

Los Angeles Community College District Personnel Commission

Phone and 3-Day Letter Contacts

These forms of contact often represent the potential employee's first interaction with the hiring location. It is important for them to create and send the right image: we are a desirable employer, we are professional in our approach to doing business, and that we want to hire individuals who will approach their job in a similar manner.

Whether you choose to contact candidates by phone or mail, be sure to cover the following

- Confirm their interest in the position
- Briefly describe the job
- Set a date for their interview
- Describe the interview process
- Provide a contact name and phone number
- Ask if the candidate will need any reasonable accommodation in the interview process.

Process

- If a contact by phone is not successful on the first attempt, a 3-Day Letter should be mailed immediately so that the interview process is not delayed. If the eligible is subsequently contacted by phone or returns a message, just tell them to disregard the letter.

Sample 3-Day Letter

Do's and Don'ts

- Be prepared to work with the candidate's schedules and availability to the extent possible.
- Do not try to dissuade candidates from accepting an interview for any reason other than their own interest in the position and availability for interview.
- The tone of your voice and letter should be professional and business like, but welcoming.
- Don't pass on any problems or frustrations you are having with the process to the candidate.
- If you have to get back to the candidate with additional information, do so promptly.
- Make sure that all written correspondence is on appropriate letterhead.
- Do not send Xerox copies of old letters.
- Make sure that the letter is sent out promptly on the day that it is prepared. If a mailroom delay is anticipated, date the letter the next day.
- Return the candidate's phone calls promptly.

- Ask the candidates to contact you immediately if they are unable to appear for their scheduled interview.
- If a candidate is no longer interested in employment with the specific location or the District, ask them to contact the Personnel Commission Office at (213) 891-2333.