SMARTJOBLINKS

The Employer Handbook

Everything in your workspace — what each part does, how it works, and what it costs. Written for employers and everyone they invite.

Edition of 22 November 2026
Chapter 13 is the hiring workflow, start to finish.
Chapter 14 is the glossary.

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CHAPTER 1

The workspace at a glance

The employer workspace is everything behind `/job-dashboard`. It holds your listings, everyone who has applied to them, the people you have found yourself, your interviews, your tests and your team. This chapter explains how it is put together, because two things about its structure surprise almost everyone.

1.1 Your account and your company are two different things

You sign in as a **person**. You work inside a **company**. These are separate records, and almost every limit in this handbook belongs to the company rather than to you.

This matters most for people you invite. An invited teammate is, on their own account, an ordinary free job seeker. They hold their place in your workspace through their company membership, not through their own plan. So a teammate at a Platinum company gets Platinum capabilities inside your workspace while their personal account still says free — and that is correct, not a billing error.

> **THE RULE**
> Standing is **effective**, not personal. What you can do in the workspace is decided by the company's plan and your seat in it, never by the tier printed on your own account.

1.2 Seats, roles and what a teammate can do

Every active member occupies a seat. Seats are included with the plan:

Plan	Seats included
Free	1
Silver	1
Gold	3
Platinum	10

Pending invitations count toward the total as well, so three active members and one unanswered invitation is four seats on a Gold plan — one over. The Team page shows the count as `used / included`.

The three seats

Every member holds one of three seats. The whole specification is four capabilities wide:

Seat	Billing	Team	Outreach	Change anything
Owner	**Yes**	**Yes**	**Yes**	**Yes**
Recruiter	No	No	No	**Yes**
Reviewer	No	No	No	No

- **Owner** — the person who pays. Billing, the team and Outreach are theirs alone, and are not merely blocked for the others but not shown to them either.

- **Recruiter** — does the hiring. Everything except those three.
- **Reviewer** — sees everything a recruiter sees and can change none of it. For the hiring manager who should see the shortlist without being able to reject anyone, and the executive who wants the pipeline without the risk.

Change anything is deliberately one capability rather than twenty — posting a vacancy, moving an application, messaging a candidate, booking an interview, setting a test, uploading a document and buying a Boost all sit behind it. A reviewer therefore sees every page a recruiter sees, with every control that would change something absent.

> **IF YOU NEVER CREATED A COMPANY**
>
> You are the owner of your own workspace. An employer who signed up and posted a job without creating a company has no membership row at all, and is treated as owner rather than locked out.

> **SHARED, AND NOT SHARED**
>
> **Shared across the team:** your listings, your applicants, your candidate pool, your test library, your documents. **Not shared:** each person's own account type, their own tier, and their personal profile.

1.3 Every page in the workspace

The full map. Each is covered in the chapter named on the right.

Page	What it is for	Chapter
`/job-dashboard` □97	Home. Your vacancies, applicant counts, alerts	4
`/post-a-job` □97	Create a listing	4
`/post-a-job/buy-credit` □97	Buy a single posting credit	2
`/job-dashboard/[id]/edit` □97	Change a listing after it is live	4
`/job-dashboard/[id]/applications` □97	Applicants for one listing, with full detail	6
`/job-dashboard/applicants` □97	Every applicant across the workspace	6
`/job-dashboard/[id]/match` □97	Smart Match ranking for one listing	7
`/job-dashboard/candidate-search` □97	Search the talent pool directly	8
`/job-dashboard/candidates/[id]` □97	One candidate's full profile	8
`/job-dashboard/assessments` □97	Your test library	10
`/job-dashboard/scorecards` □97	What the panel rates, and how	11
`/job-dashboard/documents` □97	Files you share with applicants	12
`/job-dashboard/outreach` □97	Contacts, mailbox, campaigns, replies	12
`/job-dashboard/sponsor/[jobId]` □97	Buy a Category Sponsor slot	5
`/interviews` □97	Propose, confirm and join interviews	9
`/messages` □97	Direct message threads	12
`/account` □97	Plan, billing, quick links	2

Page	What it is for	Chapter
`/account/team` □97	Invite and manage teammates	3
`/account/profile` □97	The company profile candidates see	3
`/account/settings` □97	Sign-in, calendar, data, deletion	3
`/account/bank-transfers` □97	Bank transfer payment history	2
`/account/promo` □97	Redeem a promo code	2

CHAPTER 2

Plans, credits and billing

There are two ways to pay: a single posting credit, or a subscription. This chapter sets out exactly what each plan unlocks, how the limits are counted, and how to pay from the Caribbean without a card.

