

## User Guide: Dwyer Group

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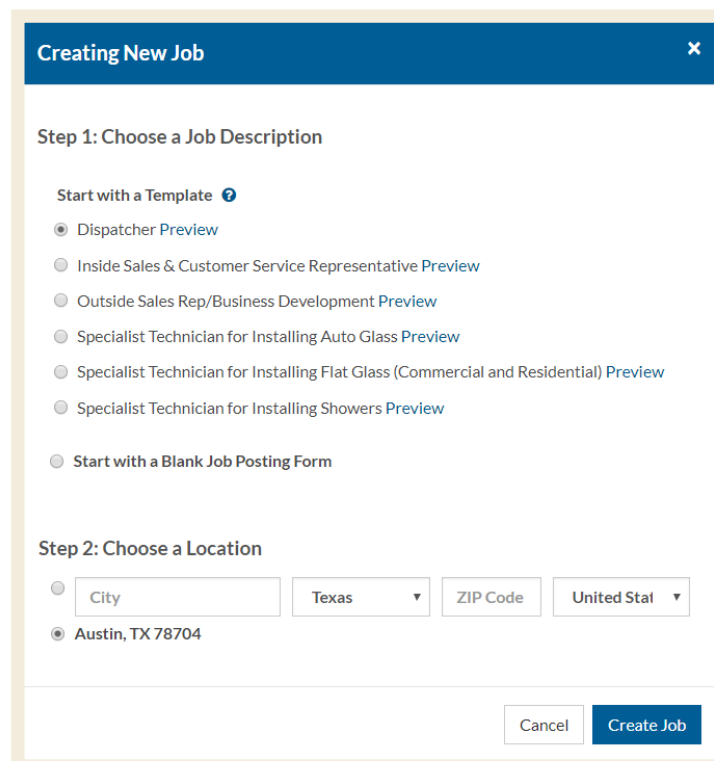
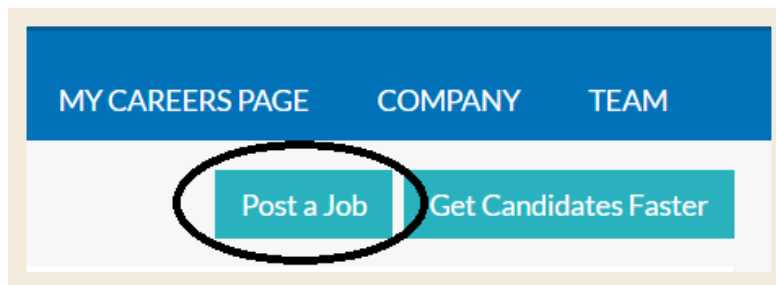


LOGIN LINK: [app.careerplug.com](https://app.careerplug.com)

## How to Post a Job

On the Jobs tab, click 'Post a Job' at the top of your screen.

1. Select a Job Template or Start with a Blank Job Posting Form
2. Confirm your location.
3. Click 'Create Job' to continue.

A screenshot of the 'Creating New Job' form. The form has a blue header with the text 'Creating New Job' and a close button (X). The form is divided into two sections: 'Step 1: Choose a Job Description' and 'Step 2: Choose a Location'. Under 'Step 1', there is a section 'Start with a Template' with a list of job templates, each with a radio button and a link to a preview. The templates are: Dispatcher Preview, Inside Sales & Customer Service Representative Preview, Outside Sales Rep/Business Development Preview, Specialist Technician for Installing Auto Glass Preview, Specialist Technician for Installing Flat Glass (Commercial and Residential) Preview, Specialist Technician for Installing Showers Preview, and Start with a Blank Job Posting Form. Under 'Step 2', there is a section 'Choose a Location' with a form for City, State, ZIP Code, and United States. The City field is filled with 'Austin, TX 78704'. The State dropdown is set to 'Texas'. The ZIP Code field is empty. The United States dropdown is set to 'United States'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Create Job'.

