

Today, there are more Americans unemployed than at any point in history. This means there are likely a lot of very talented, high-potential candidates in your market. As pre-COVID staffing levels return in Independent retail, you may be faced with situations where hiring new team members is necessary. It's important to make sure you follow all laws and regulations as you complete the interview process in this very competitive job market.

- Evaluate hiring needs.** Hiring needs may arise out of increased business needs, unavailability of current team members or an array of potential scenarios in your business.
- Evaluate and update current job descriptions, roles and responsibilities.** As we enter a “new normal,” you may need to create new positions in your business, which can include a digitally based sales force. Clearly define these positions and look at existing job roles and descriptions to see if modifications are needed.
- Assess your ability to conduct applicant screenings and initial interviews remotely.** Consider leveraging compliant online skills assessment tools for applicants. Additionally, consider using digital platforms (Skype, Teams, Zoom, etc.) to conduct, at a minimum, initial conversations with candidates to minimize the exposure of key team members conducting interviews.
- Examine recruiting checklists and interview guidelines.** Be sure your processes and guidelines are current and compliant with all applicable laws and regulations. Be sure to address specifically avoiding questions about an applicant's health or health history to avoid any appearance of discriminatory practices, in accordance with the laws in your area of operation.