2.1 What each tier unlocks ☐97

Capability	Free	Silver	Gold	Platinum
Active listings	0	5	15	**Unlimited**
Listing length	—	30 days	60 days	60 days
Seats included	1	1	3	10
Scheduled publishing	No	**Yes**	**Yes**	**Yes**
Featured listings / month	0	1	3	**Unlimited**
Screening questions	No	**Yes**	**Yes**	**Yes**
Smart Match	—	Rule-based	**AI**	**AI**
Message candidates	No	**Yes**	**Yes**	**Yes**
Candidate search	No	No	**Yes**	**Yes**
Applicant export	No	No	**Yes**	**Yes**
Interviews / month	0	5	20	**Unlimited**
In-app video room	No	No	**Yes**	**Yes**
Outcome log	No	No	**Yes**	**Yes**
Job-alert frequency to seekers	Weekly	Daily	**Instant**	**Instant**
Pre-interview briefing	No	No	No	**Yes**
Marked interview tests	No	No	No	**Yes**
Interview scorecards	No	No	No	**Yes**
Shared documents	No	No	No	**Yes**
Outreach campaigns	No	No	No	**Yes**

WHO CAN BUY

Billing is the **owner's** seat alone — buying a credit, changing plan and opening the payment portal are not shown to recruiters or reviewers. A recruiter who needs a listing slot asks the owner.

2.2 A credit or a subscription □97

A **posting credit** costs **US$45** and lets you publish one listing without subscribing. It still comes with the full applicant dashboard, Smart Match scoring, a message thread per applicant and the same anti-spam protections paid tiers get. Credits do not expire on a clock; they are spent when you publish.

A **subscription** is the tier table above, billed monthly. Your usable listing slots at any moment are your subscription's remaining slots plus any unused credits.

> **FREE ACCOUNTS CANNOT PUBLISH**
>
> A free account can register, build a company profile and browse — but it has **zero** active listings. You must buy a credit or subscribe before a vacancy can go live.

2.3 How the limits are counted

Listing quota is enforced at **company** level. Every teammate's published jobs count toward the same cap, so three recruiters on a Gold plan share fifteen slots between them, not fifteen each. The same is true of the monthly interview allowance, which is counted across the whole company rather than per person.

2.4 Paying by card or bank transfer □97

Card (Stripe). Visa, Mastercard and Amex. Approval is instant and the listing slot is available immediately. Subscriptions are managed through Stripe's own portal, reached from `/account` — that is where you update a card, change plan or cancel.

Bank transfer. Built for the Caribbean, where cards are often the friction. You upload a receipt and the payment is normally approved within one business day. Every transfer you have made is listed at `/account/bank-transfers`, most recent first, with its status and receipt.

Cancelling a subscription schedules the cancellation rather than taking effect at once; you keep what you paid for until the period ends.

2.5 Promo codes □97

Codes from a partner or campaign are redeemed at `/account/promo`, and grant free months at a stated tier. A link from an email may arrive with the code already filled in. Codes you have already redeemed are listed on the same page, so you can see what you claimed and when.

CHAPTER 3

Your company and your team

The company profile is what candidates judge you by before they read a word of the listing. The team settings decide who else can act in your workspace. Both live under `/account`.

3.1 The company profile □97

Where: `/account/profile` □97

Company name, industry, size, head-office country, website, a culture statement and your logo. This block appears on every listing you post and on your public company page, so it is written once and read many times.

> **CONFIRM YOUR EMAIL**
> An unconfirmed account cannot message candidates, cannot appear in candidate search, and will not receive application alerts by email. If applications seem to be going quiet, check this first.

3.2 Inviting teammates □97

Where: `/account/team` □97 · owner only

Invite by email address, optionally with the person's name — the invitation greets them by it. They join by following the link; there is no separate signup and no password to choose first. Invitations expire after **seven days**, and a pending invitation can be cancelled from the same page.

You choose the seat when you invite: **recruiter** or **reviewer**. Owner is deliberately not on the list — ownership moves by transfer, not by invitation, so that a company always has exactly one owner.

An invitation counts against your seat total from the moment it is sent, not from the moment it is accepted.

3.3 Account settings and sign-in □97

Where: `/account/settings` □97

How you sign in: your email address, your password, and any connected sign-in provider. Changing your email address sends a verification link to the new address, and the change stays pending — and cancellable — until that link is followed.

3.4 Calendar sync □97

Connect Google Calendar or Microsoft Outlook, and a confirmed interview creates a real event in your calendar rather than only an email. Either can be disconnected from the same page at any time.

3.5 Your data, and deleting the account □97

Download your data produces a `.json` export of what the platform holds about you.

DELETION IS PERMANENT

Deleting your account cannot be undone and the data cannot be recovered. If you own a company with active team members, transfer ownership first — otherwise the company is removed with you.

CHAPTER 4

Listings

A listing is the unit everything else hangs off. Two fields on it — the required skills and the screening questions — decide how well the system can rank the people who apply, which is why they get a disproportionate amount of space here.

4.1 What goes into a listing □97

Where: `/post-a-job` □97

- Title, description, category and location. The description accepts **bold, italics and bullet lists**.
- Job type and modality — remote, hybrid or on-site.
- Salary range, currency and period. Cents are allowed, so USD 3.50 an hour posts as 3.50 rather than rounding.
- A commission-or-bonus checkbox, which can be shown with or without a base salary.
- Apply on SmartJobLinks, or link out to your own system.
- Expiry — 30 or 60 days by tier, counted from the day it goes live.
- Publish now, save a draft, or schedule a go-live date and time.

4.2 Required skills — the highest-leverage field

Tick the skills the role genuinely needs from a list of **404**, grouped into 34 categories — the same list candidates pick from on their own profile. What you tick appears as chips above the picker, so a choice buried in a group stays visible.

