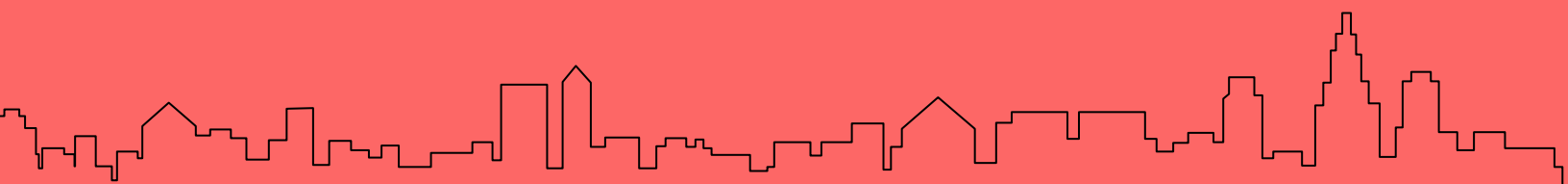




Instructions for administrators  
- selection and recruitment -

# ITEMS PEOPLE

Human Resources Management System



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## Introduction

The aim of this document is to make it easier for admins to use the **ITEMS People** app. ITEMS People is a system that enables a centralized approach to managing company personnel (eng. *Human Resources Management System, HRMS*). It is a software solution that supports your selection and recruitment processes, whether you are hiring employing new candidates or promoting your employees internally. Our software enables easy collection, storage, and browsing of candidate applications, thus reducing the time needed for selection, while increasing the quality of hiring decisions. By using different app modules, you can also track your employee training, absences and time off, manage documents, but also create and assign projects and tasks to teams and individuals, then monitor implementation.

As users of the app can come in different roles, thus enabling different options, first let us introduce these roles with a short description of their functions.

## Roles

All app users can be categorized in 3 different groups:

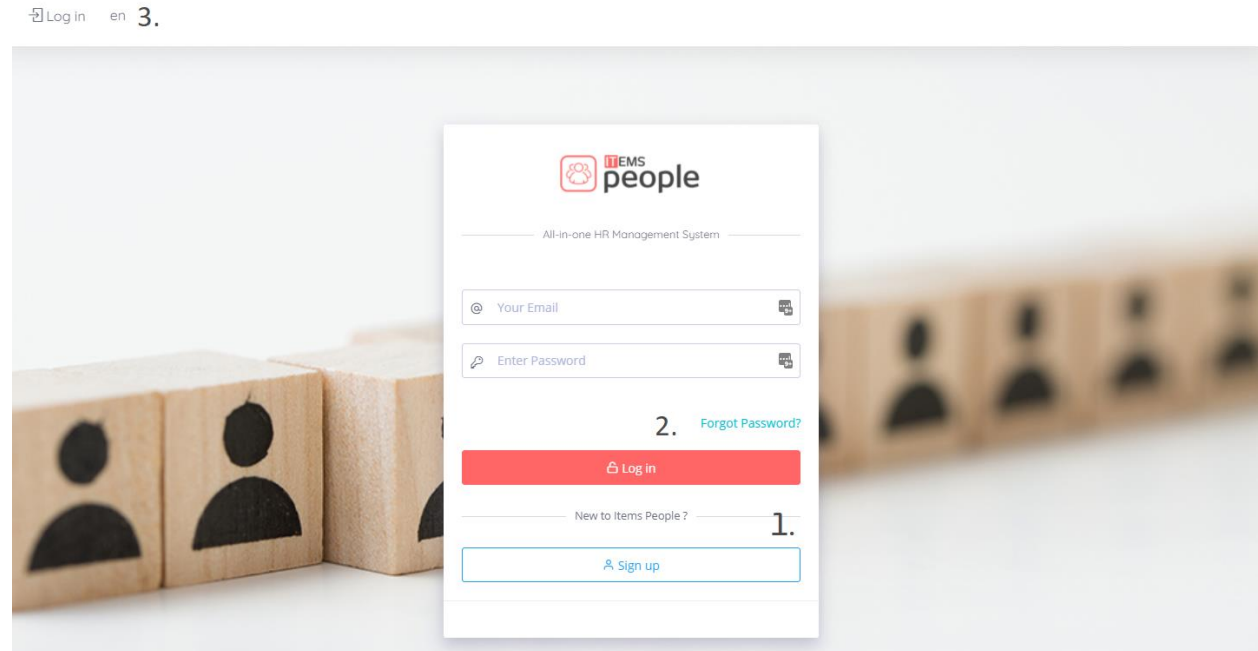
- 1) Administrator
- 2) Assistant
- 3) Recruiter
- 4) Candidates / Job applicants
- 5) Employees

