

Posting Manager Process

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Introduction

This user guide explains the accessibility for the Posting Manager role. This user has access to manage applicants and post jobs within their assigned business unit(s). Admin users and Job Posting Managers are the only users who can post jobs. Job Posting Managers must be given permission to create Job Templates and Job Questions.

Home Page

You will be taken directly to your default homepage. Select the different icons across the top and in the **Gears** icon to navigate through the isolved Hire system.



Applicants

In this section you can **view**, **status**, **manually add**, **edit**, and **add notes** to applications for jobs in your **assigned department(s)**.

Search for applicants using the **All Applicants** tab or the **Applicants by Job** tab. Use the dropdowns to filter which applicants you view or to determine how applicants are sorted. You can change any filter criteria and click **Filter** to update the results. Active, qualified Applicants for the last 90 days will show by default. By clicking the **Show Sent Emails** box, you can view which email templates have been sent to the applicants displayed. Status applicants individually, or en masse, from this screen.

Phoenix Holdings Applicant Dashboard

All Applicants Applicants By Job Incomplete Apps

All Department All Jobs All Administrators

All Statuses Qualified Active

Job Question Score Above... 03-Dec-2018 03-Mar-2019 Show Sent

Emails Filter

Displaying 1 - 2 of 2 Total Candidates

	Name	Date	Job Title	Internal ID	Score	Met BQ	Assessment	Candid	Avg Rating	Status
1.	Ellis, Tirone Manually Added App Invite	21-Feb-2019	DOT Truck Driver			Yes			☆☆☆☆	
2.	Cano, Javier Manually Added	29-Jan-2019	Warehouse Worker	Long Application		Yes			☆☆☆☆	Hired

Select All - Select None

Using the **Applicants by Job** tab allows you to review applicants by Job. Click **View** to open a dashboard for a specific job. Click the **Show Conversion Data** checkbox to display conversion percentages for each job.

Phoenix Holdings Applicant Dashboard

All Applicants Applicants By Job Incomplete Apps

Job Title/Job ID Internal ID All Department All Administrators Active

Last 30 Days Show Conversion Data Show Custom Fields Filter

Displaying 1 - 2 of 2 Total Jobs

	Job Title	Department	Internal ID	Applicants	Qualified	Needs Review
Q View	Junior PHP/MySQL Programmer/Developer American Fork, UT - Full Time	IT		1	1	1
Q View	Accounting Clerk - Part Time American Fork, UT - Full Time	Finance	Utah	3	3	0
		Totals		4	4	1

Displaying 1 - 2 of 2 Total Jobs

Click the Job Title or click the **View** button to the left of the job listing to view applicants. Use the dropdowns to filter which applicants you view or to determine how applicants are sorted. Use the **Add Applicant** option to manually add an applicant to the job, if you have been granted access to do so.

Phoenix Holdings Applicants

6 5 4 1 1 0

APPLICATIONS QUALIFIED NO STATUS INTERVIEWED HIRED NOT SELECTED

Junior PHP/MySQL Programmer/Developer - American Fork, UT

Start: 21-Mar-2018 End: 20-May-2022

Department: IT

All Statuses No Status

Active Statuses Reviewed Left Voicemail

20-Sep-2018 21-Mar-2018 Filter

Displaying 1 - 5 of 5 Total Candidates

	Name	Date	Score	Met BQ	Avg Rating	Status
1.	Turner, Oliver	12-Sep-2018	46	Yes	☆☆☆☆	
2.	Broughton, Riley Notes Messages App Invite	27-Jul-2018	44	Yes	☆☆☆☆	BGC / Drug Test Requester
3.	Fielding, Daisy Notes App Invite	21-May-2018	54	Yes	☆☆☆☆	
4.	Petersen, Max Notes Messages References App Invite eform	21-Mar-2018	53	Yes	☆☆☆☆	Hired
5.	Conner, Darlene App Invite	21-Mar-2018	38	Yes	☆☆☆☆	

Select All - Select None

Displaying 1 - 5 of 5 Total Candidates

Manage Selected Applicants: Action Spotlight Update Status Change Archive Assign Users

Email Thank You Page Integratio

Click **Action>View** to go into an individual applicant record.

