



Service Level Agreement (SLA) - Sample

Strategic Hiring Partnership

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Purpose: Establish a collaborative, advisory recruiting process that improves hiring decisions, protects candidate experience, and aligns hiring activity to business outcomes.

This document defines shared responsibilities, communication standards, and timelines between the Recruiter and the Hiring Manager. The goal is not simply to fill roles, it is to make strong hiring decisions efficiently while presenting a stellar candidate experience aligned to the employer brand.

SECTION 1

Pre-Recruitment: Hiring Strategy & Alignment

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Hiring Strategy Session	Facilitate strategy discussion, gather business context, calibrate level, identify market realities	Explain business need, success expectations, and urgency	Within 2 business days of role request
Labor Market Review	Present compensation benchmarks, candidate availability, competitive employers, realistic timeline	Confirm compensation flexibility and role scope	Within 48 hours after strategy session
Success Profile Definition	Document success outcomes, competencies, and deal-breakers	Validate priorities and evaluation criteria	Completed during intake meeting
SLA Confirmation	Review communication expectations and interview commitments	Agree to response timelines and interview participation	Completed before requisition opens

SECTION 2

Planning & Role Preparation

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Intake Meeting	Lead structured intake, create interview scorecard, identify selling points and challenges	Provide team structure, culture, leadership style, and performance expectations	Within 3 business days of alignment session

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Job Description Development	Draft and refine compelling job description and posting	Review and approve description content	Within 3 business days of intake
Interview Plan	Create interview structure and evaluation scorecard	Confirm interview panel and availability	Within 2 business days of posting approval

SECTION 3

Sourcing & Candidate Pipeline

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Launch Search	Post role, source candidates, begin outreach	Share referrals and internal candidates	1 business day after approval
Candidate Screening	Conduct screening calls and evaluate against success profile	Remain available for quick calibration if needed	Ongoing
Candidate Submission	Present qualified candidates with summary and recommendation	Review candidates	Within 48 hours of submission
Pipeline Sync	Provide weekly pipeline update and market feedback	Attend weekly 15-20 minute sync	Weekly until role filled

SECTION 4

Interview Process

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Interview Scheduling	Coordinate schedules and confirm logistics	Provide interview availability	Interviews scheduled within 5 business days of selection
Candidate Preparation	Prepare candidates for interviews and share expectations	Review resumes and interview guide beforehand	Before each interview

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Interview Feedback	Collect feedback and advise next steps	Submit feedback within 24 hours	Within 24 hours of interview
Next Step Decision	Recommend advancement or closure	Make decision on advancement	Within 48 hours

SECTION 5

Offer & Selection

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Pre-Offer Alignment	Confirm compensation, title, start date, and flexibility	Approve final decision and offer parameters	Immediately after final interview
Offer Presentation	Extend verbal offer and negotiate if needed	Support decision and maintain availability	Within 48 hours of decision
Written Offer	Prepare and send written offer	Approve offer details	Same business day as acceptance

SECTION 6

Candidate Experience Standards

COMMITMENT	RECRUITER	HIRING MANAGER	TIMELINE
Status Updates	Provide updates to all interviewed candidates	Support timely decisions	Within 48 hours after interviews
Professional Interviews	Prepare candidates and expectations	Conduct organized, prepared interviews	Each interview

COMMITMENT	RECRUITER	HIRING MANAGER	TIMELINE
Rejections	Communicate outcomes professionally	Provide constructive feedback when requested	Within 48 hours
Consistent Messaging	Ensure aligned communication	Communicate role consistently	Ongoing

SECTION 7

Post-Hire Partnership

STEP	RECRUITER RESPONSIBILITIES	HIRING MANAGER RESPONSIBILITIES	TIMELINE
Pre-Start Check-In	Maintain candidate engagement before start date	Confirm onboarding plan	Weekly until start
30-Day Check-In	Conduct follow-up with new hire	Share performance observations	30 days after start
60-Day Hiring Review	Review hiring outcome and process improvements	Provide feedback on hire quality	60 days after start

Shared Communication Expectations

- Weekly hiring update meeting maintained until position is filled
- Interview feedback submitted within 24 hours
- Hiring decisions made within 48 hours of final interviews
- Recruiter provides ongoing labor market insight and candidate feedback
- Hiring Manager communicates schedule changes promptly

Shared Goal: A coordinated hiring partnership that produces strong hires, protects candidate experience, and supports business success.



For more information about Connectly Recruiting

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