Simplifying, Clarifying, and Communicating Your Hiring Process

*Understanding your position*

* How much English is actually needed?
* How much interaction is there with other English speaking employees?
* How will you help employees learn the needed safety, training, and orientation materials?
* Do you currently have employees who speak other languages? Could they occasionally assist with new hires?
* How much supervision is needed?
* What current challenges do you have in regards to understanding whether or not low English speakers will/would be good for specific positions?
* What have you already learned that might be helpful to other companies?
* Is your position a direct-hire or through a staffing agency? If so, how do you coordinate with your staffing agency?
* Are your training/orientation materials universal? If so, could they/are they translated into other languages?
* Are work schedules consistent week to week? If not, how do you communicate the schedule?

*Attracting Applicants*

* Are education requirements in line with the needs of the position?
* Is your company on a bus line? Do your shifts align with the bus schedules?
* As many qualified workers lack proof of documentation of their education, what do you accept as proof of required education?
* Do employees need basic computer skills? Basic writing skills?
* How do you advertise jobs? What channels do you use?
* How do you recruit foreign born workers, if at all?
* Do your current workers refer friends, neighbors, or family members to you?

*The Hiring Process For Those With Limited English and Computer Skills*

* Are there lengthy assessments or questionnaires? If so, are there exceptions for this population?
* What is your application process? Would it seem daunting for someone with limited computer or English skills? Is there a simplified version of an application for particular postings?
* Is there a telephone or video prescreening that may deter qualified candidates from applying?
* How would you arrange an interview with a low-English speaker? Can they bring and interpreter? Do you call, text, or email?
* How do you communicate a job offer and start date? How do you insure that the message is received and understood?
* Do you explain paychecks? What is your process for new hire paperwork?
* How do you communicate about drug tests/background checks?
* Do you make it clear how the employee needs to communicate if they will be late, are sick, need time off, etc.? Are these methods accessible to those with limited English skills? Could there be a one-two step process for an employee to call in sick?
* If there is a probationary period, how is that communicated? Are there significant changes that occur after this period, i.e. union benefits, pay increases, etc.?