

Hiring Communication

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RESOURCE	Guides

Effectively communicating with students throughout the application, interview and hiring process is vital to them being successful in the process to connect to student employment opportunities. It can also set your department apart making it a more coveted position or place to work for. Finally, effective communication models a high-level professional standard that can serve as a learning experience for your working learners. Below are some templates or examples of communication that you may want to think about standardizing for your institution.

Invitation for In-person interview:

Subject: Invitation for In-Person Interview: **OFFICE + POSITION TITLE**

Hello,

Thank you for your interest in the **POSITION TITLE** position at the **UNIVERSITY + OFFICE**, which you've applied for via **PLATFORM**. The search committee and I would like to extend an invitation for you to join us for an in-person interview on **MONTH DAY** at **LOCATION**.

Please utilize My Bookings page [**LINK BOOKINGS PAGE**] to schedule a 30-minute interview slot on **DATE**, with preference to earliest available timeframes. Our office is located at **LOCATION**, and directions can be found at this link: **LINK**. If you have any issues accessing the booking page, need an alternative timeframe or have questions, please do not hesitate to reach out to me.

Thank you and I look forward to hearing from you,

Response to rejection feedback request

Subject: (Reply to email) RE: **OFFICE TITLE** – Application Update

Hi **NAME**,

Thank you for reaching out. Overall, the search committee was impressed by your interview and application, especially **[REASON]**!

In the end, there were some candidates whose interests and experiences aligned more directly to the **OFFICE TITLE**'s mission. This was a very difficult decision to make as we had an incredibly competitive candidate pool. One suggestion I have for future applications is **[SUGGESTION]**.

Thank you again for your patience throughout this process – We hope to see your name again in any future hiring cycles!

Thank you,

Offer Letter

Subject: OFFICE TITLE – POSITION TITLE

Good morning, NAME

Congratulations! On behalf of the search committee, we are delighted to offer you the position of POSITION TITLE at the OFFICE TITLE beginning this SEMESTER YEAR. We can't wait to have you join the team!

NAME, our Operations Coordinator and Human Resources (HR) liaison, has been CC'd on this email and will be in contact with you in the coming week regarding an official detailed offer letter. Upon receiving this letter, please sign and return it as a formal acceptance, so we can begin preparing for your arrival. NAME will communicate any necessary paperwork to complete with HR before your official start date. I will be in touch again to coordinate scheduling and onboarding items with you once the paperwork has processed.

Again, thank you for your patience in the hiring process. If you have any questions, please feel free to send me an email.

Best regards,

Welcome emails

OPTION #1

Subject: Welcome to the OFFICE TITLE!

Hi everyone,

Keep reading for more information on start dates, training, and more! But first, I'd like to thank you all for your patience as I worked to plan out all of these details and your communication in processing paperwork and SSNs. It's been wonderful to see your professionalism and makes me excited for the semester.

- Start Dates:
 - There will be two group start dates options for MONTH – WEEKDAY, MONTH DATE or WEEKDAY, MONTH DATE. Please email me by DATE to confirm which start date is your preference, with consideration of availability and completion of any required paperwork. If you are unable to make either of these dates or will be delayed due to SSN processing, please let me know and we'll be happy to work out an alternative for you.
- Training:
 - Training for these positions will be hybrid. For everyone starting on DATE, you will complete in-person onboarding first and have time to finish our online training modules in the office. For everyone starting on DATE, I will send out short, foundation online training to be completed in advance of your start date during the first week of MONTH, then you will complete in-person onboarding during your first day. All online modules will be completed in PLATFORM, and you will receive specific instructions and details of how to access the program – Don't worry, it's not too long.
 - FYI: All positions will receive additional on-the-job training throughout the course of your work to help you continually develop and apply PERK OF THE JOB/LEARNING OUTCOME to your own life. (One of the biggest perks of working here, I swear!)
- Community:
 - There will be a Meet n' Greet with you all, our professional staff, and returning working-learners in MONTH. This event will be held virtually and is meant to be a fun way for you to recognize some names and faces when you arrive. More details to come!
- Class Schedules:
 - Please email me by DATE with your intended class schedule and preferences for SEMESTER YEAR in 'calendar format' (example attached). I completely understand if there are changes to be made due to the add/drop date or waitlisted classes, so just keep me updated and send me the most current version of your schedule every time changes are made. My hope is to always be flexible with you all about classes, so keep me in the loop and reach out anytime so we can make sure that's possible.

