

# Standard Operating Procedure (SOP): Interview Scheduling and Applicant Notification Procedures

**Purpose:** To outline the steps for coordinating interview times, confirming availability, sending notifications and reminders, managing rescheduling/cancellations, and maintaining consistent communication to enhance the candidate experience and streamline the recruitment process.

## 1. Scope

- All stages of candidate interview scheduling (phone, virtual, onsite, etc.)
- Internal and external communication related to interview logistics

## 2. Roles and Responsibilities

Role	Responsibility
Recruiter / HR Coordinator	Primary point of contact with applicants and interviewers; responsible for scheduling, notifying, and updating parties.
Hiring Manager	Confirms interviewer and panel availability; provides input on interview panel and desired time windows.
Interviewers	Communicate availability promptly; attend scheduled interviews.

## 3. Procedure

- 1. Interview Request Initiation**
  - Recruiter receives a request to schedule interviews for selected applicants.
  - Collect availability from interviewers/panel members within 24-48 hours.
- 2. Candidate Availability Confirmation**
  - Email candidate(s) a selection of available times/dates, requesting confirmation within 24 hours.
  - For virtual interviews, confirm time zone.
- 3. Interview Scheduling & Calendar Invites**
  - Upon receiving candidate's preferred time, confirm with interviewers.
  - Send calendar invitations, including interview type, duration, platform (with link, if virtual), and any necessary instructions.
- 4. Notification to Candidates**
  - Send official interview confirmation email, including:
    - Date, time, and expected duration
    - Interview format (phone, video, onsite, etc.)
    - Names and titles of interviewers (if applicable)
    - Location/remote meeting link and instructions
    - Point of contact for questions or issues
- 5. Reminders**
  - Send a reminder email to candidates and interviewers 24 hours before the interview.
- 6. Handling Rescheduling/Cancellations**
  - If a party requests rescheduling, repeat steps 2-4 promptly.
  - Document reason for rescheduling or cancellation in applicant tracking system (ATS).
  - Send updated confirmation and calendar invite as required.

## 4. Communication Templates

- Availability Request (to Candidate):**

Dear [Candidate Name],  
Thank you for your interest in the [Position Title] role. Please let us know your availability for an interview on the following dates/times:  
[List of Options]  
Kindly reply with your preferred date and time.  
Best regards,  
[Your Name]
- Interview Confirmation:**

Dear [Candidate Name],  
Your interview for the [Position Title] has been scheduled for [Date & Time].  
Format: [Phone/Video/Onsite]  
Location/Link: [Insert]  
If you have any questions or need to reschedule, please contact us.  
Best,  
[Your Name]
- Reminder:**

This is a reminder for your interview scheduled on [Date & Time].  
We look forward to speaking with you!
- Reschedule Notice:**

Dear [Candidate Name],  
Due to unforeseen circumstances, we need to reschedule your interview. Please reply with your updated availability.  
We apologize for any inconvenience.  
Sincerely,  
[Your Name]

## 5. Documentation and Tracking

- Record all communications and scheduling changes in the applicant tracking system (ATS).
- Regularly review interview scheduling metrics to identify process improvements.

## 6. Review and Continuous Improvement

- Solicit feedback from candidates regarding the scheduling and notification process.
- Update SOP annually or as required.