> **WHY THIS FIELD ABOVE ALL OTHERS**
>
> Skills are **50 of the 100** Smart Match points. Tick them and applicants are ranked by how much of your list they actually hold. Leave it blank and the system falls back to searching your description, which cannot tell a hard requirement from a passing mention.

The cap is **15 skills** per listing, and anything past it is dropped. Pick the handful that matter rather than everything that would be nice: coverage is scored as a proportion of your list, so forty ticks would drag every candidate's score down.

4.3 The five listing states

State	What it means
Draft	Written, not live, visible only to your team.
Scheduled	Has a go-live date and time you chose. Holds none of your active-listing slots while it waits.
Published	On the board, in search, and alerting matched seekers.
Expired	Ran past its 30- or 60-day window.
Filled	Closed by you. Stops accepting applications and drops out of search.

4.4 Scheduling and preview □97

The 30- or 60-day run starts when the listing **goes live**, not when you wrote it. Scheduled listings are checked every five minutes; one that cannot publish is marked **overdue** with the reason and keeps trying rather than failing silently.

Times are your own. Picking 09:00 in Kingston publishes at 09:00 in Kingston — the form reads your timezone, not the server's.

Preview renders the page as a signed-out visitor sees it, so you get the apply box rather than a notice meant for you. Drafts and scheduled roles preview too — that is the point of it. If the listing links out to your own system, preview says so instead of bouncing you to your own site.

4.5 Editing after applications arrive □97

> **Where:** the **Edit** link beside each job

You can fix typos, refresh copy and update the URL; changes go live immediately. Some fields are deliberately **not** editable once a listing is live — screening questions, expiry and status — because changing them after applications have landed would silently re-score or invalidate answers people have already given.

4.6 Marking a job filled □97

Marking a job **Filled** stops it accepting applications and removes it from search. Anyone still in the pipeline can be rejected in one pass, with the courteous notice sent automatically.

CHAPTER 5

Getting the role seen

Posting a listing puts it on SmartJobLinks. This chapter is about the four ways to put it in front of more people than happen to browse — one of them free, three of them paid.

5.1 Cross-post links for other job boards ☐97 ALL PLANS

Where: `/job-dashboard` ☐97 → a listing → **Cross-post to a job board**

Type the name of any board — Indeed, ZipRecruiter, LinkedIn, a career fair, a WhatsApp group — and press **Generate**. You get a link unique to that board for that listing.

Paste it into the board's **External application URL** or **Apply URL** field. Your listing stays on their board; only the Apply button comes back to us, where the candidate applies in one form with no sign-up wall.

Every generated link carries its own tag, so applicants arrive labelled with the board that sent them. The **Source** column on your applicants list shows it and sorts by it — which is what lets you post one role in four places and find out which of the four was worth the effort.

> **A GENERATED LINK GRANTS NOTHING**
>
> Cross-post links are attribution only. They tag where someone came from and change no one's plan. The single exception is the CaribbeanJobs partner link, which is marked **Partner · grants Gold** in the generator and upgrades whoever applies through it. Paste that one on CaribbeanJobs only.

5.2 Featured listings ☐97 SILVER +

A featured listing is promoted within the board for **30 days**. Your monthly allowance is 1 on Silver, 3 on Gold and effectively unlimited on Platinum.

5.3 Category Sponsor ☐97

Where: Sponsor this job → on the dashboard job row

A sponsor slot puts your job in a sidebar position targeted at one slice of the audience. You choose:

- **Targeting axis** — by Category (a specific industry), by Modality (remote / hybrid / on-site) or by Job type (full-time / part-time / contract / freelance).
- **The value** within that axis, for example "Hospitality & Tourism" or "Remote".
- **Duration** — 30 days at **US$99**, or 90 days at **US$249**.

Live inventory is shown per facet, as "2 of 3 slots filled", so you can see what is available before you commit; a sold-out facet is badged and cannot be bought. At most **three** sponsors run concurrently in any one slot, so that each keeps a meaningful share of the impressions. Sponsored cards display a small "Sponsored" pill for transparency.

5.4 Hero Boost ☐97

A Boost pins the listing to the home-page Featured rail for **14 days** at **US$129**. The rail renders six tiles, and no more than **six** Boosts run at once — past that the purchase is closed as sold out rather than sold into a position nobody will see.

CHAPTER 6

Applications

Applications land in two places: under the listing they came through, and on one workspace-wide list. The two are for different jobs — one is for deciding, the other for triaging.

6.1 Two kinds of applicant

A — has a profile. Signed up, verified, filled in their profile. They bring skills ticked from the same 404-item list you post against, years of experience, desired salary, timezone and country, an uploaded CV, a headline and bio. Smart Match can score all five buckets.

B — applied as a guest. Came from a link, applied in one form, never built a profile. They bring their full name and location (both mandatory), an email address, their answer to "why this role" in 10–280 characters, and an optional cover letter. An account is created for them automatically, but it is empty.

> **WHY GUEST APPLY EXISTS**
>
> It converts cold traffic from external boards, where a sign-up wall would lose most of the clicks. The trade-off is that Smart Match has very little to work with until they complete a profile — see §7.4.

6.2 The all-applicants list □97

Where: `/job-dashboard/applicants` □97

Every applicant across the whole workspace, one line each, filterable by listing and by stage. Its scope is exactly what the "Total applicants" tile on the dashboard counts: your personal listings, your company's listings, and a recruiter's client companies.

