



## Executive Interview Scheduling SOP

**Department:** Human Resources

**System:** JazzHR

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### Purpose

This guide outlines the standard interview process for all Corporate salary positions. It is designed to ensure consistency, transparency, and a high-quality candidate experience across all departments.

### Overview of Interview Stages

#### Cultural Index Assessment

- All candidates for corporate salary positions must complete a Culture Index Assessment prior to the interview process.
- The assessment link should be sent to the candidate after the hiring manager has reviewed the resume and determined they would like to move forward with them in the interview process.

#### Phone Screening (Optional - Hiring Manager may move directly to Virtual)

- 15-20 minutes
- Conducted by hiring manager or a member of the hiring team
- Purpose:
  - Explain WhiteWater company culture and provide general information on the company and the business model
  - Confirm interest
  - Review basic qualifications
  - Clarify compensation expectations
  - Assess initial fit

#### Virtual Interview(s)

- 1-2 virtual interviews
- Duration: 30 minutes to 1 hour each
- May include hiring manager, HR, or cross-functional partners.
- Purpose:
  - Validate experience and skill set
  - Review behavioral and competency-based questions using historical experience, not hypothetical questions
  - Determine alignment with role requirements

## **Onsite Interview / Panel Interview / Meet the Team**

- 1–2 onsite interviews
- Duration: 1 hour each
- May include a panel format or individual team members.
- Purpose:
  - Assess cultural fit
  - Evaluate communication and collaboration style
  - Provide exposure to peers, stakeholders, and decision-makers
  - May use this opportunity to perform a case study exercise to test for skillset

## **Executive Team Interview**

All final-round candidates must complete an interview with the Executive Team.

### **Hiring Manager Requirements for Scheduling Executive Team Interview:**

When submitting the scheduling request, hiring managers must attach the following:

- Résumé
- Culture Index Assessment Results
- Interview Scorecard with Notes

### **Hiring Manager Must Include in the Scheduling Email:**

- Summary of Candidate History
  - Professional background
  - Key strengths
  - Why we like the candidate / reason for moving forward
- Areas of Focus for the Executive Team
  - Any red flags/gaps in experience
  - Culture or leadership attributes to validate
- Compensation Target
  - Candidate's expectations
  - Approved salary range for the role
  - Proposed offer target

## **Executive Team Interview Structure**

The following interview schedule should be used for all corporate final-round interviews, a minimum of 2 executive leaders should interview each candidate for the final round. *For any salary level candidate, 3 executive team members must interview before an offer is extended.*

**For all positions at Senior Manager and Above, the following final round interview cadence must be followed:**

Interviewer(s)	Duration
Henry Shine, Steve Mathis, Clayton Clark, and/or Michael Arnett ( <i>can combine into 2-on-1 sessions</i> )	30- 45 minutes
Cassie Myers, VP, HR or Carmen Trujillo, Director, HR	30- 45 minutes
Mark Sandoval, Josh McCown, Kelli Scandrol, Kyle Rager and/or Josh Murray ( <i>can combine, at least 2 preferred</i> )	30- 45 minutes

### Email Example

#### **Subject: Interview Request\_Position Title\_Candidate Name**

Hello,

I conducted a strong in-person interview with a **[candidate name]** for the **[title of job]** position and have scheduled a second in-person interview with you all on **[Date + Time]** Below is the interview schedule, candidate summary, and suggested areas of focus for your discussion. Her *resume and Culture Index results are attached for your reference. (Attach resume, culture Index, and reference if applicable)*

#### **Schedule**

10:00 AM -10:30 AM: Bob + Jane  
 10:30 AM -11:00 AM: Sam  
 11:00 AM -11:30 AM: Steve & Clayton  
 11:30 AM -12:00 PM: Jill

#### **Summary**

**[Candidate Name]** brings strong customer service and team management experience from the corporate side, overseeing large-scale operations handling over 1,000 daily orders. She demonstrated both strategic and hands-on leadership, showing experience in execution, growth, and team development. Throughout the interview process, from phone to in-person, she was well-prepared, engaged, and thoughtful, building on prior discussions and showing genuine curiosity about how her role could support the team and business objectives at WhiteWater.

She provided clear examples of creating training materials and efficiency tools that improved team performance and customer satisfaction, emphasizing her “lead by example” approach. She showed strong problem-solving abilities through past experiences and in scenario-based questions with a team of 20, demonstrating sound judgment and accountability. Overall, we believe she has the necessary experience, the ability to learn quickly, manage a team effectively, and would be an excellent culture fit.

#### **Areas of Focus**

How would she identify areas of improvement in daily operations? What processes were put in place to execute that improvement and how did she measure that improvement? Her ability to adapt to change and work in grey areas.

Comfortability around handling underperforming team members.