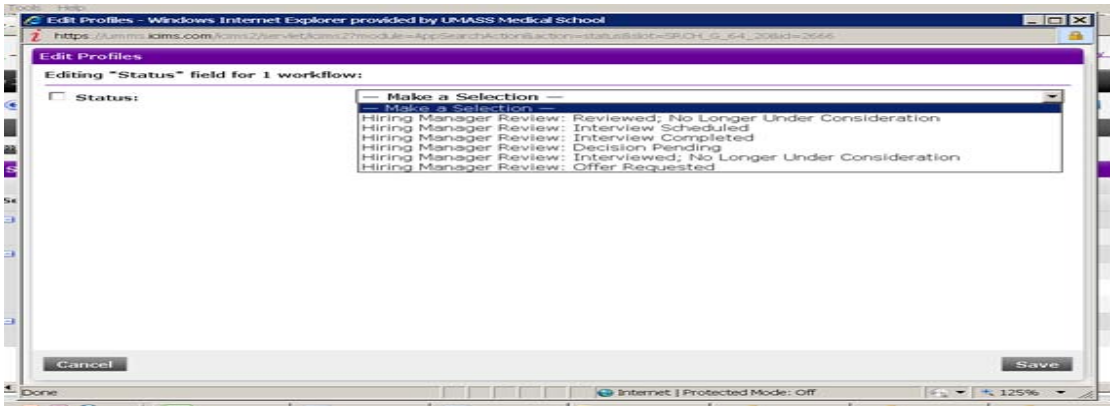
**Step 1:** Once a decision is made, action needs to be taken on each candidate. For the candidate you want to request a hire:

- Click on the **Select** box for that candidate and click on the **Take Action** icon.
- Select **Reference Check in Progress,** click save. Once references are completed, return to this section and select **Offer Requested Click Save. This will send a notification to your Talent Specialist who will then make the requested offer.**




**Step 2:** Update the status on each of the remaining candidates.

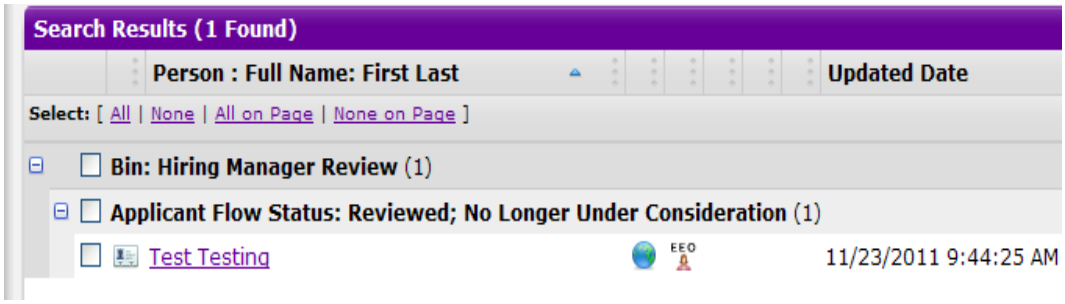
- Click on the **Select** box for each candidate.
- Click on the **Take Action** icon and make the appropriate selection.
- Click **Save.**



**Step 3:** Select a **Reason** from the drop down menu and **Save.**

**For description of Disposition Reasons, please refer to Page 25**

**Step 4: Status** will change on any candidate that had an action taken.



# Applicant View

This is what the process is like for an applicant applying for a position.

**Step 1:** Applicant searches for the position.

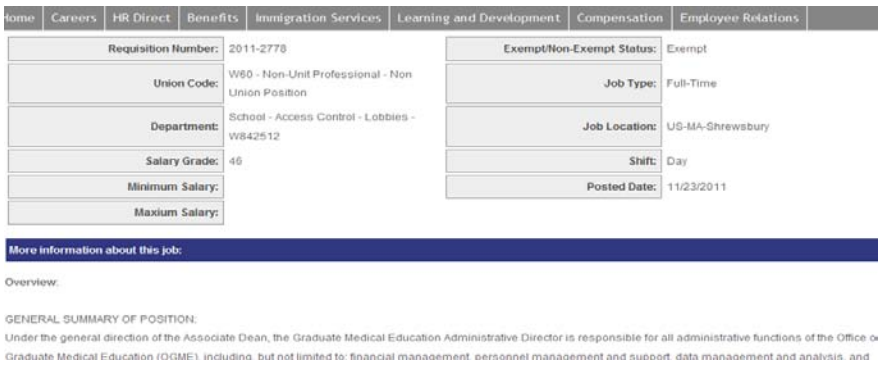
**Step 2:** Applicant reviews the job information.