It is **read-only on purpose**. A one-line row is enough to triage from and not enough to judge from, so shortlisting, rejecting and hiring stay on the listing's own applications page where the cover letter, screening answers and test marks are in front of you.

6.3 Reading the columns

Column	What it tells you
Applicant	Name, email and location *as given on this application* — not the profile, which they may have edited since.
Job	Which listing they applied to. Sorts alphabetically.
Source	Which board or campaign sent them. A confirmed partner referral shows as a coloured chip; a tag a link merely claimed shows as plain text. "Direct" means no campaign, partner or referral was recorded.
Smart Score	The blended total out of 100.
Match	The Smart Match half of the blend.
Screening	The screening-answers half of the blend.
CV	Download, or open in a new tab.
Stage	Where they sit in the pipeline.
Applied	When the application arrived.

> **SORTING**
> Every score column sorts, so a role whose screening questions are the real filter can be ranked on Screening alone. **Blanks always sort last** — an applicant with no score never outranks one who has a score, in any column.

6.4 CVs and cover letters

Every CV link offers a real download to your own machine, and a separate "open in browser" option. Cover letters work the same way, and where a letter was uploaded as a file the text is also extracted so it stays searchable.

Word CVs open in the browser too. No browser can display a `.docx` natively, so one is converted to a clean web page on the way to you — the words, headings, lists and tables, with the original download always a click away. Roughly a third of the CVs on this platform arrive as Word files, and most people read them on a phone, where an unexpected download is the end of the road.

A candidate may have two CVs: one attached to this application, and one on their profile. The list shows whichever exists, and says which it is.

6.5 The pipeline and its five stages

Submitted → **Viewed** → **Shortlisted** → **Hired**, with **Rejected** available at any point.

Marking an application rejected sends the candidate a courteous notice automatically — you do not have to write it. Rejected candidates are not wasted: they stay in your candidate search with their profile and any test results intact, for the next role you post.

6.6 Exporting applicants □97 GOLD +

Download every applicant for a listing as an **Excel spreadsheet** or as a **PDF report**. The export carries the same rows the screen shows, in the same order.

6.7 Working on many applicants at once □97

A listing's applications page shows **25 at a time**. Tick the people you want, or filter the list and use **Select all** — and note what that means here:

> **SELECT ALL MEANS ALL**
>
> **Select all takes every applicant matching your current filter, not the 25 on the page.** Filter to "Submitted", select all, and you have selected every submitted applicant on the listing — the count beside the button is the real number, and it is the number that will be acted on.

With a selection you can do two things:

- **Move them all to a stage.** Shortlist forty people in one pass rather than forty.
- **Message them all.** One message, sent individually — each person gets their own email and their own thread, and nobody sees who else received it. Placeholders such as the candidate's name are filled in per person, in the subject line as well as the body, so a bulk message does not read like one.

> **THESE ARE NOT A BROADCAST**
>
> Messages to your own applicants are treated as hiring correspondence about an application they made, not marketing. They are not subject to the newsletter unsubscribe, and they do not go out as one mail with forty people in the header.

CHAPTER 7

Scoring: Smart Match, Screening, Smart Score

Three numbers appear beside every applicant, and they are not interchangeable. Smart Match is fit against the role. Screening is their answers to your questions. Smart Score is the blend of the two, and it is what the list sorts by until you tell it otherwise.

7.1 The hundred points

Smart Match is 100 points across five buckets:

Bucket	Points	How it is scored
Skills	**50**	How much of your required-skills list the candidate holds, with full marks at 75% coverage — a role naming eight rarely rejects someone holding six.
Experience	**20**	Years against what the role asks for; one band either side still takes 10. **Recent experience counts for more** — the same ten years weighs less if none of it is recent. Full credit when your listing states no requirement, or the candidate never told us theirs.
Salary fit	**15**	Their expectation against your range, converted to a common currency first. If your listing posts no salary this bucket leaves the denominator rather than scoring zero.
Job type	**10**	Full-time, part-time, contract. Permanent types count as overlapping; an unstated preference takes half.
Timezone	**5**	Their hours against the role's.

The blend between Match and Screening is set **per listing**, not globally, so the explanation sits beside each row rather than in a footnote. A listing that asks no screening questions scores on Match alone — which is why Smart Score and Match can read identically.

7.2 Rule-based and AI-assisted

Rule-based SILVER applies the five buckets literally. It is fast, free to run and completely explainable: every point traces to a field, and the same inputs always give the same score.

AI-assisted GOLD + computes the rule score first as a baseline, then has a language model read the CV and the listing together and adjust for things a field cannot express. It reads the actual CV text rather than ticked boxes, and returns specific strengths and gaps in plain English. If the model is unavailable it falls back to the rule score, so you never get a blank.

Both modes cache their result, so re-opening a shortlist does not re-run or re-charge anything.

7.3 Screening questions SILVER +

Added when you post. Each answer choice carries a hidden score from 0 to 5 that the candidate never sees. A question can be required or optional, and a skipped *optional* question is left out of the score entirely rather than marked zero — so optional genuinely means optional.

> **WHY THEY MATTER MORE THAN THEY LOOK**
>
> Screening questions are answered by **everyone** who applies, including candidates with no profile at all. That makes them the one signal that never degrades, whatever state the applicant's account is in.