1. Applicant Filter:

Use this section to filter results, similar to filtering on the main applicant pages. Adjust the filters and click the **Filter** button.

2. Applicant Profile Information:

This section shows the applicant's contact information. Click(**edit**) to edit the applicant's profile information.

This will change the information for EVERY application for this applicant.

If enabled, choose a star to rate the applicant.

3. Application Information:

This area will look different, depending on the features enabled on your account.

Click on the tabs and labels to navigate through the application information.

If any integrations are enabled on your account, you will be able to click on the tabs and initiate other functions like background checks, assessments, onboarding, etc.

4. Action Buttons:

When viewing the application, you will find buttons at the upper right to do different tasks.

- **Follow:** This feature allows any user to "follow" an application. Users who follow an application receive an email notification whenever another user updates the status or makes notes on that application.
- **Send Message:** Text or Email the applicant.
- **Add Note:** Add a note on the application, or add a note and change a status simultaneously.
- **Print:** Print the application.
- **Action:** Includes a variety of other actions you can do with the application record, some features are optional.

5. Application Status:

You can status an individual application using the **Application Status** drop-down menu. If you hover over any given status, and if the status has an assigned description, the description will appear to help you determine the appropriate status selection.

The screenshot displays the application record for Kiersten Malone, titled "Accounting Clerk - Part Time - American Fork, UT". The record includes details such as the source (Employee Referral), employee name (Ellie Kelekolo), and various tabs for Application, Job Questions, Assessments, Integrations, eForms, Summary, Employment History, Education, Resume, and References. The Employment History tab is active, showing a note: "This person previously worked for the company and is not eligible to be hired again." The Application Status dropdown menu is open, showing a list of statuses including Active, Reviewed, Left Voicemail, Interview Requested, Ex-Employee - Rehirable, Phone Interview Scheduled, Phone Interview Completed, In-Person Interview Scheduled, 1st Interview Completed, 2nd Interview Completed, Interview Cancelled / No Show, Not Qualified, Not Selected, Ex-Employee - Not Rehirable, BGC / Drug Test Requested, BGC / Drug Test Cleared, and BGC / Drug Test Didn't Clear. The status "Ex-Employee - Not Rehirable" is highlighted.

6. Application Tags:

Application tags are a way to quickly see pertinent information about an application at a glance. Tags appear as colored bubbles and include Notes, Messages, specific Integrations, completing an App Invite, etc.

7. Timeline:

This area tracks any changes to the application, including notes, actions, and emails/texts sent. There are 3 different views of Timeline/Other Applications. An Admin user can contact the Support Team to change the view for all users in the organization.

8. Other Applications:

This area displays any other applications this candidate has submitted.

9. Help Center:

There are 3 different ways to use the **Help Center** to quickly find answers to your questions.

- **Need Help?:** Begin typing any word or phrase to search our entire Help Center.
- **Common Questions:** Click this button to see a filtered list of commonly searched articles based on the page you're on.
- **Featured Articles:** Click any of the featured article buttons to see the most commonly searched articles based on the page you're on and your user type.

Applicant Filter: 1 <

All Department
All Jobs
All Administrators
All Application Statuses
Active < Qualified <
01-Mar-2018 20-Sep-2018
Job Question Score Above
Sort By
Filter

Currently Showing
1 - 12 of 12

Turner, Oliver
Avg: ☆☆☆☆ 46
12-Sep-2018

Malone, Kiersten
Avg: ☆☆☆☆ 25
21-Aug-2018
Hired
Notes Messages eForm

Connare, Vincent
Avg: ☆☆☆☆ 0

Broughton, Riley
Avg: ☆☆☆☆ 44
27-Jul-2018
BGC / Drug Test Requested
Notes Messages eForm Assessment - 100

