

recwired

SERVICE LEVEL AGREEMENTS

**What Ones Should You
Include?**



RESPONSE TIME

→ How soon can your clients and candidates expect a reply?

- Setting clear expectations for response times, be it for emails, phone calls or messages, ensures clarity on both sides
- Whether it's a 24-hour window for emails or a 2-hour timeframe for urgent calls, it's important that your team can consistently meet these expectations.



TIME-TO-FILL

→ What's the average duration to close a position?

- This SLA is a key performance indicator for many agencies. It not only helps manage client expectations but also measures the efficiency of your recruiters.
- Ensure to be realistic and consider variables like industry demands or candidate availability.



QUALITY OF CANDIDATES

→ How do you guarantee the suitability of a candidate?

- While it's not always feasible to promise the 'perfect fit' every time, you can define parameters to ensure the quality of candidates.
- Such as mandatory skills tests, reference checks, or specific qualification thresholds.



FEEDBACK TURNAROUND

→ When can clients/candidates expect feedback post-interview?

- The waiting game post-interview can be nerve-wracking.
- Having a stipulated feedback SLA can reduce anxiety for the candidate and improve the overall experience.



REPLACEMENT GUARANTEE

→ What if a candidate doesn't work out?

- Things don't always go as planned. 
- Offering a replacement guarantee within a specified period, say 3 months, can be a reassuring touch for your clients.



CONFIDENTIALITY AGREEMENT

→ How do you protect client and candidate data?

- In the digital age, data security and confidentiality have become paramount.
- Make sure to have an SLA that clearly outlines how personal data will be used, stored, and protected.



REGULAR UPDATE INTERVALS

→ How often will you update clients on the recruitment process?

- Whether it's a weekly check-in or bi-weekly report, regular updates help in building transparency and trust with your clients.