If you have any questions at all, please do not hesitate to reach out. Thank you for your patience and I'm looking forward to working with you all in MONTH!

Thank you!

(TL;DR – Email me your preferred start date by DATE (options above)

Email me your class schedule by DATE | Keep an eye out for emails about training & a meet n' greet)

Welcome emails

OPTION #2

Subject: Coming Soon: **SEMESTER YEAR** at the **OFFICE TITLE**!

Hello **NAME**!

I hope you are having a lovely **[SUMMER/WINTER/SPRING]** so far and are excited to join **OFFICE TITLE** team. As the **YOUR POSITION/RELATION TO STUDENT**, I will be your logistical supervisor for scheduling, timesheets, basic training, and community-building. Eventually, you will also receive a task supervisor that will provide specialty training and maintain performance programs for your role.

As stated in your offer letter, the official start date for this role is **WEEKDAY, MONTH DATE – please share your availability on this DAY and the following DAY**, so I can coordinate some introductory in-person training together.

In preparation for your arrival, please respond to this email with the following:

1. **Class Schedule** (in calendar format – Please submit as PDF or PNG, Screenshots work for me!)
 - a. We understand this may change before **DATE** add/drop but give me what you have so far – we can always adjust
 - b. If your class schedule does change, let me know ASAP
2. **Preferred Weekly Schedule for SEMESTER YEAR** (beginning **DATE**)
 - a. Per your contract, you are required to work 20 hours each week. We are flexible with how those fit into our **TIMEFRAME** office hours throughout the week. Please let us know the standard schedule you'd prefer to follow. Hours should ideally be allotted into **PREFERENCE** and be coordinated around your class schedule.
 - Example: M-W 9 a.m.-1p.m. (12 hours), Th 12 p.m. – 5 p.m. (5 hours), F 11 a.m. – 2 p.m. (3 hours) = 20 hours **[ADD YOUR OWN EXAMPLE]**
 - b. Flexibility – This is just a schedule for us to expect right now; we are always happy to coordinate hours that best fit your and our changing needs!
4. **Intended Graduation Date**
 - a. Format: Month Year (i.e., June 2025)
5. **Contact Information**
 - a. Preferred names, phone numbers, email addresses, LinkedIn hyperlink
6. **Birthday**
 - a. We want to make sure we don't miss anyone – let's celebrate all year long

Please share the information above and reach out if you have any questions at all. We are eager to welcome you into our office!

Looking forward to meeting soon,

Welcome emails

OPTION #3

Subject: Welcome to the OFFICE TITLE!

Hello NAME/ NEW POSITION TITLE,

We are so excited for you to be joining us in the OFFICE TITLE! I hope you all had a restful break and are eager to jump into SEMESTER YEAR. I have scheduled you all to begin on WEEKDAY, MONTH DATE at TIME, so we can do some first day orientation items together. Attached to this email you will find:

- **First Week Shifts:** Below is a screenshot of your schedule in SCHEDULING PLATFORM [ATTACH], which we use to schedule student employees. We will introduce you to SCHEDULING PLATFORM on your first day and review your schedule together. Please note that this first week schedule is not necessarily reflective of future weeks.
- **First Week Training Checklist:** This is a checklist of general training that will be completed in the first 5 days. [ATTACH] While the list may look long, please know that we will help guide you through this to be sure your foundation is strong. Highlighted items are specific to your position and should be prioritized. (A printed copy will be provided on your first day)
- [ANY ADDITIONAL RESOURCES TO REVIEW BEFORE FIRST DAY]: [EXPLANATION OF RESOURCES + INSTRUCTIONS]

Please reach out to me if you have any questions or concerns. We are looking forward to SEMESTER YEAR with you all and can't wait to watch you grow!

Thank you,