



**SELECTION.COM**<sup>®</sup>  
Where smart hiring begins<sup>®</sup>

# REMOTE HIRING HANDBOOK

**HOW TO NAVIGATE  
THE NEW REMOTE  
REALITY**



# REMOTE HIRING IN 2020

## HOW COVID-19 HAS CHANGED THE RECRUITING PROCESS

The COVID-19 pandemic may have changed the way we recruit, but the inherent risks of hiring are the same regardless of whether you're hiring remotely or in-house.

Due to changes in the job market caused by COVID-19, applicants may be tempted to exaggerate or outright lie on their resume now more than ever.

According to a recent 2020 study by ResumeLab<sup>(1)</sup>, a substantial majority (93%) of people know a person who lied on their resume. The most common lies on a resume are about job experience (27%), skills (18%), and job duties (17%).

With an overwhelming majority of talent acquisition teams (84%) adapting their processes to work remotely<sup>(2)</sup>, it's important to take the right steps to ensure the best possible hiring outcome.

How businesses decide to handle recruiting new in-house and remote workers affects the quality of the service to customers and employee safety.

In this White Paper, we will cover new hiring trends, flexibility in DHS and ICE requirements to allow for remote hiring, remote recruiting tools, and how to stay compliant with the Equal Employment Opportunity Commission (EEOC) while hiring during the pandemic.

## NEW RECRUITING PROCESS

### HIRING STEPS HAVE CHANGED IN A SHORT AMOUNT OF TIME



#### Online Applications

In-person paper applications have become a thing of the past. Most companies have moved to online applications.



#### Social Media

Many recruiters have turned to social media to not only promote their brand, but to search for new possible candidates and even interact with them.



#### Video Interviews

Video interviews have been used for years in larger companies to assist in hiring, but COVID-19 made them a necessity for companies of all sizes in a short amount of time.



#### Background Checks

Counties across the U.S. have gradually been working towards criminal record databases over the last decade. COVID-19 made this a priority for many of the counties who had not completed this transition yet.



#### I-9 Forms

The USCIS and ICE responded to the need for remote I-9 forms with necessary concessions for companies who changed their workforce to remote workers.



#### Applicant Tracking

Applicant tracking systems are another valuable tool that have been around for awhile, but not always used in smaller companies.

# REMOTE HIRING STATISTICS

## HOW RECRUITERS HAVE ADAPTED THEIR SCREENING PROCEDURES

Despite the necessity of moving the hiring process to all digital avenues, companies are finding ways to keep applicants engaged with a personal touch.

A recent study by JobVite<sup>(1)</sup> delved into the different ways companies are handling the new COVID-19 reality.

### Video Interviewing

61% of the recruiters surveyed indicated that they are using video as part of the screening process, and 80% are using it in the interview process. Using video to screen candidates can eliminate unqualified candidates quickly and accelerate connections with the best candidates.

### Chatbots for Initial Screening

The same study also found that recruiters seem to favor the more personal approach in favor of chatbots. Only 8% of recruiters surveyed said their teams are using chatbots to facilitate initial candidate screening.

### Social Media

The majority, 58% of respondents, said they were using social media to promote their employer brand and connect with talent. Social platforms are an excellent channel to promote your employer brand and encourage employees to contribute and share. Now that people are home more than ever, they are more likely to turn to social media to connect with others.

# REMOTE I-9 FORMS

## Do you qualify?

According to the U.S. Immigration and Customs Enforcement (ICE) website<sup>(2)</sup>, this policy only applies to employers and workplaces that are operating remotely. If there are employees physically present at a work location, no exceptions are being implemented at this time for in-person verification of identity and employment eligibility documentation for Form I-9, Employment Eligibility Verification.

However, if newly hired employees or existing employees are subject to COVID-19 quarantine or lockdown protocols, DHS will evaluate this on a case-by-case basis. Additionally, employers may designate an authorized representative to act on their behalf to complete Section 2. The employer is liable for any violations in connection with the form or the verification process.

## How does it work?

Employers with employees taking physical proximity precautions due to COVID-19 will not be required to review the employee's identity and employment authorization documents in the employee's physical presence.

Employers must inspect the Section 2 documents remotely (e.g., over video link, fax or email, etc.) and obtain, inspect, and retain copies of the documents within three business days for purposes of completing Section 2. Employers also should enter "COVID-19" as the reason for the physical inspection delay in the Section 2 "Additional Information" field once physical inspection takes place after normal operations resume.