7.4 The guest applicant trap

A guest applicant has told us almost nothing, and their score does not fall to zero — it lands around **30 of 100**. That is the trap: every point of it is credit for a default rather than a finding about the person.

Bucket	Scores	Why
Skills	0 / 50	Nothing ticked, no CV uploaded
Experience	20 / 20	Full marks — an unknown band cannot be scored against
Salary fit	0 / 15	No expectation given
Job type	5 / 10	Half credit for setting no preference
Timezone	5 / 5	Full marks on the default their account was given

WHAT TO DO INSTEAD

Read the application, not the rank. Their name, location, why-this-role answer and cover letter are all there, and so are your screening answers, which everyone completes. Then message them and ask for a profile and CV — their score recomputes the moment they add one.

7.5 Full match view

Where: `/job-dashboard/[id]/match` □97 · Silver and above

Ranks candidates for one listing from **both** the applicant pool and the wider seeker pool, so it surfaces strong people who have not applied. Free accounts see the value proposition rather than a locked page.

CHAPTER 8

Finding candidates yourself

Waiting for applications is one half of hiring. This chapter is the other half: searching the talent pool directly and inviting people to apply.

8.1 Candidate search ☐97 GOLD +

Where: `/job-dashboard/candidate-search` ☐97

Boolean search across the SmartJobLinks talent pool. Because entitlement is the *company's*, an invited teammate at a Gold company can search even though their own account is free. On a lower tier the page is not hidden — it explains what it does and what it would cost.

8.2 Saved searches ☐97

Run a search and click **Save** to bookmark it in the sidebar. Saved searches can be deleted from the same place. They are the practical way to re-run a standing requirement rather than rebuilding the query each time.

8.3 The candidate profile

Where: `/job-dashboard/candidates/[id]` ☐97

The full profile: bio, country, years of experience, preferred job types, and their CV with both a download and an open-in-browser option.

> **WHOSE CV YOU ARE READING**
>
> **The CV attached to an application** is yours to read on any plan that can see the application — they sent it to you. **The CV on a profile of someone who never applied to you** is PLATINUM. That is the difference between reading your own post and reading the talent pool.

> **TWO SOURCES OF SKILLS**
>
> A profile shows skills the candidate **ticked** and skills **read from their CV**, labelled separately. The second set is extracted automatically, not entered by the candidate — which is why somebody can hold a strong Smart Match score while their self-declared skill list looks thin.

8.4 Inviting someone to apply

Invite a candidate directly to one of your listings, with an optional personal note. They see it on their dashboard and by email. If they dismiss it, the dismissal is silent — you are not notified — so a non-response is not a signal to read into.

8.5 Candidate ownership

A candidate you have engaged can be marked as owned by your workspace, shown as **You own this candidate**, and ownership can be released from the same place. This is how two recruiters on the same team avoid approaching one person twice.

CHAPTER 9

Interviews

Scheduling, meeting and recording the result, without leaving the platform or sending a meeting link by hand.

9.1 Proposing and confirming a time □97

Where: `/interviews` □97

1. **You propose up to three slots.** Pick a duration and an interview type, and add a note. The candidate sees every slot in *their* timezone, not yours.
2. **The candidate picks one.** Both sides get an email and a calendar invite; where either has a calendar connected, a real event is created.
3. **A video room opens automatically** GOLD + the moment the slot is confirmed. Nothing to install and no link to send. Lower tiers paste their own meeting URL instead.
4. **Join from the dashboard.** The join button opens inside SmartJobLinks during the scheduled window.

9.2 Monthly limits □97

Plan	Interviews per month
Free	0
Silver	5
Gold	20
Platinum	**Unlimited**

Counted across your whole company, not per person.

9.3 Pre-interview briefing □97 PLATINUM

A prepared summary of the candidate before you walk into the call — what their application and profile say, pulled together so you are not reading three screens in the first two minutes.

9.4 Logging the outcome □97 GOLD +

Recording what happened after an interview feeds back into Smart Match and sharpens who it surfaces for your next role. It is the one step that makes the system better at *your* hiring specifically, and the one most often skipped.

Because it is the one most often skipped, interviews whose time has passed with nothing recorded are now **listed back to you** rather than disappearing quietly down the page. Answering takes a click.

CHAPTER 10

Interview tests PLATINUM

The in-person test, reproduced online and marked for you. Numeracy, written English, reasoning — whatever you would test for in the room.

10.1 The test library □97

Where: `/job-dashboard/assessments` □97

Tests belong to the **company**, not to the person who wrote them, so a colleague covering an interview can set the same paper. Each test has a title, a category, instructions for the candidate, an optional time limit and an optional pass mark. Building it once is what makes marks comparable across a shortlist: everyone sits the same paper.

10.2 The four question types □97

- **Multiple choice, one answer.**
- **Multiple choice, several answers.**
- **Number, with a tolerance you set.**
- **Short text, with a list of accepted answers.**

10.3 Before the call, or during it □97

Before. The test goes out with the invitation and they sit it in their own time, so you walk into the interview already holding the mark. It closes at the interview slot — a test sat afterwards tells you nothing you can use.