Petersen, Max (edit) 4 0 followers Follow Send Message Add Note Print Actions

21-Mar-2018 Junior PHP/MySQL Programmer/Developer - American Fork, UT

SOURCE: Indeed APPLIED ON: Mar

Application Job Questions Integrations eForms

Summary Employment History Education Resume References

Employment History

PROCOMPUTERS

JOB TITLE: Summer Internship - Technician
DATES EMPLOYED FROM: Jun/2017
DATES EMPLOYED TO: Aug/2017
EMPLOYMENT LENGTH: 0 years, 2 months
RATE OF PAY: 25.00

DUTIES: Provided technical support and troubleshooting on Desktops, Laptops, and Mobile Devices to clients in-person, over the phone, through Remote Desktop, and others. Resolved hardware and software conflicts through either troubleshooting or replacement. Replaced malfunctioning hardware in both Desktops and Laptops.

REASON FOR LEAVING: Summer Internship
MAY WE CONTACT?: Yes

Address: Gulfport, MS UNITED STATES
Phone: 000-000-0000
Supervisor Name: Pete Sample

Education

College or University

Name: University of Southern Mississippi
Location: Hattiesburg, MS, UNITED STATES
Graduated? Yes
Years Attended: 4
Degree: Bachelor Of Science In Computer Science
Major: Computer Science

APPLICATION TAGS
Notes Messages eForm App Invite

TIMELINE
Show: Notes Actions Emails/Texts

HR Data Survey by Kristine Hull | 01-Jun-2018
Survey Title: New Hire Paperwork Checklist
Score: Flagged? N

Note by Kristine Hull | 17-May-2018
Notes score continued.
Score: Best

Emailed by System Generated | 26-Apr-2018
Sent the Thank You Email - First Stage - Automatically Sent email template at 9:38:50 am.

OTHER APPLICATIONS

TEST HR Generalist - Bilingual English/Spanish
01-Jun-2018 - Copied Application
Archived

Account Manager - Sales Representative
01-Jun-2018 - Copied Application
Archived

View All (3)

Need Help? Search the FAQ here process applicants message applicant

Review this content for more information on processing applicants and the New Applicant dashboard.

Link to Job Info

An arrow icon is displayed next to the Job Title within the application record. This enables you to quickly access details from the **Job Listing** and **Requisition** (if applicable).
Hover over the arrow icon to see basic details from the **Job Listing**.

Dolan-Williams, Laceshanna (edit)

OTHER APPLICATIONS (0)

No other applications to display.

13-Oct-2015 | Loan Processor I - American Fork, UT

SOURCE: Company Website

Job ID: 285162 Internal ID: 179 Location: American Fork, UT
Department: Central Loan Processing Employment Type: Full Time
End Date: 08-Nov-2015 Internal Application: Internal Application
External Application: Main Application Indeed: Current

Click the arrow icon to open a separate preview page with the **Career Site Description** and **Job Details**.
If the job listing is linked to a Requisition, an additional section called **Job Requisition Details** section is also displayed.

Loan Processor I - American Fork, UT

Career Site Description

Bank of Mt. Bankerton, one of Utah's premiere community banks, is hiring a Loan Processor in the American Fork office.

Responsibilities: Provide clerical and administrative support needed to process and close customer loans; prepare loan documents and book loans when signed and returned; file loan documents with appropriate agencies; process construction draw checks; follow-up with the loan officer to determine status.

Requirements: One to two years of similar or related experience.

We offer competitive pay based on experience, excellent full benefit package, paid time off and holiday pay.

Schedule: Monday-Friday, 8am - 5pm.

Equal Opportunity Employer Female/Minority/Disability/Veteran

Job Details

Job Location: American Fork, UT

Start Date: 08-Oct-2015

End Date: 08-Nov-2015

Number of Positions: 1

Pay Rate: Competitive

Pay Type: Hourly

Benefits: We offer competitive pay based on experience
excellent full benefit package
paid time off and holiday pay.