General functions of each role:

- 1) **Administrator** – role with the most features and functions:
  - a) Creates job ads and manages them,
  - b) Performs the selection process,
  - c) Creates organization and employee structure
  - d) Manages employee training and vacation days
  - e) Manages tasks and projects
- 2) **Assistant** – this role is created by the admin and can be assigned one or more functions:
  - a) Manages employee training and vacation days
  - b) Manages tasks and projects
- 3) **Recruiter** – Supports the selection process
- 4) **Candidates / Job applicants** – can register and log in on the platform, edit their bio and apply to job ads.
- 5) **Employees** – complete the tasks assigned to them, communicate with other employees within the team, report vacation days and sick leave, and manage their account

## Main Page

All users access the platform via the same web page - <https://people.items.rs>. You can see how the website's main page looks like below:
















*The main page consists of the following elements:*

1. Registration link – each company can create its own domain and one admin account by using this link. In this case, you will get a form that needs to be filled out with admin's user data, as well as company data.
2. Login link – to log in the platform, it is necessary to use a previously registered email address and password. In case you forgot your password, you can always use the 'reset password' option on the login page.
3. Link for changing the language of the platform.

## Main menu tabs

After successfully logging in on the platform, on the left side of the screen the admin will be able to see the main menu with the following options:

 Dashboard	<p><b>Dashboard</b> is a unique access point for admin to find all relevant information and actions that can be taken and which need admin approval at one place.</p>
 New Job	<p>A page for creating a <b>new job ad</b></p>
 Jobs	<p>A page with an <b>Overview of all job ads</b> used for the selection process</p>
 Candidates	<p>A page with an <b>Overview and search for candidates</b></p>
 Questions	<p>A page for <b>posing questions</b> that the candidates will be answering when applying. Available to accounts with <b>premium access</b>.</p>
 Competences	<p>A page for <b>creating competencies</b> that can later be assessed through selection steps. Available to accounts <b>with premium access</b>.</p>
 Employee	<p>A page for <b>managing employee accounts</b>. This is where you can upgrade employees to assistants and recruiters. There is also a page here where the <b>employee diagram</b> is created and edited.</p>
 Task	<p>A page for <b>task management</b>. Enables the creation of teams, delegation of tasks, and exchange of documents. This way, you can make tasks more visual, easier to track and understand, thus maximizing efficiency. Available to accounts with <b>premium access</b>.</p>
 Time Off	<p>A page that helps keep track and record of <b>employee time off</b> (vacation days and sick leave). It allows you to automate the process of applying for and granting leave. This way you get a clear calendar overview of absences per employee. Available to accounts with <b>premium access</b>.</p>
 Company	<p>A page for editing <b>information about your company</b>. This is where you can edit the text about the company which will be visible to candidates when applying for the ad, where you register e-mail addresses for communication with employees, as well as create business units within the company (if there is such a need).</p>
 Available Online Tests	<p>A page with <b>available tests</b> that can be used in the selection process. At this page you can send a test to an email address of your choice to check its content. Some tests are free, while on-demand tests require a <b>premium account</b>.</p>
 Pricing Plan	<p>Pricing Page Guide is where you can view <b>pricing plans</b> and upgrade to a <b>premium account</b>.</p>
 Analytics	<p>A page where you can view predefined <b>graphs and analyse</b> in more detail the data related to the above-mentioned processes. There are several options available for premium users, such as generating PDF reports.</p>

## Adding a new job ad

To add a new job ad, simply click on the *Add a new job ad* option on the main menu. By doing this, you will get a form that you need to fill in first.

*Please pay attention to the following elements of the form:*

**Company or business unit** – If you added more business units in the menu **Settings/Company structure**, this is where you should choose which business unit the job ad refers to.