Live, during the call. It stays locked until you click **Start test now** mid-conversation, and their screen changes within a few seconds. This is the in-person test reproduced: you are watching while they work.

10.4 How marking works □97

- **Marked the moment they submit.** No waiting and no manual grading; the score, the marks and every individual answer land on their application automatically.
- **All or nothing per question.** On a multi-answer question they must tick every correct option and no incorrect one — partial credit would reward ticking everything.
- **Unanswered still counts.** Skipped questions stay in the denominator, so leaving one blank cannot raise a percentage.
- **Numbers allow a tolerance.** Set 0.01 on a money question and honest rounding is not marked wrong; set 0 for exact.
- **Text ignores case, not punctuation.** "New York" matches "new york", but "its" and "it's" stay different answers — which is the point of an English test.
- **The clock is enforced server-side.** A paper cut short by time is still marked, and flagged so you can read it differently from a finished one.

> **THE CANDIDATE NEVER SEES THEIR RESULT**
>
> Not during, not after, not on request. They see the questions, the marks each is worth, and the clock. The score is yours alone.

10.5 Importing a paper you already have □97

Most companies already own their tests — in Word, in a spreadsheet, in a PDF, or in an email somebody will paste. Any of those can be imported instead of retyped: **Word, Excel, PDF, or pasted text**.

The file is read, the questions and the answer key are pulled out, and you are shown **a preview of exactly what was found before anything is saved**. Nothing is written until you approve it, so a document that imports badly costs you a glance rather than a cleanup.

> **CHECK THE KEY, NOT JUST THE QUESTIONS**
>
> An import can read a question perfectly and still take the wrong option as the correct one, particularly where the source marked answers with highlighting rather than text. The preview shows the key. Read it before you save — an inverted key marks every honest candidate wrong.

CHAPTER 11

Interview scorecards PLATINUM

The third of the three question systems, and the one people mean when they ask where the interview questions live. A test is marked by the machine. A scorecard is filled in by a person, while the conversation is still happening.

11.1 Which of the three question systems is this

All three exist, they are easy to reach for by mistake, and they do different jobs.

System	Who answers, and when
Screening questions	The candidate, at the moment they apply. Scored against the answer values you set when you posted. Chapter 7.
Interview tests	The candidate, sitting alone. Marked automatically against an answer key. Chapter 10.
Scorecards	You and your panel, during the interview. Nothing is auto-marked: every number is somebody's judgement, and is stored as whose.

11.2 The scorecard library □97

Where: `/job-dashboard/scorecards` □97

A scorecard is written once and used on every interview for that role. Like tests, scorecards belong to the **company** rather than to whoever wrote them, so the bar a team interviews against outlives the person who wrote it down, and a colleague covering an interview rates the same things.

Each one carries a title, notes for the interviewer — what this round is for, house rules, anything not to ask — and the lines to rate.

11.3 Lines, anchors and weight □97

A line is one thing being judged. You get up to **twenty** per scorecard, and that ceiling is deliberate: past about twenty a scorecard stops being filled in during the conversation and starts being filled in afterwards from memory, which is the bias the whole instrument exists to remove.

Each line can carry **anchors** — what a 1 looks like, and what a 5 looks like. They are optional, and they are the difference between a number and a shared number.

> **WHY ANCHORS ARE WORTH THE TWO MINUTES**
>
> "Communication: 3" is one person's 3. "1 = could not explain a past project, 5 = explained it so a new joiner would follow" is a bar two interviewers can actually share.

Lines can also be **weighted**, from 1 to 5 points, for a round where one thing genuinely matters more than the rest.

11.4 Building one from a guide you already have □97

If your interview guide is already written, upload it rather than retyping it — Word (`.docx`) or PDF. The file is read, the questions are pulled out, and you are shown what was found **before anything is saved**, so an import that misreads a document costs you a glance

rather than a cleanup.

11.5 The scale, and four rules that come with it ☐97

Rating	Means
1	Well below bar
2	Below bar
3	At bar
4	Above bar
5	Well above bar

- **A blank line is left out of the score, not counted as a 1.** An interviewer who ran out of time has not formed a judgement, and recording one they did not form is worse than recording nothing.
- **Each interviewer files their own card.** The panel's spread is shown next to its average — three 4s and a 1 average respectably, and the average is the least interesting fact about that interview.
- **Scorecard numbers stay out of Smart Score.** One is a profile matched against a job; the other is a judgement formed after meeting someone. Averaging them would make each harder to read and neither more true — and it would let one strong interview paper over a profile that does not fit the role, which is the exact failure structured interviewing exists to prevent.
- **Candidates never see any of it.**

11.6 Setting one on an interview ☐97

Choose a scorecard when you schedule the interview, or set one afterwards from the interview itself. Only scorecards that *have* lines are offered: an empty one hands the interviewer a blank page where the questions should be, which reads as a broken feature rather than an empty one.

> **FILLING ONE IN IS NEVER BLOCKED**
>
> Attaching a scorecard to an interview is Platinum. **Filling one in is not gated at all.** A company whose plan changes in the middle of a hiring round is not stopped halfway through rating a candidate they have already met.

11.7 Changing a scorecard people have already been rated on ☐97

The wording and the weight of a line are **frozen onto every card already filed against it**. Rewriting "Communication" tomorrow does not silently rewrite what last week's panel thought they were rating, and a score you read six months from now still carries the question that was actually asked.