Department: Central Loan Processing

Classification: Pizza Party

External Application Setup: Main Application

EEO Job Category: Administrative Support Workers

Job Requisition Details

Hiring Requisition Form

Addition to staff:	No
Replacement:	Yes
If yes, who is being replaced?	
Salary Range:	14.10 starting
Specific Work Schedule:	M-F 8-5
Can these requirements be assigned/performed by another area? Why/why not?	No, position requires preparation of loan documents.
Education Level:	High School Degree
Prior related experience:	Prior Loan experience preferred. See above description

Job Cost/Benefit Analysis

Measurement Description #1 - Is a full-time or part-time employee needed?	Full-Time
Hours per week?	40
Measurement Description #2 - What job responsibilities/work load is required to justify the FTE in addition to cover peak time?	Growth of the Bank.
Measurement Description #3 - A. Review existing reports to measure current needs from past years trends. Have the needs of this current position increased or decreased and if so, how does that justify the hiring for the position?	Analysis was completed and due to the increase in loan production it is recommended that we add to our department.
(See sample measurement criteria for report information. Please hold the CTRL button and click here to open in a new window.)	

Increase in Staff Only

Description of additional duties and outputs:
Summarize benefit or advantage of this hire to your department and the bank.
Costs:
(One year salary, benefits, supplies, etc.)
Estimated total annual cost:

Jobs

In this section, you can **view** and **edit job listings** in your assigned department(s). If enabled for your account, you may also be able to Create and Edit Job Questions (optional) and Create and Edit Job Templates (optional).

Click on the **Action** button and select **Edit** to open the job description that applicants see when applying for the job, or select **Job Board Push** to push the job to the job boards.

You can also use the **Action** button to the left of the Job Title to View Applicants, Manually Add Applicants (optional), or to run Source, Status, or Job Questions Reports.

You can also find mass update options at the bottom of the page. Click **View Applicants>Action>View** to open up an individual's application.

Click on the gray **+New Job Listing** button to add a new job listing.

Job Questions Job Templates Job Listings All Applicants Requisitions

Job Listings represent your current job openings. The Start and End dates represent when the job is active on your career site. If a job opening is no longer active on your career site, the "Closed" tag will show next to the job title. Use the filters below to narrow down your list of job openings.

New Job Listing

Job Title/Job ID Internal ID All Department All Administrators Active Filter

Displaying 1 - 2 of 2 Total Jobs

	Job Title	Start Date	End Date	Department	Internal ID	Apps
Action	Junior PHP/MySQL Programmer/Developer	21-Mar-2018	20-May-2022	IT		6
Action	Accounting Clerk - Part Time	13-Feb-2018	14-Apr-2022	Finance	Utah	11

Displaying 1 - 2 of 2 Total Jobs

Click on the **All Applicants** tab to view a list of all applicants for all of the job postings in your assigned department(s). Use the dropdowns to **filter** which applicants you can view, click the refresh button to view these applicants.

For more information on posting your job, refer to the Creating Job Listings, Posting to Job Boards, and Job Board Favorites - Premium User Guides.

My Account

In this section, you can view and edit your account information. If you would like to update/change your username and/or password for the ApplicantPro system you can type in the new username/password in the directed field(s) and then click on **Save Changes**.

You can also set your default landing page/s in this area. For more information, click here for the Editing My Account/Profile user guide.

Account Details

Mary Green ID:1234

Last Successful Login: 30-Apr-2019

User Profile

Account Profile

Bookmarks

Prevue Benchmarks

Background Checks Report

Calendar Connect

Data Export

< Go Back

User Profile

Here you can edit your personal information, change your password, and update any other information related to your account.