Here are our current job openings. Please click on the job title for more information, and apply from that page if you are interested.

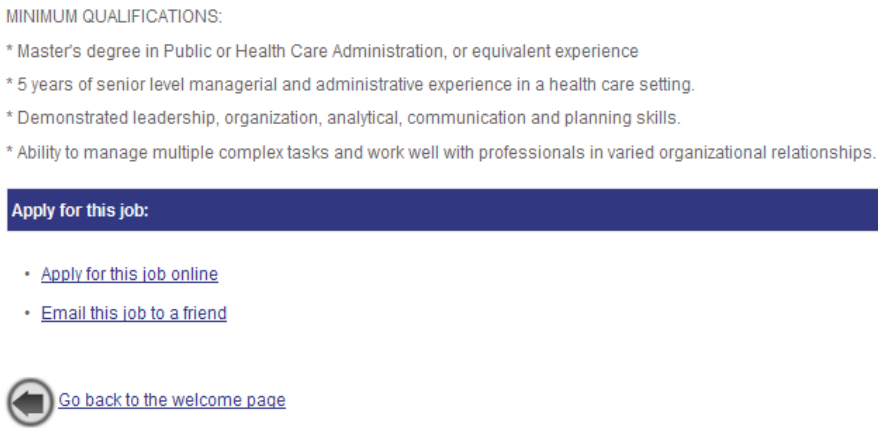
Page 1 of 1

| Requisition Number | Working Title | Department | Location | Job Type | Shift | Posted Date | Salary Grade | Minimum Salary | Maxium Salary |
|---|---|---|---|---|---|---|---|---|---|
| 2011-2778 | Adm Dir, Grad Med Ed | School - Access Control - Lobbies - W842512 | US-MA-Shrewsbury | Full-Time | Day | 11/23/2011 | 46 | | |

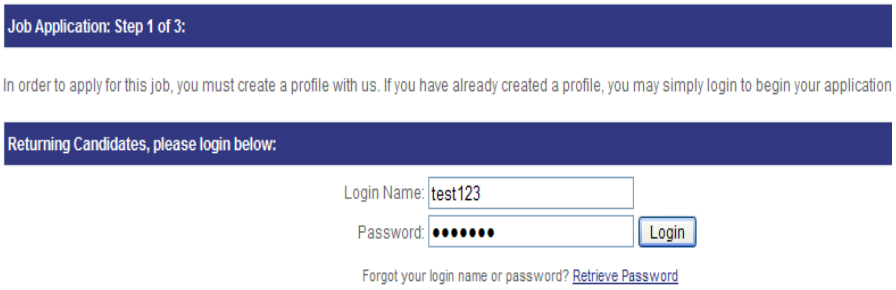
**Step 3:** Applicant clicks on the **Job Title** to view additional details

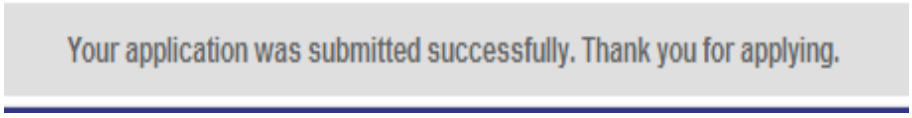


**Step 4:** Applicant clicks the **Apply for this job Online** link




**Step 5:** Applicant will see **Login screen.**




**Step 6:** Applicant completes application if they have not done so yet.

Applicant receives a confirmation on their screen after applying for the position.