When a scorecard is no longer the bar, **archive** it. Archived scorecards keep every rating already given and simply stop being offered for new interviews.

CHAPTER 12

Messaging, documents and outreach

Three ways to talk to people, with quite different reach: a thread with one applicant, a file shared with a group of them, and a campaign to a contact list you brought with you.

12.1 Direct messages □97 SILVER +

Where: `/messages` □97

A thread per conversation, attached to the application it belongs to, so the whole exchange lives with the record rather than in someone's inbox. Free accounts cannot message candidates at all; an unconfirmed email also blocks it.

12.2 Documents and who can see them □97 PLATINUM

Where: `/job-dashboard/documents` □97

Share PDFs, decks, Word files and onboarding packs with applicants. Upload **several at once**, up to **25 MB** each. Every document is attached to one or more listings and carries a scope that decides who can open it:

Scope	Who can download it
Public on listing	Any signed-in seeker viewing the job.
Per application	Only seekers who have applied to a linked job.
Chosen stages	Applicants sitting at any stage you name — everyone at phone screen, say, or everyone shortlisted.
Hire stage only	Applicants moved to offer or hired. A preset of the row above, kept because documents already in use carry it. Best for NDAs and offer letters.
Named applicants	Only the specific people you list. For "these four candidates", and nobody else.

A document can be detached from a single job, or permanently deleted everywhere.

Telling people the document exists

A document can sit on the dashboard waiting to be found, or it can be **sent**. Ask for it to be sent and everyone who becomes eligible is emailed a link. The button says what it is about to do before you press it — and when it is greyed out, it says why.

- **One email per person, ever.** Guaranteed by the database rather than by the code remembering. Somebody who moves out of a stage and back into it is not mailed twice.
- **Eligibility is recalculated on a schedule**, not at the moment you move someone. Stage changes come from at least six places in the workspace; recalculating from the same rule the download check uses means none of them has to remember to send anything. The practical effect is that delivery follows a stage move shortly after, not instantly.
- **Several files waiting for one person become one email**, not one each.

The list shows whether each document has been sent, so "did they get the offer letter?" is answered on the page. Documents that have finished going out fold away, leaving what still needs your attention at the top.

12.3 Outreach [97] PLATINUM · OWNER ONLY

Where: `/job-dashboard/outreach` [97]

Bring your own contact database and email through your own mailbox, rather than from a platform address.

- **Connect your sending mailbox.** You grant send permission; until you do, the page says "not connected" rather than quietly queuing mail that will never leave.
- **Import contacts from CSV.** The file must include an email column.
- **Campaigns** are composed and sent from `/job-dashboard/outreach/campaigns` [97].
- **Replies** come back to `/job-dashboard/outreach/replies` [97] with an unread count, so a response does not sit unseen in a mailbox nobody checks.

12.4 Onboarding packets

Where: an application → **Onboarding**

Once someone is hired, a packet collects what they need for their first day: a welcome note, documents (PDF, PNG or JPEG up to 10 MB each) and a checklist of tasks. Progress is tracked as they work through it, and reminders can be sent. The hire sees the packet on their own account, and it is surfaced as a callout there so it is not missed.

CHAPTER 13

The hiring workflow, start to finish

The previous chapters describe the parts. This one puts them in order: posting a role through to the offer, every step, and what the system is doing for you at each one.

13.1 Seven stages

#	Stage	What happens
1	**Set up**	Account, company profile, tier
2	**Post**	Role, required skills, screening questions
3	**Receive**	Applications land with answers attached
4	**Rank**	Smart Match scores every applicant out of 100
5	**Interview**	Propose slots, candidate picks, video room opens
6	**Test and rate** PLATINUM	A marked test before or during the call, and a scorecard the panel fills in
7	**Decide**	Shortlist, hire, and tell them

Stages 6 and 7's richer tools are Platinum. Everything before them is available from Silver, and most of it from the moment you buy a single posting credit.

13.2 Stage by stage

1 · Set up — about ten minutes

Register, confirm the email, build the company profile, and choose how you will pay. Invite teammates if others will be hiring with you. See chapters 2 and 3.

2 · Post

Write the listing, then spend your attention on the two fields that decide ranking quality: **required skills** (50 of the 100 points) and **screening questions** (answered by everyone, profile or not). Publish now, or schedule it. Then generate cross-post links for the boards you want to reach. Chapters 4 and 5.

3 · Receive

Applications arrive from two kinds of applicant and land both under the listing and on the workspace-wide list. Chapter 6.

4 · Rank

Smart Match scores the pool; screening answers score alongside it; Smart Score blends the two at the weight set on that listing. Sort on whichever half is the real filter for this role — and remember that a low score on a guest applicant means "we do not know enough", not "poor fit". Chapter 7.

5 · Interview

Propose up to three slots, the candidate confirms one, and the room opens itself. Chapter 9.

6 · Test and rate

Set a paper from your library, before the call or live during it, marked automatically — chapter 10. Set a scorecard on the same interview and the panel rates the conversation itself against the same lines, each interviewer filing their own card — chapter 11. The test tells you what they can do alone; the scorecard tells you what the room thought.