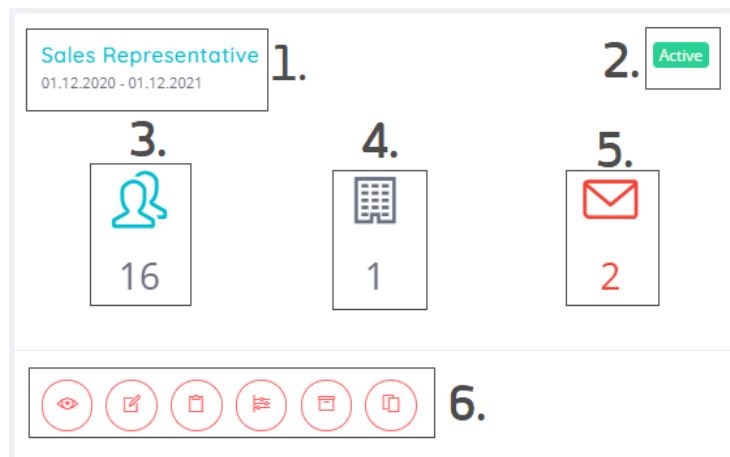
**Document or brochure** – Other than the text description of the work position for which you created the job ad, it is possible to attach some document to it, too. Usually these documents come in .pdf and .jpg formats.

**Start/End date** – For each job ad it is necessary to set two dates which show the time during which the job ad will be open for applying. However, it is possible to start the selection process of the candidates before or even after the end date.

**Language** – It is important to set the language of the job ad, because of the emails that the job applicants will be getting during the selection process.

## Editing the ad

All job ads, regardless of their status, can be found on the **Ads** page. Each ad is represented by a **card** that, other than showing basic info, also contains a list of tools for setting up the ad. Since the selection process depends on these settings (as this is where the application form, selection steps and competency models are set up, among other things), here is the detailed overview of one job ad card:



- 1.** It is necessary to first share **a link** for accessing the application form, so the candidates can start applying for the job ad. Each job ad has a unique address that can be posted on job application websites, social networks, company website, etc. To generate this link, click on the job ad title.

2. On the card you can also see the job ad **status**. An ad can be: *pending* (receiving of job applications has not yet begun), *active* (job application process is ongoing), *finished* (job application process has ended, but the selection process is ongoing) and *archived* (the entire process of recruitment and selection for the specific ad has been finished)
3. Marked under number three in the picture is the **counter** of applicants per job ad, regardless of their status. If you hover with your cursor over this number, you will see the number of candidates per each selection step that they're currently at.
4. Each job ad can be published for the company as a whole or for more business units. Here you can **change business units** for which the candidates can apply. This option is used in selection only if there are more business units created in the Company structure segment (under Settings in Main menu)
5. More useful information can be found here, such as the number of rejected applications. Namely, each candidate that is rejected after some selection step will be on this list until a rejection letter is sent to him/her. To send all rejection letters, click on the letter icon. You will get a form like in the picture below. In this form you can choose the language of the email, edit it, save the email template for future use, and send it to all the candidates who did not make it past a certain selection step.

Send rejection emails for "Sales" ×

---

ITEMS People - rejection email
- Choose Template -
Save Template
Send Emails

Paragraph B *I*

Dear [Candidate Name],

Thank you for applying to the job position [Job Name].

We regret to inform you that we cannot accept your application at this time; however, we will keep it in our database of potential candidates.

Kind regards.

Rejection email will be sent to following candidates:

Nikola Jokic (jokara@items.rs)

6. Each job ad has important additional settings, which we will explain below:

- This option enables **ad overview**
- This option enables you to **edit the ad** (title, dates, text, language)
- Here you can **edit the application form** for the job ad. Each application form consists of
  1. General personal data, which cannot be changed and

2. Questions that refer to specific skills, which you can edit and set for each ad differently.

When you click on the link for editing the form you will see the following window:

The screenshot displays two panels. The left panel, titled 'Questions', features a red 'Add New Question' button (6) and a list of skills with toggle switches: Experience (1), English (2), MS Office, Drivers Licence, Social / Portfolio Links (6), and Requested Salary. A search bar (7) is located at the bottom. The right panel, titled 'Question Details', shows settings for 'Importance' (3) set to 'Optional', 'Choices' (4) with 'Advanced' selected, and 'Preview' (5) set to 'English' with 'Beginner' selected.