**Edit Job Posting**
[Back](#)
[Save Job](#)

**Job Title\***

**Job Status**
☐ Pending
 ☒ Active
 ☐ Inactive
 ☐ Accepting for Future Openings

**Location**

**City\*** 
**State\*** 
**ZIP Code\*** 
**Country**

☐ List this job as Remote [?](#)

**Permission and Notification Settings**

**Kacie Sommers**
**New Applicant Emails:** 
**Manager:** 
**Access:** ☒

[Show Advanced Options ?](#)

**Additional Recipients**
☐ Also Notify

**Job Description**

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾
 Press Ctrl+C to Copy and Ctrl+V to Paste

↶ ↷ **B** *I* Font Sizes ▾ A ▾ A ▾
 [List Icons] [Link Icon] [Image Icon] Dynamic Fields ▾

### Select Job Status

- *Active* - Your job will be immediately posted on your Careers Page and sent to the external job boards. It will appear on job boards within 24-48 hours.
- *Accepting for Future Openings* - Your job will be created and posted on your Careers Page, but not on any additional job boards.

### Adjust Email Notification Settings

- *Daily Applicant Summary (default notification setting)* - The system will send an email every morning with a recap of the resumes from the previous day.
- *New Email for Each Applicant* - Receive application notifications in real time.
- *None* - Turn off applicant notifications.

### Add or Review your Job Description

## Prescreen Questions

These are questions on the application page that an applicant **MUST** answer in order to apply. Use the search feature or scroll through the library to select a question, then click the orange plus sign to the right to add. You can also add your own question by clicking 'Add Blank Prescreen Question'.

**BEST PRACTICE:** We recommend asking 4-5 questions. Remember you still want to make it easy to apply and too many questions might overwhelm applicants.

## FAST TRACK



Identify and contact your top applicants faster using Fast Track. Based on responses to initial prescreen questions, applicants will be sorted as Fast Track or Disqualified. When editing a prescreen question, you can choose the Fast Track type from a dropdown list:

- Normal (default): This means that no matter how the applicant responds, the response is scored normally and will not be considered for Fast Track.
- Auto Fast Track: This means that no matter how the applicant responds to other prescreen questions, if they select an Auto Fast Track response they will automatically be considered Fast Track. This is useful if you have one key response or requirement you know you will want to move forward with in the hiring process.
- Fast Track: This means that if the applicant chooses a Fast Track response, that person has potential to be considered Fast Track. These applicants must correctly select all other Fast Track responses you have set up in order to be considered Fast Track.
- Disqualify: This means that an applicant should not be considered in the hiring process if they select a Disqualify response.

### Assessments

Checking the Math/Verbal and Personality Assessments does not mean that an applicant will be required to take them, it simply gives you the option to send it to them during the hiring process. Use the assessments to measure candidates on the characteristics most important to the position.

### JOB POSTING TIPS

The best time to post a job is towards the beginning of the week because this is when applicant activity is highest on the job boards. Over time, your incoming flow of applicants will slow down so use the Refresh button after 30 days to send it back out to the boards.



