Frequently Asked Questions - Managers

These Frequently Asked Questions are meant to guide hiring managers through the MyOpportunity Hourly Recruitment & Onboarding solution. The questions will cover general inquiries, as well as 3 steps; Creating a Requisition, Creating an Offer, and Onboarding.

GENERAL INFORMATION

Q: How do I log in to MyOpportunity?

A: a.) Follow the standard steps to log into the Compass Manager Suite at www.compassmanager.com.

b.) Select the People Management tab.

c.) Locate and click the MyOpportunity icon. All active managers have access to MyOpportunity.

d.) From the Home screen, select Recruiting from the drop-down menu.

Important: Hourly non-exempt managers will access MyOpportunity via the following link:

https://performancemanager8.successfactors.com/login?company=CGNA

Username & PW = Proxy's full 8 digit personnel number for both.

Company ID (if applicable) = CGNA

Q: Can I assign another manager or my admin rights to log in on my behalf?

A: Yes, you can assign proxy rights to anyone who will be acting as you in the Recruiting module: going through your job requisitions, pipeline, onboarding, etc. For example, Assistant Managers, Peer Hiring Managers, etc.

Note: Proxy Rights can be deleted at any time.

If your proxy is HOURLY (not salaried), they will access MyOpportunity via the following link:

https://performancemanager8.successfactors.com/login?company=CGNA

Username & PW = Proxy's full 8 digit personnel number for both.

Company ID (if applicable) = CGNA

*Also, please note that the Hiring Manager assigned to the Req is the only one who will receive email notifications concerning movement within the pipeline.

CREATING A REQUISITION

Q: How do I create a requisition?

A: Refer to the MyOpportunity Quick Study Guide #1 titled: Create & View your Requisitions - Manager

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Q: Should I change the desired posting date?

A: No, do not change this field. Use the current date default; the only time it is necessary to change this date is if there are any potential CBA (Union) requirements and the requisition needs to be posted externally at a later date.

Q: Can I hire multiple candidates in a single requisition?

A: Yes, you are able to do this when creating the requisition, using the "Number of Openings" field. See the next question for "How To".

Q: When should I create a single requisition with multiple position vs. multiple job requisitions?

A: You may enter more than 1 position if you need to hire multiple people with the identical job title/description, etc., and same targeted pay/start date; otherwise, a separate job requisition must be created.

Note: Small variations relating to the actual pay and start date can be managed at the Offer Letter stage. However, see next question as to when you should create a single req. with multiple positions vs. multiple reqs.

Q: My cost center does not appear when I am trying to select, what should I do?

A: All active cost centers are in the system. Ensure that you are selecting the correct Sector, Division, Region, District to display your cost center. If you are unfamiliar with your Cost Center's hierarchy, please contact your next-level manager to confirm what your Region/District selections should be.

Note: If your Cost Center is not available where you previously located it for a requisition, then your hierarchy may have been updated. Again, please reach out to your next-level manager to address any district or regional level re-alignments BEFORE selecting a Cost Center that is not accurate or leaving the Cost Center field blank.

Q: Can I make edits to position/job descriptions?

A: While you have the option to make MINOR changes to the internal and external job positions and descriptions prior to submitting Job Requisition to CNRC, the following important items should be considered:

- *Only minor changes are permitted in the case of exceptional scenarios. It is your responsibility to ensure that any changes are immaterial to the essential job function. Please contact your HR representative if further assistance is needed.*
- *Changes will result in additional cost and posting delay. All changes are required to be sent to the outside vendor for translation to Spanish.*

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Q: Who selects the background check option in the job requisition?

A: All units that are utilizing First Advantage (FADV) for background check processing need to select the appropriate FADV background check option when creating a job requisition. This selection ensures that an automated email is generated & sent to applicant in order to request that they complete the appropriate information.

Note: If you do not use First Advantage for background check and/or drug screen, select "None" & follow your standard background check process.

Q: What happens if I forget to select a First Advantage background check in my requisition?

A: Your applicant will never receive a request to provide their information to FADV. To correct this, you will need CNRC's assistance to update your job requisition & re-trigger the request to the applicant.

Q: Does the $65 per requisition charge include the cost of the First Advantage background check?

A: No, it does not. First Advantage background check fees will continue to be charged to your unit as they were prior to MyOpportunity.

Q: What information should I put in the *Comments by Hiring Manager* Box?

A: The comment box allows any communication that the manager needs CNRC to know. Please type in the following important info for CNRC to utilize:

- Is this a hard-to-fill position for you? If so:
  - Where do you usually post ads? Local newspapers, job boards, colleges, Craig's list, etc.
  - Why is this a hard-to-fill job? For example, location.
- Other Requirements: "internal posting exceptions for CBA/ union units".

Please keep these comments clear & concise.

