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GETTING HIRED WEBINAR
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>> ADAM STREETS: Hello. We are going to be starting in just a few minutes. For right now I am going to be putting everyone else on mute.

Ladies and gentlemen, thank you for taking some time out of your day to sit through what I hope is an educational webinar about understanding the application process and how to get noticed. My name is Adam Streets. I'm the director of marketing here at GettingHired. And I am going to be walking through this presentation with you today. As with all of our webinars a couple housekeeping items. We do offer a live captioning service. That link is actually posted at the bottom of the screen currently. We are also requesting that everyone keep themselves on mute. I can mute you from my end. But we want to keep the chatter down. If you do have questions, there is a chat function that is tied to WebEx. Please feel free to enter any questions as I go through this presentation. We will have time at the end for us to answer as many questions as possible.

So to get started our agenda today I'm going to walk you through a role of a hiring manager, recruiter. We are going to discuss the job seeker frustrations and what a recruiter and job seeker relationship looks like and provide insight in to the length of the process. We will take a look at a new disclosure question. It is new for federal contractors and kind of discuss what it requires and why. Also we want to take a look at, you know, why it may feel that you are applying to multiple times for the same position. Get some understanding around additional requirements and what GettingHired can actually do to help you guys get started.

So understanding the hiring manager and the recruiting role. Most large organizations have hundreds of open positions posted at any time. The first resume is actually received within 200 seconds after the position has been posted. That's less than four minutes. The average job posting receives

over 250 resumes. At the end of the day that competition for every single job that you are applying to. The average recruiter spends over six seconds reviewing a resume. When you have 250 resumes and hundreds of posts recruiters can only scan the resumes and try to pick out the best ones. After the person replies they tend to run key word searches to see if someone in their database actually meets their needs. This is really a high probability of people missing some of the most qualified candidates. Out of that 60% of the applicants don't even meet the basic requirements. So at the end of the day 150 resumes received don't even meet the basic qualifications for the recruiter to look at them as an applicant for the position.

And on top of that another 57% of hiring managers that said they have caught -- caught a lie on a resume. Even the resumes that didn't -- that did make it through more than half of them were found to have inaccuracies. This is the landscape of what a hiring manager and a recruiter actually goes through on a day-to-day basis.

So the requirements, you probably read a job post, made it to the requirements section and immediately eliminated yourself from the position without applying or maybe you can't find a job based on the key words that you are using. This happens to everyone. And the real reason is that the requirements and job posts can be created from a template. Cutting and pasting or using a template tends to speed up the time it takes a recruiter or a hiring manager to post that job and most of them aren't fully accurate. When they go and post those things they go to use those templates they don't actually cut out and edit the specific job functions around what they need, especially if you have hundreds of jobs that you are trying to get out at any given time. The educational skill requirements may not be clearly defined. I came across one yesterday, the minimum requirements asked were for an associate's degree in banking. The preferred requirements were a master's degree in banking. That's a pretty big swing in requirements.

So then you see the essential requirements. And they may not necessarily be that essential. Do you really need to lift 50 pounds while you are working in a call center position? Highly doubtful. These types of things are things that we actually have to look at to make sure that, you know, they seem a little bit out of place, they may be. So at the end of the day if you do read something about an essential requirement that you would question yourself, the best thing for you to do if you meet the other requirements apply. You are not necessarily going to get rejected based on some of the essential requirements that they put in there if they look a little bit out of place. So job titles as another thing could ultimately be written using company speak. We know, we kick things around, you know, you are an IS professional or you are a technical professional or all of these internal lingo can sometimes make it through a job post. So as you go to search for something you might not necessarily find the thing that you are looking for immediately.

Job seeker frustrations, now here at GettingHired we conduct our own research on a yearly basis to gather insights. Here are some of the recent results we just got back from that survey. 82% of the people that responded are frustrated because of little or no response from jobs they have applied to. 58% are frustrated for little or no response from employers that they have interviewed with. 56% are frustrated because there is not enough positions that fit their skills or qualifications. And 37% the position that fit their skills and qualifications may not pay enough.

Also 20% job descriptions seem to be too restrictive or specific. Again that goes back to sometimes the way that those descriptions are written. And 19% said the websites are probably not accessible. So these frustrations I have to say with the exception of a few in there about the accessibility they are not unique. Just the job seekers that may have disabilities. These frustrations are seen with job seekers in general, especially with the lack of response about your application. We tend to get this because there's actually several -- there's several reasons. One there's a miscommunication going on between what a job seeker sees happening and what a recruiter actually thinks is happening. So from that frustration point of not having enough conversation or not being communicated enough, the No. 1 frustration recruiters don't even see that because most of them think that they are actually communicating enough with the good candidate matches. And they feel that the acknowledgement of your application being processed is coming through an automated e-mail.