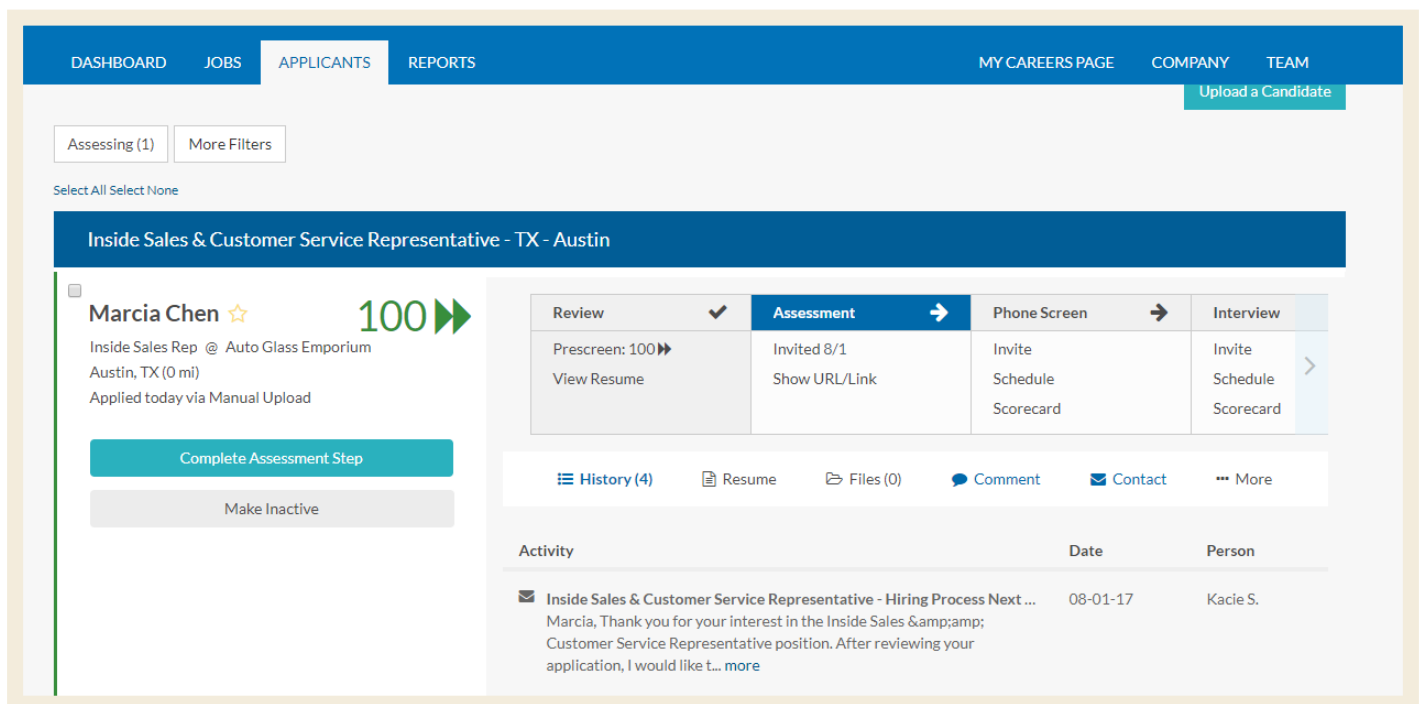
Since you have the ability to post an unlimited number of jobs, you can always try a new job title or description to attract more applicants.

## How to Review Applicants

**REVIEW** - View your applicant's resume as well as their prescreen score - an average grade based on their answers to any prescreen questions that you chose when you created this job listing. The prescreen score gives you a quick idea of an applicant's qualifications and how they stack up against others who have applied.



As soon as a Fast Track applicant applies, the jobs hiring manager will receive a notification email. You will also be able to see the Fast Track icon next to their prescreen score.



The screenshot shows the 'APPLICANTS' tab in the CareerPlug dashboard. The job title is 'Inside Sales & Customer Service Representative - TX - Austin'. The applicant, Marcia Chen, has a prescreen score of 100 and a Fast Track icon. The interface includes a table for the hiring process steps: Review, Assessment, Phone Screen, and Interview. The 'Assessment' step is currently active, showing 'Invited 8/1' and a 'Show URL/Link' option. Below the table, there are buttons for 'History (4)', 'Resume', 'Files (0)', 'Comment', 'Contact', and 'More'. An activity log at the bottom shows a message sent to Marcia on 08-01-17 by Kacie S.

Review	Assessment	Phone Screen	Interview
Prescreen: 100 View Resume	Invited 8/1 Show URL/Link	Invite Schedule Scorecard	Invite Schedule Scorecard

**ASSESSMENT** - Sending out an assessment can be a great way to learn more about an applicant. Sending the assessment links to the applicant is the same as inviting them to the Video Interview step. Simply click 'Invite' and this will load a pre-written message that you can send straight from the system.

INTERVIEW - The next steps are the Phone Screen (a basic phone interview with your applicant) and the Interview (an in-person interview with your applicant). Inviting an applicant to the Phone Screen and the Interview is the same as inviting them to the Assessment. Click 'Invite' to ask the applicant for some days and times they would be available for the interview. Once you and your applicant have agreed upon a time, you can click 'Schedule' to send a confirmation email to the applicant and check off a box to sync it to your calendar as well.

