

SOP: Interview Scheduling and Coordination Procedures

This SOP details the **interview scheduling and coordination procedures**, covering the steps for organizing interviews efficiently, managing candidate communications, coordinating interviewer availability, sending calendar invites, preparing interview logistics, and handling rescheduling or cancellations. The goal is to streamline the interview process, ensure clear communication, and enhance the candidate experience while supporting hiring team collaboration.

1. Purpose

To provide clear guidelines for scheduling, coordinating, and managing interviews with candidates, ensuring a consistent and positive experience for all parties involved.

2. Scope

This procedure applies to HR staff, recruiters, hiring managers, and interviewers involved in the recruitment process.

3. Responsibilities

- **Recruiter/HR Coordinator:** Main contact for scheduling, candidate communication, and logistics.
- **Hiring Manager:** Confirms interviewer availability and interview format.
- **Interviewers:** Provide availability and review candidate profiles.
- **Candidate:** Confirms attendance and communicates conflicts promptly.

4. Procedure

1. **Receive Interview Request**
 - Hiring manager submits an interview request with required details (candidate name, position, interview type and format).
2. **Check Interviewer Availability**
 - Send an availability poll or use calendar software to identify possible time slots.
 - Confirm interviewer participation and block potential slots.
3. **Contact Candidate**
 - Send a courteous email or phone call proposing 2-3 time slots, specifying interview format (in-person/virtual/phone).
 - Collect the candidate's preferred time and confirm contact details.
4. **Confirm Interview Details**
 - Finalize the schedule based on responses from both parties.
 - Send confirmation email to candidate and interviewers, outlining:
 - Date, time, and expected duration
 - Interview format and location/link
 - Names and titles of interviewers
 - Any necessary instructions or materials to prepare
5. **Send Calendar Invites**
 - Create and send calendar invitations to candidate and interviewers with all relevant details.
 - Include reminders and attachments as needed (maps, dial-in details, interview agenda).
6. **Prepare Interview Logistics**
 - Ensure meeting rooms/virtual tools are reserved and set up.
 - Arrange visitor access if onsite and provide necessary instructions to candidate.

- Verify any required equipment or materials are ready.

7. Handle Rescheduling or Cancellations

- If conflicts arise, promptly inform all parties and offer alternative slots.
- Update calendar invites and confirmations as needed.
- Document changes in the appropriate tracking system.

5. Communication Templates

Scenario	Sample Message
Initial Interview Proposal (to Candidate)	<p>Dear [Candidate Name],</p> <p>Thank you for your application for the [Position Title] role at [Company]. We would like to invite you for an interview. Please let us know your availability for the following proposed times:</p> <ul style="list-style-type: none"> - [Time Slot 1] - [Time Slot 2] - [Time Slot 3] <p>The interview will be conducted [format] with [Interviewer Names]. Please reply with your preferred slot.</p> <p>Best regards, [Your Name]</p>
Interview Confirmation	<p>Dear [Candidate Name],</p> <p>Your interview for the [Position Title] position is scheduled as follows:</p> <p>Date/Time: [Details] Location/Link: [Details] Interviewers: [Names and Titles]</p> <p>Please let us know if you have any questions or need to reschedule.</p> <p>Best regards, [Your Name]</p>
Rescheduling Notification	<p>Dear [Candidate Name],</p> <p>Due to unforeseen circumstances, we need to reschedule your interview originally set for [Old Date/Time]. Please let us know your availability for the following alternative times:</p> <ul style="list-style-type: none"> - [New Time Slot 1] - [New Time Slot 2] <p>We apologize for any inconvenience and look forward to speaking with you.</p> <p>Best regards, [Your Name]</p>

6. Documentation

- Track all interview schedules, communications, and changes in the recruitment management system.
- Maintain records of candidate communications for compliance and reference.

7. Review and Continuous Improvement

- Gather feedback from candidates and hiring teams post-interview for process improvement.
- Review and update SOP annually or as needed.