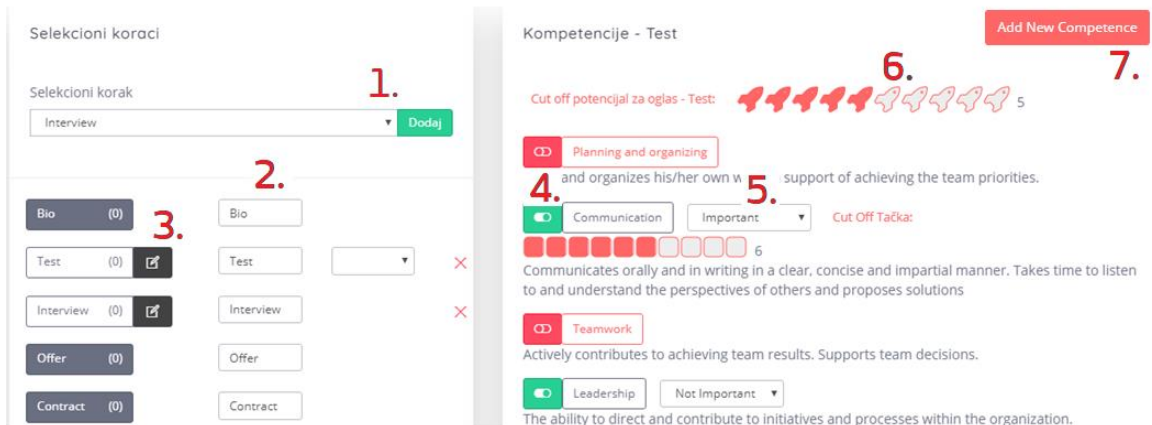
In this window, you can enable/disable certain questions in the job application (as seen in the picture under number 1). Additionally, if you click on the question title (marked under 2. in the picture) additional settings for that question will be displayed on the right-hand side. There are: under no. 3. drop-down menu in which you choose if the criterium that you're setting is *required*, *optional*, or *not important* (see explanation for these levels later in the text), under no. 4. is where you set the criterium, while under no. 5 you get an overview of what the question will look like from the candidate's perspective. In the picture above there is a default setting for the question that 'The link to social networks' will not be displayed, whereas we can see that. for the English language, it is predefined that the minimal requirement will be 'Advanced level' and that this skill is *required*. This is how all other skills can be set up, as well. These criteria will later help us during the selection process when scoring the candidates.

For premium users, there is also option 6, which allows you to create questions specific to your company or specifically for the ad you are working on, in addition to the basic questions. Additionally, premium users have a search button 7. which allows them to add previously created questions to the current ad.



This is a very important tool that enables **editing selection steps**, as well connecting them to the **relevant competencies**. Every selection process consists of several selection steps. Of all selection steps, three are mandatory for every job ad: *CV screening*, *Offer*, and *Contract*. Additionally, you can insert the following optional selection steps: *Interview*, *Tests and Assessment*. It is important to note that it is possible to add the same selection steps several times (e.g. two rounds of interview, or more online tests). Last but not least, this where you can **connect certain selection steps to the specific competencies** that you wish to be assessed at those steps. When you enable the option of editing selection steps, you will see the screen below.





In the picture above, number 1 marks a drop-down list for adding selection steps. It is important to note that adding selection steps is only possible **before** starting the selection, not during the process! Each selection step can be renamed, if needed, by using the field under number 2. If you want to edit which competencies will be evaluated at each selection step, click on the 'edit' option (number 3). A form will open on the right in which you can include which of the offered competencies will be assessed in this step (no. 4), as well as how relevant the assessment of that competence is (no. 5). You can choose between three levels of importance: **Severe, Important, and Not Important**. The difference in these degrees of importance is reflected in the calculation of the total potential.