**Sending Email**

**Marcia Chen**

**To**

**Cc/Bcc**

Edit ▾ Insert ▾ View ▾ Format ▾
Press Ctrl+C to Copy and Ctrl+V to Paste

**B** *I*

Marcia,

Thank you for your interest in the Inside Sales & Customer Service Representative position. After reviewing your application, I would like to schedule you for a phone interview.

Could you please let me know a few days/times that would work for you?

Thanks,

Press Ctrl+C to Copy and Ctrl+V to Paste

Create a custom email signature on the [My Account](#) page and automatically add it to your outgoing emails.

📎 Attach

☐ Send a copy to me

Discard

Send Later
Send

Sending email as kacie+glassdoctortest@careerplug.com  
 Not you? [Sign out](#) and sign back in with your email address.

TIP: What's nice about sending emails through the system is that you will be able to track the day you sent the email and your entire communication thread will appear below.

Scorecards: These are interview guides filled with suggested questions for you to use while you are interviewing your applicant. You can rate your candidate's responses, make comments on them, and save their Scorecard into your system for other managers to access.

## FINAL CHECKPOINTS

REFERENCES - Click Request References to load a pre-written message requesting professional references.

OFFER - You can create Offer Letter Templates on the Settings tab.

BACKGROUND- We do not conduct Background checks within the system but if that is something you are interested in, we do work closely with a Background check firm and can connect you with them to integrate that into your account.

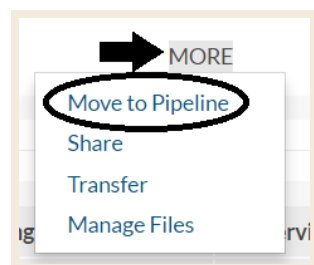
HIRE - Selecting Hire will move the Applicant and all of their information into the Team tab.

MAKE INACTIVE - During any part of the hiring process, if you do not wish to move forward with an applicant, click 'Move to Inactive'. This will not completely remove the applicant from the system, it will simply filter them out. It will also give you the option to send them a Rejection Letter.



Make Inactive

MOVE TO PIPELINE - During any part of the hiring process, if you find a strong applicant that is not exactly right for the position for which they applied, click 'More' and then 'Move to Pipeline'. Using this option will enable you to save an applicant for future openings for which they may be a better fit.



## Careers Page

This is the custom site we built out for your company and one of the key pieces of your recruiting system. You can find this by clicking 'My Careers Page' to the right of your account. All of your job listings will be located on this link, so if you ever need to refer an interested candidate to your job application, you can tell them to apply directly from here.

This link may be placed on your email signature line, on business card, and even on your website. You can also post this link to outside sources such as Facebook or local university career centers to drive applicant traffic from those sources to your CareerPlug system.

VIEW ALL JOBS





### Company Overview

Established in 1962, **Glass Doctor** is one of the elite full-service glass replacement providers in the nation. Recognized by *Entrepreneur Magazine* among its "Franchise 500," Glass Doctor franchisees offer complete glass replacement, as well as service and repair, to the automotive, residential, and commercial markets at more than 275 locations in the United States and Canada. Glass Doctor is a subsidiary of Dwyer Group®.

#### Come work with us!

Glass Doctor® is looking for qualified glass professionals to join our team. We are a national franchise company with locations across the United States and Canada and have served millions of satisfied customers. Glass Doctor has available opportunities to learn valuable skills, work alongside seasoned professionals, and create glass solutions in your community.

I acknowledge that I am applying for employment with an independently owned and operated Glass Doctor franchisee, a separate company and employer from Glass Doctor and any of its affiliates or subsidiaries. I understand that each independent franchisee is solely responsible for all decisions relating to employees including and without limitation hiring and termination, and Glass Doctor does not accept, review or store my application. Any questions about my application or the hiring process must be directed to the locally owned and operated Glass Doctor franchisee.

Company Website: [www.glassdoctor.com](http://www.glassdoctor.com)



Questions? Need help? Give us at call at  
512.579.0163 or email [support@careerplug.com](mailto:support@careerplug.com).  
We'd love to hear from you!