Now this is usually true, but if you remember a large majority of candidates are never seen by a recruiter because of the amount of resumes that are received for the job post. So at the end of the day some of these recruiters who proactively reach out to job seekers about open positions they also believe that they are contacting them about opportunities that they would be interested in.

So some things come in to play. The answer yes and no. This is specific to the recruiting role and they look for candidates that meet their skills to fill those open positions but their resumes may be outdated. Some people receive phone calls that say hey, we think you can be a great graphic designer within our company and they are looking at a resume that I haven't actually done the graphic design for years. But they feel that they found a candidate that can potentially meet their requirements that could be part of a position.

So not only are they not getting back the candidates after they apply there are times that they are actually reaching out to candidates about positions that are not even what that candidate is interested in anymore. There is a big disconnect between a job seeker and the hiring manager or recruiter.

One of the biggest things that we hear is how long does this process take. And here are just some numbers for ya. 44% of the job seekers with a

disability have taken a year or more before getting a job. 40% stated that they found the job within one to six months. The average interview time is between two to four weeks depending on the company and the average number of interviews can fall between two to three depending on the position.

So the answer to the question of how long does it take, basically longer than anyone would like. After you get to an interview, it could take a month or two for a decision to be made.

So don't expect to receive a call back right after you apply or even a few weeks after. Job posts stay up for days or weeks at a time. Then they review the applicants. They make decisions. They schedule meetings or phone interviews. They have onsite interviews. And sometimes more than one of those and finally they extend the offer to the candidate they feel best meets that position. So at any given time you are still looking at, you know, up to two months for the interview process to take place and an actual position to be offered.

So here's one of these questions that has been coming up a lot since there has been a recent change in some of the regulations and it is about disclosure. Now disclosure is a pretty scary topic. For some it is still a completely personal decision. Some people don't mind disclosing that they have a disability. Some people feel they are going to get rejected from a job immediately. If they put in a resume that's the first thing that a recruiter or hiring manager is going to see and automatically they are going to get eliminated. Well, asking this question is a fairly new change that actually came out last year. These federal contractors, federal contractors specifically are required to ask if you have a disability.

The other thing is they are not allowed to ask what kind of disability you may have. The OFCCP put out a Section 503 regulation of the Rehabilitation Act that is basically pushing federal contractors to hire at least 7% of their workforce as people with disabilities. And in doing so they handed out a document that those federal contractors have to provide during the application process and during the interview process to allow that job seeker to disclose if they have a disability or not. You are not required to do -- to disclose anything if you do not want to.

So some people have thought maybe this is discriminatory. Can they actually ask it? The answer is yes. It was actually recently upheld by the court as a permissible request to help in the hiring of people with disabilities.

So at the end of the day it could be beneficial to you to disclose if you have a disability. Because the conversations are now starting to change. More companies outside of the federal contractors are looking to diversify their workforce. Part of our recent survey we found that 54% of our job seekers were willing to disclose having a disability up to the interview process. Now that's actually an increase from what we saw a year ago when only 43% of the people said that they would feel open to disclosing that they

had a disability prior to the interview.

Now again not all companies are required to ask. This only falls in to federal contractors and federal subcontractors. They are the ones who have to provide you with that option to disclose that you have that disability.

So most people applied, we have all applied through job boards, through companies. When we apply to a job board we put in our information, resume and all that data and we turn around and we go to apply to a job and we have to apply and put all of our information back in again. So we constantly feel like we are applying twice. Well, there's actually a reason behind that. So if you are actually counting on getting hired and you apply to a job through their company website it does feel like you are doing double duty. The businesses that we work with are proactively looking for candidates in our database on GettingHired. In addition to receiving resumes from the application process to a specific job on their website. So they use what's referred to as an applicant tracking system or as what we usually call an ATS. And this is where they post jobs which then get distributed out to their job boards. And they can go back in and look for job seekers that recently applied to positions on their personal websites.

Some of the things that they have been doing and the reason that they want job seekers to apply on their websites is because they are doing something that's called a talent community. This is -- it is somewhat new but it has kind of been around. The big idea is that within these communities they can tailor specific conversations and content and relevant information and provide open job positions to job seekers that are interested in specific industries and areas that they have applied to before.