7 · Decide

By this point one application carries six independent signals:

- **Smart Match** — fit against the role, out of 100
- **Screening** — their answers to your questions
- **Test result** — a marked score with every answer shown
- **Scorecards** — what each interviewer judged, line by line, with the panel's spread beside the average
- **The interview** — what you saw and heard
- **Their own words** — why this role, and the cover letter

They are deliberately *not* blended into one number. Four of the six are measurements and two are judgements, and a single figure would hide which was which.

Mark them **Hired**, message them in-app or move to email for the formal offer, then mark the job **Filled** and clear the rest of the pipeline in one pass. Log the outcome so the next role ranks better. Chapters 6, 9 and 12.

13.3 Your first week

The five actions that most improve ranking quality, in order of effort:

1. Complete the company profile — it appears on every listing you post.
2. Post one role, and tick the required skills. It is fifty of the hundred points.
3. Add three screening questions. Every applicant answers them, profile or not.
4. Generate a cross-post link for the one board your candidates actually use, so you learn whether it works.
5. Log the outcome of your first interview. It is what teaches the system your hiring.

CHAPTER 14

Glossary

Every term used in the workspace, with the thing it actually refers to.

Active listing
A published job counting against your plan's listing cap. Drafts and scheduled jobs do not count; filled and expired ones stop counting.

AI-assisted matching
Gold and Platinum scoring. The rule score is computed first, then a language model reads the CV and listing together and adjusts. Falls back to the rule score if unavailable.

Applicant export
Gold and above. Download a listing's applicants as an Excel spreadsheet or a PDF report.

Application
One candidate's submission to one listing. Carries their details as given at the time, their screening answers, any CV and cover letter, and any test result.

Battery / test
A marked paper from your test library, set before or during an interview. Platinum.

Boost (Hero Boost)
A paid pin to the home-page Featured rail. US$129 for 14 days, capped at six running at once.

Candidate ownership
A marker showing your workspace has engaged a candidate, so two teammates do not approach the same person. Releasable.

Candidate search
Gold and above. Boolean search of the talent pool, independent of who has applied.

CaribbeanJobs link
The one cross-post link that grants its applicants Gold free for life, because of a partnership. Marked "Partner · grants Gold" in the generator. Paste on CaribbeanJobs only.

Category Sponsor
A paid sidebar slot targeted by category, modality or job type. US$99 for 30 days or US$249 for 90, three slots per facet.

Company
The workspace itself. Owns the listings, applicants, documents and tests, and carries the plan every limit is counted against.

Cross-post link
A per-board apply URL you generate, so applicants arrive tagged with the board that sent them. Attribution only — it grants nothing.

Draft
A listing written but not live, visible only to your team.

Effective standing
What you can actually do, derived from the company's plan and your seat — not from the tier on your personal account.

Expired
A listing past its 30- or 60-day window.

Featured listing
A listing promoted within the board for 30 days. Monthly allowance by tier: 1 Silver, 3 Gold, unlimited Platinum.

Filled
A listing you closed. Stops accepting applications and leaves search.

Guest applicant
Someone who applied from a link without building a profile. An account is created automatically but is empty, so Smart Match has little to score.

Interview outcome log
Gold and above. Recording what happened after an interview, which feeds back into Smart Match for your future roles.

Modality
Remote, hybrid or on-site.

Onboarding packet
A welcome note, documents and a task checklist assembled for someone you hired, with progress tracking and reminders.

Outreach
Platinum, owner only. Your own contact list, emailed through your own connected mailbox, with campaigns and a replies inbox.

Owner
The seat that pays. Billing, the team and Outreach are the owner's alone and are not shown to other seats. Exactly one per company, moved by transfer rather than invitation. An employer with no company at all is treated as the owner of their own workspace.

Posting credit
US$45. Publishes one listing without a subscription, with the full dashboard and scoring.

Preview
The listing rendered as a signed-out visitor sees it, including for drafts and scheduled jobs.

Required skills
Up to 15 skills ticked from a 404-item list. Worth 50 of the 100 Smart Match points — the highest-leverage field on the form.

Recruiter
The seat that does the hiring: everything except billing, the team and Outreach, which are the owner's alone.

Reviewer
The read-only seat. Sees every page a recruiter sees, with every control that would change something absent. For a hiring manager or executive who should see the pipeline without being able to act on it.

Scheduled
A listing with a future go-live time. Holds no listing slot while waiting and is checked every five minutes.

Screening questions
Silver and above. Questions answered at apply time, each choice carrying a hidden 0–5 score. Answered by everyone, profile or not.

Screening score
The aggregate of a candidate's screening answers. One half of Smart Score.

Seat
One active member of the company. Included by tier: 1 free, 1 Silver, 3 Gold, 10 Platinum. Pending invitations count too.

Smart Match
Fit against the role, out of 100: skills 50, experience 20, salary 15, job type 10, timezone 5.

Smart Score
The blend of Smart Match and Screening at the weight set on that listing. What the list sorts by by default. On a listing with no screening questions it equals Smart Match.

Source
Which board or campaign an applicant came from. A confirmed partner referral shows as a chip; a tag a link merely claimed shows as plain text; "Direct" means none was recorded.

Stage
Where an application sits: submitted, viewed, shortlisted, hired, or rejected.

Tier
Free, Silver, Gold or Platinum. Held by the company, not the person.

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