- The "Not Important" level of competence will not affect the overall potential of the candidate.
- If you select "Important", the score will be taken into account, but its **intersection point** will not be the elimination point. Namely, if the candidate scores on a competence below the cut-off point, his score on that competence will be equal to zero and as such will be calculated in the average of the general potential,
- Finally, if "Severe" importance is chosen, the candidates must receive a grade above the cut-off point in order to proceed to the next step in the selection process. If they score below the cut-off point, their total potential at that selection step will turn to zero.

Additionally, it is possible to set the minimum value of the total potential at the selection step, which is actually the mean value of individual competencies at that step (no. 6).

Premium users can also use the button "Add New Competence" (number 7) which allows the company to create its own competency model



This option is used to **archive** the ad. We recommend archiving inactive ads. If and when needed, you can bring back the ad from the archive at any time. An archived ad is an ad for which the entire process of recruitment and selection has been finalized.



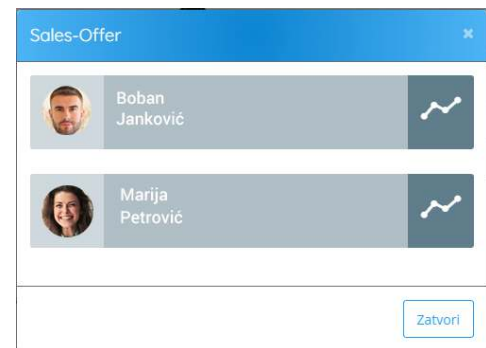
This option is used for **copying** an ad. This is a very important option to keep in mind, since it's much easier to copy an entire ad for some job position once it has been completely set up, than again having to go through all the steps of setting up the application form, selection steps, competencies, and so on. Of course, even with the copied ad it's necessary to set the deadlines and, if needed, rename it.


## Managing the selection process

After creating and publishing the ad, you will start getting job applications. You will be notified of this in two ways on the platform. First, you will see it in the **Control panel**, where you can see the number of received applications for each ad (pictured left), and the other way is via **job ad card** which will display this information in its top right-hand corner (pictured right).



To start the selection process, you have several options. You can do it via **Control panel**, where each active ad is graphically presented. There you will find that each selection step has its own segment (blue rectangle, pictured left) so, when you click on one, you will get a list of people at that selection step (pictured right) and you can choose any of them. In the example below, we clicked on the selection step **Offer**, where we can see that there are currently two candidates at this step.



Another way to start the selection process is via job ad card on the page **Ads**. Just click on the icon Candidates  on the card.

**1**

Experience: Junior (Važno: Required)

English: Intermediate (Važno: Required)

MS Office: Intermediate (Važno: Required)

Drivers Licence: A, B, C, D, E (Važno: Optional)