So as an example if I'm looking for a project manager position in the IT space and I apply on a company's website, I could be put in to a talent community for job seekers interested in IT positions. They would then send me e-mails or provide me updated job posts for new positions that just came about that fall within the IT area within that company. That's why they want job seekers to apply on their own website. Again this isn't new. Applying or having a resume in multiple locations it has been going on for years. Businesses want to be able to track where those job seekers are coming from and they actually require job boards to send candidates to them, to apply on their position -- to apply for those positions within their website. And this is really one of the functions GettingHired provides.

Something new that's been coming up that we have been hearing a lot about and we have been talking to businesses about and we have been hearing from our job seekers is these additional tests and requirements. So unfortunately the testing component is a requirement for jobs if it is available. So it is an additional application step. They actually want to know which candidates are serious and have the basic skills needed for the job. If you remember 250 resumes per job post they are trying to narrow that field down by getting a better candidate pool after taking those assessments.

Also the job seekers that drop off without even applying or filling out that additional task or criteria they are automatically disqualified. So they have just narrowed down their spectrum from 250 for one post to maybe 50. So to them it is a really good thing. For what we have been hearing sometimes people can't take the test or the tests are not accessible for all job seekers with disabilities.

The No. 1 thing you can do is request an accommodation. This is very important. We here at GettingHired we're following up with job seekers that have shown some intent to apply to a position, but at the end of the day while we are having conversations with our employers the employer can't find them in the ATS. So they look a little deeper and they fell out somewhere. And we are starting to see that they fall out around the process of actually completing a test or a second level requirement that these companies have now put in place.

So we then have the conversation with them okay, well, we should reach out to them and find out was it an issue, why didn't they take it and some of the feedback that we have been getting back is that the test itself wasn't accessible. We couldn't see it. You know, so we couldn't actually fill it out. So they are losing candidates that could potentially be qualified for these positions because of these additional steps. But from our point at GettingHired we are trying to point those employers back to those job seekers that showed some intent to apply to those positions.

So that kind of gives me the next step in to what GettingHired actually does to help our job seekers with disabilities. Some of our job seekers they have a difference of opinion on this first one, about applying to everything but it will get you noticed in the wrong way. And it actually looks like you are Spamming the employer's system. So most people are not qualified to work in things like IT and banking and legal. But if you do have that area of skill set by all means apply to those jobs. What we have seen is some people will apply to a hundred jobs on the website in the hopes that they will be potentially seen and someone will look at their resume. What it does is it frustrates the employer and the hiring manager and they end up ignoring that because it looks like Spam coming through their system. Also don't reach out to that company the day you apply. Give the company a few days to gather those resumes. If you apply and you immediately call them hey I just applied for this position, they are probably not looking at those jobs the moment you apply.

And if you remember they get their first application within four minutes of their job post going up. So give them a few days. But do reach out and contact that company to follow up. Call in, ask if there's a hiring manager or HR recruiter or somebody you can talk to that you submitted your resume, you want to make sure that they got it. Ask any additional questions that you may have. Again if you need assistance with an application reach out to that accommodations service in the organization. I am going to show you a

couple of examples with Exelon and Waste Connections that they post with us. They do a great job of providing the actual accommodation statement within their page. So here is a screen shot from Exelon's people and culture. And in their opportunity section over in the bottom right-hand corner they have an accommodation statement there that gives you a direct e-mail to a recruiter at Exelon Corporation to be able to ask them questions and provide your phone number and get them to call you back and help walk through the application process if you are having a problem.

Waste Connections has a statement right there on their employment page that not only gives you the e-mail address but a phone number you can call to basically ask for some assistance with applying to those open positions. Look for these types of statements within your employ -- within the employer's websites that you are applying to. They should have one. I'm not going to say they all do because that's not true. We do work with our employers. We have conversations about making sure they have an accommodation statement that it is readily available. So a very vast majority of all the employers that we are working with have something like those listed on their websites.

So we are out there working for you. GettingHired is a free service for our job seekers. Unlike other job boards your career builder, your Monsters, we specifically work with job seekers with disabilities and our relationships with our clients offers our job seekers the added benefit that they are going to be seen rather than lost in that pile of applications.

