Orthodontic Staff
Hiring Best Practices

PCSO

PACIFIC COAST SOCIETY OF ORTHODONTISTS

This Hiring Best Practices summary outlines a comprehensive process designed to streamline the hiring of well-qualified and professional candidates for your practice. Here's a concise overview.

1. **Job Posting and Initial Screening**
   a. **Platforms:** Post job openings on Indeed or DirectDental.
   b. **Voice:** Ensure the posting reflects your practice's unique voice.
   c. **Initial Requirements:** Request applicants to submit a Resume, Cover Letter, and answers to three phone or video response questions.
   d. **Evaluation:** Focus on communication skills, professionalism, preparedness, and positivity in the responses.
   e. **Next Steps:** Only contact candidates for Zoom interviews if they meet at least two out of the three initial requirements.

   Example Screening Questions:
   - Tell us about any skills or experience you have that might be helpful in this job.
   - Have you had the opportunity to visit our website or social media platforms? If so, what stood out to you?
   - Could you tell us about a time when you found it challenging to work with someone? How did you handle the situation?

2. **Zoom Interviews**
   a. **Preparation:** Write out the interview questions beforehand and use the same questions for consistency.
   b. **Pre-Interview:** Email the candidate a Zoom link, job description, and "meet our team" video or HR marketing materials.
   c. **Post-Interview:** Inform candidates about the timeline for follow-up. Those selected for further consideration will be invited to an in-person interview.

3. **In-Person Interviews**
   a. **Selection:** Only candidates who have passed the Zoom interview are invited.
   b. **Team Introduction:** In one office, doctors meet candidates at this stage, while another office has the doctor attend the Zoom interviews. Customize this step to suit your office's preferences.

4. **Efficient Process**
   a. **Automated Screening:** Indeed's screening setup requires an initial time investment, but once configured, it significantly reduces the need for manual review of each application. The system automatically records and stores responses to your predefined questions, filtering out unqualified candidates early in the process.
   b. **Flexible Interview Scheduling:** Conducting Zoom interviews allows for greater flexibility. Interviews can be scheduled at convenient times without requiring the

candidate or interviewer to travel, enabling you to fit interviews into your daily schedule without major disruptions.

    c. Reduced Impact of No-Shows: Zoom interviews minimize the impact of no-shows. If a candidate fails to attend a scheduled Zoom interview, it doesn't waste significant time or resources, as you can quickly move on to the next candidate or task without having disrupted your day.

    d. Consistent Interview Structure: Having a standardized set of questions for Zoom interviews ensures a consistent evaluation process, making it easier to compare candidates. This also means that any member of the team can conduct the interviews, saving time for key decision-makers.

    e. Immediate Feedback Loop: The quick nature of Zoom interviews allows for a faster feedback loop. You can immediately assess whether a candidate should proceed to the next stage, streamlining the decision-making process.

    f. In-Person Interviews for Finalists Only: By reserving in-person interviews for the final candidates, you save substantial time that would otherwise be spent on meeting less suitable applicants. This focused approach ensures that only the most promising candidates occupy your and your team's time.

    g. Batch Processing: When multiple qualified candidates are found, scheduling their in-person interviews close together can save time and resources. This batch processing method allows you to make hiring decisions swiftly and efficiently.

    h. Pre-Interview Preparation: Sending candidates the job description, Zoom link, and HR marketing materials in advance ensures they are well-prepared and excited about the opportunity, reducing the need for extensive explanations during the interview.

    i. Optimized Resource Allocation: The structured approach ensures that resources (time, effort, personnel) are allocated effectively. The initial automated screening reduces manual workload, Zoom interviews offer flexibility, and in-person interviews are reserved for top candidates, making the overall process more efficient.

5. **Flexibility and Decision-Making**
    a. Candidate Volume: Be prepared for varying numbers of qualified candidates.
    b. Quick Action: Act quickly, especially via text, as strong candidates may find jobs swiftly.
    c. Adaptability: Be open to hiring multiple strong candidates if suitable roles are available, recognizing the challenges of finding good people.

This methodical approach helps ensure that your practice efficiently identifies and hires the best candidates, reducing the likelihood of turnover, and ensuring a positive experience for both the hiring team and applicants.