The compliance flexibility has been extended to November 19, 2020<sup>(3)</sup>.

1. JobVite | <https://www.jobvite.com/wp-content/uploads/2020/04/Adapting-to-a-Remote-World-of-Recruiting.pdf>

2. U.S. Immigration and Customs Enforcement | <https://www.ice.gov/news/releases/dhs-announces-flexibility-requirements-related-form-i-9-compliance>

3. U.S. Immigration and Customs Enforcement | <https://www.ice.gov/news/releases/ice-announces-extension-i-9-compliance-flexibility>

## APPLICANT TRACKING AND BACKGROUND CHECKS

*STAY ON TRACK WITH A SYSTEM THAT DOES THE WORK FOR YOU*

One of the recruiting process's critical transitions is moving a candidate forward to the point where a background is needed.

With the high demand for new workers, companies may be tempted to forego background checks to speed up the hiring process. However, we would argue that now is the most crucial time to stay vigilant. Running background checks is the most effective way of protecting your employees and customers.

There are a few ways to speed up the process without sacrificing security. One great way is to invest in an applicant tracking platform like iCims. These companies can ease the burden of tracking an applicant's progress, save time, provide consistency, and seamlessly integrate background checks into the process.

In addition to being integrated with iCims and other applicant tracking systems, SELECTION.COM® researchers have been working directly with county

and state courthouses and repositories across the U.S. to obtain criminal records in a timely fashion and integrate with new courthouse systems as they become available.

### APPLICANT ENTRY THROUGH FASTRAX®

SELECTION.COM® also offers a **FREE** applicant tracking module on our proprietary web system, Fastrax®.

Clients only need to fill out the name and email address of their applicant.

Our system then allows the applicant to sign an electronic release form and enter all the required information. During module setup, clients can choose for applicant background checks to go on hold or be sent immediately into our system for processing. Clients then receive a secure email with the background check results.

### FASTRAX® WEB PORTAL

Our proprietary system, Fastrax®, provides real-time tracking of the process. This includes access to log notes by our customer service representatives, and the ability to view completed research while the rest of the background check is still pending. Email notifications of report completion and emailed final reports make tracking the applicant's progress seamless.



# COVID-19 AND THE U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

## HOW COVID-19 HAS CHANGED THE SCREENING PROCESS

### The EEOC has issued the following guidance on how to handle hiring during the COVID-19 pandemic.<sup>(1)</sup>

- An employer may screen job applicants for symptoms of COVID-19 after making a conditional job offer, as long as it does so for all entering employees in the same type of job. This ADA rule applies whether or not the applicant has a disability.
- Employers may take an applicant's temperature as part of a post-offer, pre-employment medical exam.

- Depending on the results of these exams, employers may delay the start date of an applicant who has COVID-19 symptoms or symptoms associated with it.
- Employers may also withdraw a job offer if it needs the applicant to start immediately, but the individual has COVID-19 or symptoms of it.
- The employer may NOT postpone the start date or withdraw a job offer because an individual is 65 years old or pregnant, both of which would place them at higher risk from COVID-19. However, an employer may choose to allow telework or to discuss with these individuals if they would like to postpone the start date.

## SELECTION.COM<sup>®</sup>

### A BACKGROUND CHECK PARTNER YOU CAN TRUST

In these uncertain times, it pays to have a trusted partner who can provide the data you need and the customer support to answer all of your questions. Our five-star customer support team is not only industry experienced, but tenured in their time with our company. Our staff is available to you via phone, email, and chat, Monday through Friday, from 8 am to 8 pm.

SELECTION.COM<sup>®</sup> also employs dedicated Client Retention Specialists who focus solely on communicating with our clients and validating that their needs are being met.

Our experienced Quality Assurance team of knowledgeable researchers review criminal hits to help ensure you are not overwhelmed with false hits or forced to make decisions based upon faulty data.

Our unparalleled support, combined with our nationwide researcher network, makes SELECTION.COM<sup>®</sup> a valuable background check partner.

Contact us today to develop a fast and accurate background check program to get you through this unpredictable time.



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This white paper gives a general overview of legal matters. However, it is your responsibility to ensure compliance with all the relevant federal, state, and local laws governing this area. SELECTION.COM<sup>®</sup> does not provide legal advice, and we always suggest consulting your legal counsel for all applicant approval matters.

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