



## Recruitment Process

Thanks for your interest in working for the Credit Counselling Society (CCS)!

Not only have we been recognized as a Best Workplace by the Great Places to Work Institute, we have also won multiple Consumer Choice Awards in Vancouver, Saskatoon, Regina, Winnipeg and Ottawa. We are very grateful for these awards, because it shows that our team likes working here, and the people we help like our team!

Every day, we live our Mission: We Help. We Educate. We Give Hope.

But in order to have such a great team, we take our time to identify the best candidate for the position we are hiring for.

We've developed a comprehensive recruitment process to make sure we have the right people, and are right for the people we hire. Here is an overview of the steps we take in our hiring process

**You should expect the whole process to take about 2-4 weeks.** The steps and timelines can vary a little but here is an overview of what you can expect when applying for a job with CCS.

1. We start by reviewing all applications received, including each candidate's resume and cover letter, by hand. We are in the people business, so we use people to get to know applicants, not computers.
2. Selected applicants are then contacted for an initial telephone interview. The telephone interview is meant to get to know the candidate a bit better and work out if the position has the potential to be a good match.
3. Our next step is to select the top candidates who will be invited to a panel interview. Depending on the candidate's location, the interview will either be in person or over the phone. Panel interviews are conducted by the Hiring Manager, a second manager and a member of our HR Team.
4. After the panel interviews are completed, candidates are selected for a job shadow at the office in which the position is based. **The job shadow allows you to see exactly what you'd be doing on a day to day basis in the role you've applied for.** You'll sit with at least



one person who is currently in that role, observing them and asking any questions you have about the role or what it's like to work at CCS.

5. Upon a successful completion of a job shadow, we will extend a conditional offer of employment, which is subject to criminal, credit, and employment reference checks and in some cases, a job shadow in our New Westminster office (don't worry, we cover all costs) so we can get to meet you in person! As part of these final steps, we also like to invite you to complete two online personality assessments as a way to get to know you better. The results aren't a secret so if you'd like to see them just ask! Everyone here has taken them and the results are not only interesting, but they help us work better together and enjoy what we do!

Once a candidate accepts our offer and all conditions are removed, we then start the onboarding process where **we'll do everything we can to make each new employee feel welcome and successful in their new career!**

We recognize that this is a long process, but everyone here is very important to our success, so we take the time to find the right people.

We look forward to speaking with you.