Prijemi

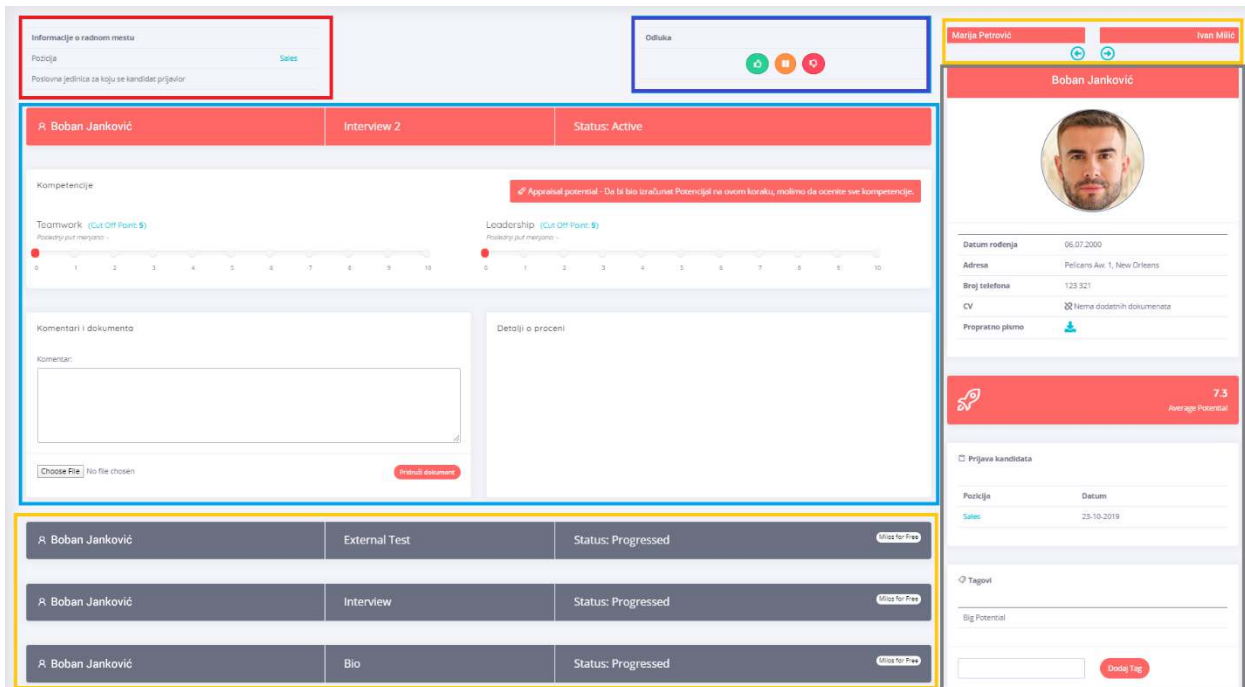
Kandidati - Sales

Kandidat	Datum	Potencijal	Bio	Interview	Test	Appraisal	Obavezno	Opciono	Trenutni korak	Status
<a href="#">Marko Markovic</a> <b>5</b>	25.12.2019	3	6	0	N/A	N/A	67%	0%	Interview	Rejected
<a href="#">New Candidate</a>	18.11.2019	-	-	N/A	N/A	N/A	0%	0%	Bio	Active
<a href="#">Milos Kuruzovic</a>	08.11.2019	-	-	N/A	N/A	N/A	100%	0%	Bio	Active
<a href="#">Dwight Howard</a>	30.10.2019	-	-	N/A	N/A	N/A	100%	0%	Bio	Rejected
<a href="#">James Harden</a>	30.10.2019	7.1	8	6.5	6.3	7.5	100%	100%	Contract	Hired
<a href="#">LeBron James</a>	30.10.2019	6.6	10	9.3	0	7	100%	100%	Contract	Active
<a href="#">Anthony Davis</a>	30.10.2019	6.1	10	8.5	0	6	100%	100%	Contract	Hired
<a href="#">Derrick Rose</a>	25.10.2019	7.5	9	N/A	N/A	N/A	100%	100%	Bio	Active
<a href="#">Bogdan Bogdanovic</a>	25.10.2019	-	-	N/A	N/A	N/A	100%	0%	Bio	Rejected
<a href="#">Luka Doncic</a>	25.10.2019	3.5	7	0	N/A	N/A	100%	0%	Interview	Pending

Showing 1 to 10 of 14 rows | 10 rows per page

By doing this, you will get a table with all the candidates who applied to this job ad. Here you will find many useful information and tools, which we will now explain:

- 1** When applying to a certain job position, candidates are required to fill in the form about their **skills**. For each job ad it's possible to set certain criteria which will make the selection process easier. Criteria can either be **mandatory** or **optional**. Criteria can be defined *while editing the job ad*, or be set at this page. Every change of criteria will **dynamically** impact the percentage of its fulfillment for each of the candidates.
- 2** Columns **mandatory** or **optional** show the percentage of the fulfillment of the set **Criteria** for the job ad. Additionally, using the headers of the columns it is possible to sort the table per column both ascending and descending.
- 3** Column **Potential** shows the most important parameter that is tracked during the entire selection process and its value changes after every selection step. Scores in other selection steps represent the average values of competencies at each step.
- 4** Column **Current Step** shows where exactly in the selection process the candidate is currently. A good practice is to use a filter on this column during selection as to leave only the candidates that are still active at this selection step.
- 5** The most important link can be found in the column **Candidate**. This is used to insert the scores for candidates for the selection step they are currently at, or even add **a comment or tag**, as well as decide whether the candidate will pass to the next selection step or not. A detailed description of this process follows.