We have monthly conversations with our business partners about job seekers that have recently applied. We provide them with daily application e-mails. They are sent to the recruiters and our business contacts and they have your resume information and the job that you applied to. We provide them right match notifications so they can see job seekers that match their job posts so if they are going to be proactive they can actually look through the GettingHired database and pull those individuals up and see if they may be a good fit for that job. We provide them unlimited access to seek our job seeker's resumes so they can do that proactive recruiting. That's one of the big reasons that job seekers should keep their resumes up to date because we do -- recruiters and our businesses looking for candidates and they will use these databases to find them.

So one of the things of why we do this we want to connect our job seekers directly through our employer partners who are looking to hire. We want you to find a job. And we want to know about it. Because at the end of the day the unemployment rate for people with disabilities is almost double the national average which it is an awful number. So as I mentioned before about the e-mail that we send to the employers, here is a sample of it to the right of the page. It provides a direct link to your resume, the job that you applied for, where the location is and when you apply for that job. There's not another company out there that really does this. And the next

step that we take is we have a conversation with our employers about these updates. So we'll turn around and go hey, Joe applied for this job last week. Have you seen them? Are they in your ATS? What do you think about them? Have you reached out to them yet? Imagine 250 people applying for that job and then you applying for this job and that business receiving this and receiving a phone call about this job that you applied for to give a heads up they are in our ATS or if you had trouble and you didn't get in to the ATS system they have your resume and information and reach out to you if they see that you are a good fit just by getting this. It gives you a second chance. If you don't have an account in our system or it is not filled out completely, when they click on that link that's their first impression. So they are either going to look through their ATS system to find you or they are going to click on that link and find you in our database. And if they don't see you there or can't find it, doesn't help you out when you are trying to be seen outside of those other 250 competitors that they just received.

So how do we get started? Well, one of the first things we can do is, you know, make sure that you have an account set up on GettingHired and it is up to date. Update your LinkedIn profile. A lot of people don't understand some of the things that recruiters do. Once they find a candidate they go online, look you up again either in a database that they work with like GettingHired or on LinkedIn. LinkedIn is one of the No. 1 locations for people to look up others to find out if the resume they have in front of them is the person they have online. Apply to as many jobs that meet your qualifications and skills. Again not every job for the same company. Go to the ones that you meet the qualification. And if you question a qualification that is written in that job post or job description, think again. Apply to the job. Worst case scenario you are not going to hear back and that's the No. 1 frustration for all job seekers. So apply to the jobs with a good chance that you are going to be seen for applying to those.

Take a look on the GettingHired blog post. We have career advice, tips, how to update your resumes and types of things that should be in your resumes. Tip and tricks on how to get noticed. We produce all that stuff in-house and it is from your experts here. So please take a look at those and some of it should be able to help you. Connect with friends, family, colleagues. These are some of the things that, you know, we can't say enough because for you to do that there's a very big chance that one of your friends or your colleagues is going to be able to point you in a direction of an open position. So we know that, you know, you are going to rely on those people that you trust to help you find a job. Do that. Do it on LinkedIn, tell them you are searching. Anything you can do to give yourself a step forward. Sign up for virtual career fairs. They are the easiest way. There is little travel.

Here at GettingHired I'm going to give you guys a link. We have five of them going on this year. Basically it is a virtual career. You could go to it in

your pajamas if you would like to have actual conversations. We have five of them going on in a year. Three of them are industry specific. So if you worked in IT or you work -- you are looking for a job in STEM industries, sales or retail or customer service we have specific virtual career fairs and our businesses, our employers are signing up to take advantage of those.

Also again follow up on Facebook or LinkedIn or Twitter. Follow up with friends and other agencies in those spaces as well. Here is the number of those links. One is for the virtual career fair. Take a look at it. It is outlined on the page. All of the stuff that we have going on this year for those. They are free to our job seekers. We started them last year. We got a lot of great feedback, not only from the employers but the employers have actually told us they started hiring people from those events. So it is a good chance for you actually to have a conversation and to reach out to these businesses. And, you know, basically display what you have and ask them questions and try to understand their corporate culture. Because one of the things that we know is that a corporate culture makes all the difference. The money and the benefits and all that stuff is nice, but if you go to work for a business, you have to like the business that you are working for. So this is a really great time for you to be able to reach out and ask them about that, ask them about the types of jobs and things like that. You may not be able to get in to the nitty gritty details around how much does this job pay and things like that. But it will give you a chance to provide your resume which then those recruiters turn around and hand off to the people hiring for specific positions.

So we offer them -- there are a number of them out there. So please take advantage of those again. No travel. You can do it from your home.

