

When Should I Use the Communication Templates in Careers at UF?

The communication templates in Careers at UF are a fast and easy way to build relationships with your applicants at any step during the recruitment process. Once sent, they can be seen in the **History** section of the Applicant Card, which is a great way for hiring managers, department administrators, and shared service centers to keep track of the communication the department is having with applicants.

This instruction guide will provide you a list of the available templates as well as step-by-step instructions on how to utilize these templates.

Available Templates

The following is a list of the communication templates with a short blurb on their purpose.

Keep Warm

This template can be used if the recruitment process is taking longer than normal. It is a great way to maintain applicant interest and establish a positive impression with you applicants.

Additional Documents Request

This template is ideal if an applicant did not upload all the required documents or if throughout the recruitment process you need additional information. The template contains a suggested list of documents that can be edited to meet your needs. Typically, these requests are concise to avoid any confusion on the applicant's part.

Reference Collection

As part of our reference collection feature, this email is sent out automatically to inform applicants of our intention to contact the references they provided on their application. When not using the reference collection feature, this template can still be used to inform applicants of your intention to contact their references or previous supervisors. Be sure to modify the language of the email to reflect how the department will contact the referee if the reference collection feature is not used.

Phone Interview

The template for this email provides useful information fields you can use when confirming an appointment you've set up with an applicant for a phone interview. One of the most customizable templates, verify you fill in all of the fields accordingly.

Invitation to Interview

This email template is for applicants the department would like to interview. You can add your contact information so the applicant can reach you at their earliest convenience to schedule an interview time. If

you would like to offer the applicant several date and time options, you can include this information in the email. Although a phone call is personal and ideal for reaching out to candidates, playing phone tag can get tiresome.

No Template

If you have a communication that your department would like to send, and none of the templates meet your needs, you can use the **Start with No Template** option. This option will not have any information pre-populated so you will need to insert a subject line and signature. Please note, the **From** field populates your email address when you are not using a template. Please keep in mind that this communication is recorded and it must maintain a professional tone. If you would like assistance in developing any type of communication, contact your HR Recruiter.

Step-by-Step Instructions

Once logged in to the Careers at UF system, complete the following steps to use the communication feature of the system.

1. Locate the job requisition that contains the applicant(s) you wish to email
2. Click a **checkbox** for the applicant(s) you wish to contact
3. Click the **Select a bulk action** dropdown
4. Select the **Bulk communicate** option
5. Select the appropriate communication template you wish to use
6. Click the **Next** button
7. Edit the email as needed
 - a. **Email content:** Merge fields vs. Completed-by-department content
 - Merge fields are shown with **{BRACKETS}**. These will auto populate the information listed in the bracket such as the applicant's name or the job title. **Do NOT edit these fields.**
 - Completed-by-department content is notated with **(parentheses)**. These areas should be filled in by the department before the email is sent. They include information that Careers at UF may not have access to such as the department's phone number or the time and date of a scheduled interview.
 - b. **From field**
 - The default email address for the email templates is the user's email address. If you'd like the applicant to respond directly to Core HR, replace your email address with

jobinquiries@ufl.edu and the applicant's response will come to Recruitment and Staffing's general email.

Note: When applicants receive the email, the **From** field will look like a modified version of the email you input, but the applicant's response will be sent directly back to the email entered.

c. ***Delay e-mail by Field***

- Email can be delayed for specified timeframes (hours or days). This can be useful if you know that you want to send a communication out, but you don't want it to go out immediately.

7. Click the **Send** button