User Settings

Username*

MaryGreen@applicantpro.com ✓

Email*

MaryGreen@applicantpro.com

Password Last Changed: 03-Mar-2019

Update My Password

Time Zone*

Mountain Standard Time (MST -7)

Send Inbox Messages as Emails

Contact Information

First Name*

Mary

Last Name*

Green ID:1234

Business Phone

Business Ext

Cell Phone

8013104340

Address

Country/Territory*

United States

State/Province

Utah

City

American Fork

Zip/Postal Code

Applicant Dashboard Settings

Set Applicant Dashboard Landing Page

All Applicants

Jobs Dashboard Settings

Set Jobs Dashboard Landing Page

Job Listings

Calendar Connect

You can subscribe to all your calendar events and they will automatically be updated in your favorite calendar program! Copy this URL into your favorite calendar program and all future ApplicantPro calendar entries will be synced automatically.

https://admin.applicantpro.com/applicants/functions/subscribe_ical_v2-20973880-99a8464a74326a7e7bd461a159b9132f.ics

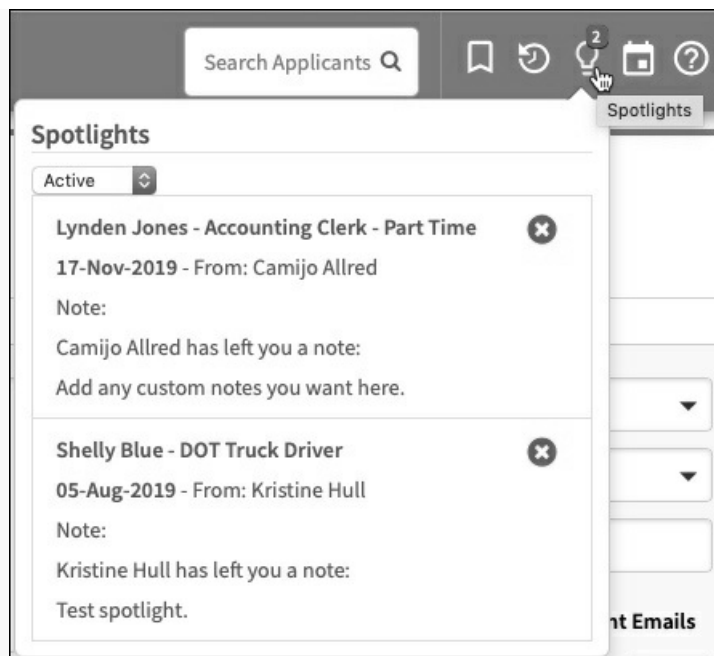
You can add a link here to your own calendar scheduling application that can be sent out to applicants in messages to help schedule events.

Ex: https://live.outlook.com/7...

Save Changes

My Spotlights (optional)

The **Lightbulb** icon will show any applicants that have been **spotlighted** for you by other users in your organization. You can view **active** and/or **inactive** spotlights by clicking the arrow next to **Active**. Click on each listed applicant to open their application. (If Spotlights is not enabled on your account, an Admin can contact the Support Team to enable it.)



Incomplete Apps Tab (optional)

Admin users can limit access to the **Incomplete Apps** tab for each manager. Assigned users do not have access to view the Incomplete Apps tab. If you have access to this tab, review the Incomplete Applicants Tab User Guide for more information.

Communication Inbox

Review the Communication Inbox user guide or video for information on this feature.

Requisitions (optional)

If you have Requisitions enabled on your account, refer to the Creating Requisitions user guides for additional information.

Common Questions

Why would I make a user a posting manager?

Posting Managers have access to post jobs. If you have a manager that should not have access to reporting information, the settings, or user sections, but still needs to post jobs, this is the user type you want to use.

Can I restrict a manager to access to jobs instead of departments?

Yes, you can for Non-Posting Managers and Viewing Managers, but not for Posting Managers. Job Posting Managers are granted access by department only. For Non-Posting and Viewing managers, simply check the box that says "This manager is assigned specific job listings." For more information, refer to the Assign Managers by Job, Instead of by Business Unit User Guide.

What is the difference between a posting manager and an assigned user?

Both Non-Posting Managers and Assigned Users, as well as Admin users and Posting Managers, essentially have the same access to applications. Once they pull up an application you will see similar options in Actions, Timeline, and application information. A manager's access is different based on how many applications they have access to, as they are restricted based on department. An Assigned User only gets access to applications they are specifically assigned. Posting Managers have access to post jobs just like an Admin user.