Q: How long will it take for a position to be approved and posted once I have submitted the requisition to CNRC?

A: CNRC will process & post the requisition within one business day. Once posted, internal jobs will be visible within approximately 30 minutes, while external postings will take anywhere from 1 hour to one day to appear, depending upon our partner sites.

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Q: As a hiring manager, what do I put in for the "Start Date" field in Job Requisition?

A: Indicate your start date, taking into consideration the standard time line required to hire a new person for your specific unit. For example, if you submit a request on Monday, 9/1 & CNRC approves it on 9/2, you can expect candidates to be advanced to you on Monday, 9/8. If you can complete interviews and all pre-employment activities by Friday, 9/12, your target start date would be 9/12. However, if your pre-employment activities take 3 weeks, your target start date would be 10/3. Refer to MyOpportunity Process Flow for further details. The next opportunity to edit the start date is when you are creating the offer. Final confirmation occurs at the beginning of the onboarding phase.

Q: When a candidate applies for multiple positions do they have to retake the behavioral assessment for each position?

A: Assessments are only taken once for positions in the same job family. If a candidate applies for a position in another job family, they will have to take the assessment assigned to that job family.

Q: Will internal candidates be required to take the assessment?

A: Yes, every candidate is required to take the assessment.

Q: How long will the assessment take?

A: 8-12 minutes (times may vary depending on candidate and assessment).

Q: Who will receive the email notifications from MyOpportunity? When?

A: Hiring Manager will receive notification when:

1- CNRC has screened & advanced a candidate through the pipeline, and moved them to the Hiring Manager Review bucket.
2- If you are using FADV, you would get a notification once the applicant has completed their information and they are ready for you to select the appropriate background check package.
3- Notification of results for the First Advantage background check will be sent to you.

The candidate will receive notification when:

1- Their applications are completed
2- They need to complete a People Answer's behavioral assessment
3- CNRC advances the applicant to you for review
4- E-mail for request to submit information to FADV
5- They receive an offer letter

6- If you interviewed & decided not to proceed with moving the candidate (not moving them to the Create Offer or Alternate bucket)
7- When requisition is closed (this occurs when you move your candidate to the Onboarding bucket in the Recruiting Module), a system message will be sent to all applicants.
8- If you select the Onboarding option to allow the New Hire to complete his/her paperwork from home.
9- At the end of Onboarding, all signed documents will be emailed to the New Hire
10- Shoes for Crews email

Q: What external career sites are the jobs being posted on?

A: Snagajob, Direct Employers, Indeed, Simply Hired, and hundreds of other partner sites.

Q: What if my boss wants to approve my requisition?

A: Hiring managers may be added as an approver to job requisitions prior to sending to CNRC for approval. To add an approver click on the Add Approver/Modifier button at the bottom of the screen. Refer to Quick Study Guide #4 General System Overview, at the bottom of page 2.

Q: How will a candidate apply?

A: Internal candidates will apply through www.altogethergreat.com and External candidates will apply through www.compassgroupcareers.com. Once the applicant selects the position they are applying for they will be instructed to create a profile.

CREATING AN OFFER

Q: Where do I locate the candidates that CNRC pushed through for my review?

A: Select the requisition you would like to review, click on the number in the candidate column & the candidates will be in the pipeline under “Hiring Manager Review” bucket.

Q: What is candidate ranking used for?

A: Upon completion of interviews, click on the interviewing bucket and then click on each candidate to rank them. A ranking of 1 suggests that the candidate will move to the Create Offer bucket, while a ranking of 2 or 3 means the candidate should be moved to the Alternate bucket, which allows you to have a back-up in case your first selection fails pre-employment screening.

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Q: What if the Hiring Manager would like to interview an individual that has an internal reference?

A: The candidate would still need to apply for the requisition as soon as it is posted. We encourage everyone to apply ASAP. Candidate's qualifications & experience, as well as timing of their application will determine if the candidate will be advanced to you for review.

Q: What checks and balances are in place for applicants that apply for multiple positions? What procedures will hiring managers use when onboarding candidates who apply for multiple positions?

A: Applicants will receive an email stating the position and sector they have applied for. If they have applied for multiple jobs, each manager can issue an offer letter independently, however, the first job the applicant accepts & the manager initiates his/her onboarding will secure them & eliminate them from other job reqs.

Q: How do I create an offer?

A: Refer to Quick Study Guide#2, "Managing the Candidate Pipeline - *Manager* - step 3a.

Q: If a requisition does not require a background check, what part of the pipeline do they move to?

A: The candidate will automatically move from "Offer Extended" to the "Screening Results" bucket in the pipeline within approximately 15 minutes.

Q: If your unit is using FADV, when will the candidate move to Screening Results bucket?

