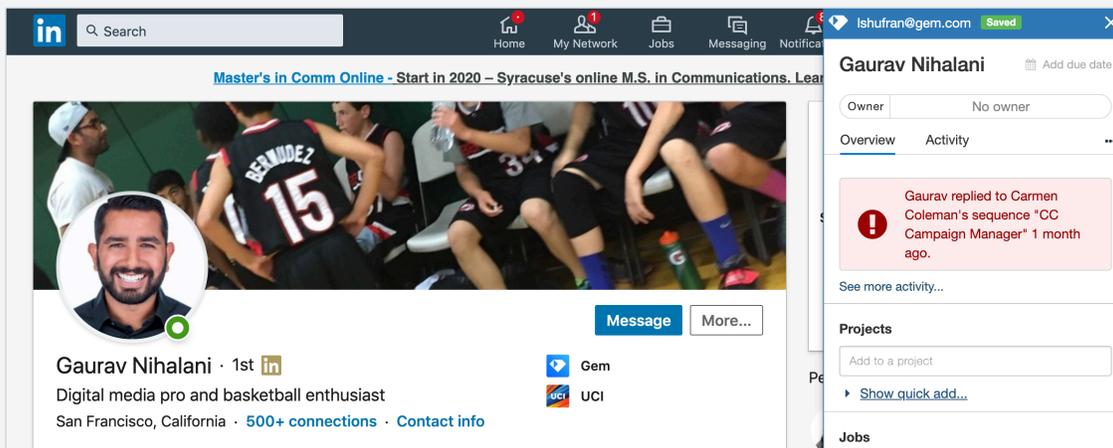


How Gem Supports Hiring Workflows for Remote Teams

As remote teams become more and more the norm, we’re paying attention at Gem to how we can ensure seamless communication and ongoing visibility for recruiting and hiring teams that don’t have the ease of face-to-face interactions. Our solution isn’t just the source of truth for recruiters, hiring managers, and talent ops. It’s also where teams go to communicate and collaborate, get full views of both their outreach efforts and their hiring pipelines, and leave a trail of data points so individuals always have context on a given candidate relationship. Here’s how Gem supports those remote workflows:

Visibility into recruiters’ sourcing and outreach activity

Gem’s Activity Feed displays a prospect’s entire history with your recruiting org—every touchpoint they’ve had with every member of your team. Team members or hiring managers don’t have to worry that they may be stepping on recruiters’ toes if they discover someone they want to reach out to; and remote teams save the time it takes to reach out to each other for additional context, since the context is all right there. Outreach looks seamless from a candidate perspective, giving your talent brand a boost.



Name	Stages	Owner	Recipient...	Opene...	Clicke...	Replie...	Interested...	Last Modified...
(Email) AE - Brazil - ATX	3	Paige Wilhelm	22	55%	23%	91%	59%	Oct 8th, 2019
QA Referral	3	Kenzie Thompson	21	86%	0%	90%	76%	Feb 25th, 2020
Director Global Channel...	3	Dana Oliver	29	93%	62%	90%	48%	Oct 8th, 2019

Hiring managers and team members also have visibility into each others’ messaging. They can dig into the outreach that sees the best open, click, reply, or interested rates, and uncover best practices from those top-performing messages.

Send-on-Behalf-of (SOBO)

SOBO allows recruiters and hiring managers to collaborate remotely on outreach. With Gem, there are two ways for recruiters to send on behalf of hiring managers, C-levels, or anyone else in the company. They can create an alias and set up email forwarding (in which case, replies go to the recruiter), or they can request “Send From” access (in which case, replies go directly to the HM, who then takes charge of the correspondence). The recruiter is also notified when the prospect replies, and can follow up with the hiring manager accordingly.



I can find a recruiter in Gem, and I can see what they're sending out and seeing a high success rate with. The team has grown; it's no longer a few of us sitting next to each other asking, 'How are your reachouts doing; what are you sending out?' I can jump in and get that information myself. Which reachouts are seeing the highest reply rates? What about those are unique?... We literally get to learn from each other through data, and leverage that learning to craft better outreach emails.

Joe Gillespie, Head of Tech Recruiting



Hiring manager review

Gem's Resume Review allows talent teams and hiring managers to calibrate remotely on profiles, so recruiters can better understand what their hiring managers' ideal candidate looks like. After recruiters download PDF resumes of prospective candidates directly from LinkedIn, they can share them through email with their hiring managers, who can flip through them and select buttons to approve or reject as they go, leaving more detailed notes on particular prospects if they wish. Those notes are logged in the prospect's Activity Feed in the Gem extension, so everyone else on the team can benefit from that context the next time they're on that person's profile.



We've tried everything and Gem is the first product to delight our hiring managers. Now, everyone's involved in the hiring process—our entire company is an extension of the recruiting team!

Thomas Carriero
Chief Product Officer



Shared Projects

Recruiters can share entire projects with their hiring managers—or with each other—by simply copying the link to that project from the project page. Once the project is shared, hiring managers can add candidates from the project to one of their own projects, start a sequence with the candidates in that project, leave notes on candidates, or jump into candidates' LinkedIn profiles. They can also track the project to see how many prospects have been contacted and how outreach efforts have fared in terms of open and reply rates. Talent teams use shared projects to give visibility into talent pools, and even as another way of running ongoing calibration with hiring managers.



Gem is an all-in-one recruiting platform that integrates with LinkedIn, Gmail, Outlook, and your ATS. We enable world-class data-driven recruiting teams to find, engage, and nurture top talent.

To learn more about how Gem can supercharge your recruiting team, visit us at gem.com.