So from here -- I just hit you guys with a lot of information. If you have any questions, I'd like to welcome you to ask them now. Place them in the chat piece. I know we can potentially get a lot of people, you know, kind of talking over each other here, but are there any questions that you guys have currently that, you know, you would like me to answer? Thoughts? Ideas? Those types of things, feel free.

All right. I'm not getting any questions yet. But all of this information we are going to be -- we have recorded -- we recorded this webinar. We actually have closed captioning going on with it, and we are going to be putting this together and pushing it out to GettingHired's website. And we are going to e-mail out a little bit of a recap with certain information to everyone who was on the call today. Somebody want to ask a question? (Background noise)

So we will be recapping all of this information and pushing it out to our website. So be looking for that in the next couple of days. We'll send it out as soon as we actually get the recording done which takes about a day or so. Other than that please shoot us an e-mail. I know that everyone should have mine from the request and from this information. If you have any

additional questions, please free to e-mail. I will do my best to keep up with the questions and get your responses as soon as possible. And thank you for attending today. I hope it was informative. I hope you got something out of it.

Oh, I did actually get one. A federal contractor asks if a candidate has a disability is the candidate required to disclose at that moment? No. You do not have to disclose at that moment. So the federal contractor is actually required to ask you three times. So they can ask you during the application process. They can ask you after the interview or during the interview process. And in most cases they are asking their own current employees if they have any disability. So you do not have to answer. If you don't feel comfortable disclosing that you have a disability, you don't have to do it. And if you do, those are the times to do it. Because they are required to ask you those questions.

Anybody else? I hear some typing. By applying through GettingHired does an employer know that the candidate is someone with a disability? Yes, they do. They don't know what type of disability that you have. We don't ask that information. We don't supply that information. We don't want that information. That is -- again it is completely a personal thing for you. The reason that they will know that you potentially have some type of disability because GettingHired only supplies jobs and posts job to a community for people with disabilities. And the employers that we are working with they know that. That's why they are working with us. And they have an initiative in-house for themselves to hire more people with disabilities. So they use us as basically a way to push those jobs out. We also do a lot of training with those businesses. So one of the first things we ask when we start talking to businesses is do they want to have training for their hiring managers, their recruiters about, you know, talking to a person with disabilities. Like what it -- what the disclosure questions are. All types of things. We have a laundry list of training classes that they can elect to go through. So those are some of the things that we try to do from an education standpoint for our employers as well.

Glad I answered that for ya. Again my e-mail is on the invite for this webinar. If you have any other questions, please feel free to reach out. And again I'm going to be pulling all this stuff together and we are going to be posting this information. So you guys can use your powerpoint presentation, ask some additional questions.

I did get one last question, are there any private sector employers that are interested or are aware about hiring students with disabilities? Are they aware of the 7% rule? Yeah. So here's the thing about the 7% rule. We from a GettingHired standpoint we have been having webinars with our employers and having conversations with our employers. Outside of federal contractors a private employer is not required for that 7% utilization goal. They do know that is a good goal for them to attempt to reach but they are

not required to meet that. They do though -- they are aware about trying to hire students with disabilities. That is one of the big areas that we from GettingHired have been trying to reach out to organizations about and universities as a whole to kind of reach out to that student body to get them to understand that there are resources available when we do these types of things as well. Because businesses are trying to reach them, but again it is a very difficult process and we here at GettingHired have a difficult time actually reaching -- reaching university students with disabilities as well. But again there's a lot of jobs out there whether they are part-time jobs, health community jobs, full-time jobs that are focused around first time job seekers as well and they are looking at universities as a location to find their next level of talent.

And the next question I just got is are business -- are some of our business partners open to hiring you to work virtually? Yes. So not every business is -- has a virtual section. They don't have telecommuting jobs or work from home positions. Some of them do. We do our best to try to make sure when we have these conversations that some of the businesses understand that that's a flexible request, not all jobs have to be done in the office. So we do let them know that if there is an opportunity for this position to be flexible to have work from home, to be a telecommute job, to make sure that is posted in their job description because we do know that that is a big advantage for job seekers with disabilities.

Okay. With that I'm going to say thank you for attending today. Again I hope I answered your questions. I hope I gave you a little bit of insight in to the way some of these things work. And again please look at us for any help, any assistance that you need. Again I'm more than happy to answer any of your questions. And thank you very much for attending and have a great day.

(Session concluded at 11:41 a.m. CST)

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