In the top left corner of the screen (outlined with red in the picture) you can see the information for the ad for which the selection process is ongoing. On the right side of the screen (outlined with yellow in the picture) is a menu for switching to the next candidate or going back to the previous one. It is important to note that *only the previously filtered candidates* will be available. This option will make the selection process much easier to navigate, which is, for your understanding, illustrated with the example below:

Let's say that, for some job ad, we wish to work only with the candidates who are currently at the interview selection step. In that case, at the page **Candidates per Ad** we should turn on a filter in the table which will display for us only the candidates that are currently active at the **Interview selection step**. Additionally, we could sort the list per columns to show the fulfilment of **required** criteria, so the top of the list would display those candidates that fulfil these criteria the most.

Kandidat	Datum	Potencijal	Bio	Interview	Test	Appraisal	Obavezno	Opciono	Trenutni korak	Status
Milos Kuruzovic	08.11.2019	-	-	N/A	N/A	N/A	100%	0%	Bio	Active
Derrick Rose	25.10.2019	7.5	9	N/A	N/A	N/A	100%	100%	Bio	Active
New Candidate	18.11.2019	-	-	N/A	N/A	N/A	0%	0%	Bio	Active

If you enter the selection process now and use the navigation menu, you will see only **three candidates** available currently at the **Biography** step, sorted in a descending manner per percent of fulfilment of required criteria.



On the left side of the screen (outlined in gray in the picture) you can see the candidate data. Other than **basic info**, there are also links for downloading **CVs and motivational letters**, if the candidate submitted them, as well as the part for managing **tags**.

At the very bottom of the screen (outlined in ocher in the picture) there is information about the steps that the candidate has successfully passed. By clicking on each of the steps you can see the scores and comments the candidate got.

The central, biggest part of the screen (outlined in blue in the picture) is the part where information is inserted for the ongoing step. The so-called 'decision buttons' are placed above it (outlined in purple in the picture). There are three possible outcomes: the candidate **passes** to the next step, the candidate **does not pass** to the next step, and the decision is **put on hold**.



At each selection step, beside the option **to write a comment** and **attach a document**, there are also three specific fields that should be touched on. An overview of each selection steps follows:

1. **Biography** – At this step, it is necessary to take a look at the fulfilment of the **required and desirable criteria**, if this was set up, to insert the **Potential score** for the candidate, and to decide if the candidate should continue to the next selection step.

Veština	Zahtevano	Odgovor kandidata	Ispunjenost kriterijuma
<b>Obavezno</b>			
Experience	Junior	Mid	<input checked="" type="checkbox"/>
<b>Opciono</b>			
English	Advanced	Native	<input checked="" type="checkbox"/>
<b>Otvorena pitanja</b>			
Requested Salary	1 000 0000 0000		

2. **Interview** – It is necessary to **set the time** of the Interview and, if you wish to notify the candidates about it via platform, to choose an **email template** which you will send to the candidate. After the interview is done, you should **insert the scores** on the evaluated competencies, and then decide if the candidate passed to the next selection step.

3. **Questionnaire** – At this step, you can choose one out of four available questionnaires which the candidate will fill in. These questionnaires are: **General ability, Interests, Personality and Excel test**. Other than choosing the questionnaire, it is also necessary to choose the deadline when it should be done. When you schedule a test, the candidate will get an invitation email with the access link. After the candidate finishes the test in due time, you will get a report in the same section. If you wish to see the questionnaires yourself before scheduling them for the candidate, you can schedule them for yourself. Go to the menu **Settings/Available online questionnaires**, choose one of the questionnaires, and you will get the instruction email.

#### Dostupni Onlajn Testovi

Name	Send Sample
General Ability	<input type="button" value="Send Sample"/>
Interests	<input type="button" value="Send Sample"/>
Personality	<input type="button" value="Send Sample"/>

4. **Assessment**– At this step you will be assessing/scoring the competencies, and then deciding if the candidate passed or not.

5. **Offer** – At this step you should insert the date of sending the offer and, if so wished, an accompanying email.

6. **Contract**– If the candidate who accepted the offer does not withdraw from the process, at this step you can insert the date of signing the Contract. In this case, the candidate becomes an employee, thus you will get a notification at your Control panel that you should move him/her to the employee chart, as shown in the picture.