A: The system will automatically move the candidate to the next bucket once the results have been returned from FADV (times vary).

Q: When does the offer letter get sent?

A: As soon as the candidate is moved to the Offer Extended bucket an automatic e-mail is sent.

Q: Can an offer letter be re-sent?

A: You can copy & paste the offer letter from the correspondence section of the candidate's profile located in the pipeline.

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Q: If a potential new hire walks into my location asking to apply for a job, what I do?

A: You will be supplied with flyers that state all of the necessary information for the applicant to apply for positions online. No paper applications may be accepted.

CANDIDATE ON-BOARDING

Q: My new-hire is in the Onboarding bucket, what is the next step?

A: Remember to click "Initiate Onboarding" in order to move the candidate to the Onboarding module.

Q. How do I navigate to the Onboarding process?

A: Log on to MyOpportunity, clicking on the **Home** drop-down arrow and select **Onboarding** from the drop down menu. Refer to *Quick Study Guide #3 Onboarding* for further details.

Q: Can I upload documents to MyOpportunity?

A: No, there is no place for attachments.

Q: Is the Meal Benefit Plan option available?

A: Yes, the meal benefit plan option flag is located at the end of the onboarding process and it works just like a CPM flag today (Manager is required to indicate whether New Hire decided to participate in the plan or not). Manager continues to be responsible for review/completion and retention of the signed form by Associate as before MyOpportunity Go Live.

Q: What is the default password for manager in onboarding, Signing Ceremony?

A: Compass1

Q: An applicant forgot their Onboarding password, what should they do?

A: Applicant will select "Forgot Password" at account login page and will need to change password. An automatic e-mail will be sent to confirm password change.

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Q: What happens if WOTC screening URL does not appear in the Onboarding bucket in Recruitment?

A: Manager would e-mail Compass National Recruitment Center at CNRC@compass-usa.com to assist with resolving the issue.

Q: As a hiring manager should I open the WOTC link?

A: It is important that you do not open the link, it is a one-time use link. It will not carry over properly to the Onboarding module where the WOTC survey and form is later presented to New Hire and completed by New Hire.

Q: I have questions regarding FADV?

A: Please call FADV's customer support; this support is dedicated to Compass Group.

- Technical Support: 866.809.8751 Opt. 1
- Background Screening Support: 866.809.8751 Opt. 3

For candidates' questions / concerns:

- Candidate Support Line: 866.777.1979

Q: What happens if New Hire closes a window during onboarding process? Will New Hire lose data that has already been entered?

A: Manager will use their log-in information to log back in and it will automatically return candidate to where they left off.

Q: If applicant is completing W4 form and has any questions what should I advise?

A: If applicant has questions on what the different sections of W4 are requesting, they can select the questions marks at the bottom of the screen and this will give explanations of what each section of the form means.

Q: Are applicants able to view and print their paperwork after signing?

A: Applicant receives all emails directly if manager ensures that applicant's personal e-mail is entered during the onboarding process. After applicant completes all paperwork, the last page of the signing ceremony has a "print all documents" button OR if applicant chooses to complete paperwork at home an e-mail is sent to that contains all signed documents.

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Q: New Hire did not receive an e-mail from signing ceremony. What do I do now?

A: Manager will print copies of signed paperwork and give to New Hire.

Q: Will documents print out electronically signed?

A: Yes.

Note: Print all New Hire forms and place them in your Associates' personnel Files along with other New Hire forms that you might have been required to complete via manual process.

Q: When will the requisition close?

A: Once the last candidate is moved to Onboarding and all positions are filled (if more than one), the requisition will close automatically. This activity dispositions all applicants and triggers a system communication to all.

Q: Why would you have to change candidate information during onboarding?

A: If candidate information is incorrect (i.e. pay rate, start date) changes would be made in onboarding, you would not have to move back to Recruiting portion of pipeline.

Q: If I need to change an associate's information; bank number, address, etc… will I use MyOpportunity or CPM?

A: After you hire and onboard the associate, you will continue to manage associate data in CPM.

Q: When is the charge / cost per hire actually charged to the cost center?

A: This happens once Onboarding is completed and MyOpportunity transmits a New Hire file to CPM/SAP. Not when the requisition is created.

Q: As a manager, how do I input the employee into the time clock?

A: No change - Follow same practices from the past as soon as associate is on-boarded.

Q: Are there any Onboarding forms that are not loaded into MyOpportunity?

A: All key policies/forms, required at the company/federal/state level, have been uploaded to MyOpportunity. Below the state level or some sector-specific forms have not – managers are responsible for identifying the

exceptions and continuing to follow the manual process as before your sector's MyOpportunity Go Live.

Q: When would an applicant receive an e-mail from Shoes for Crews?

A: After the signing ceremony, an automated e-mail will be sent to the candidate.