

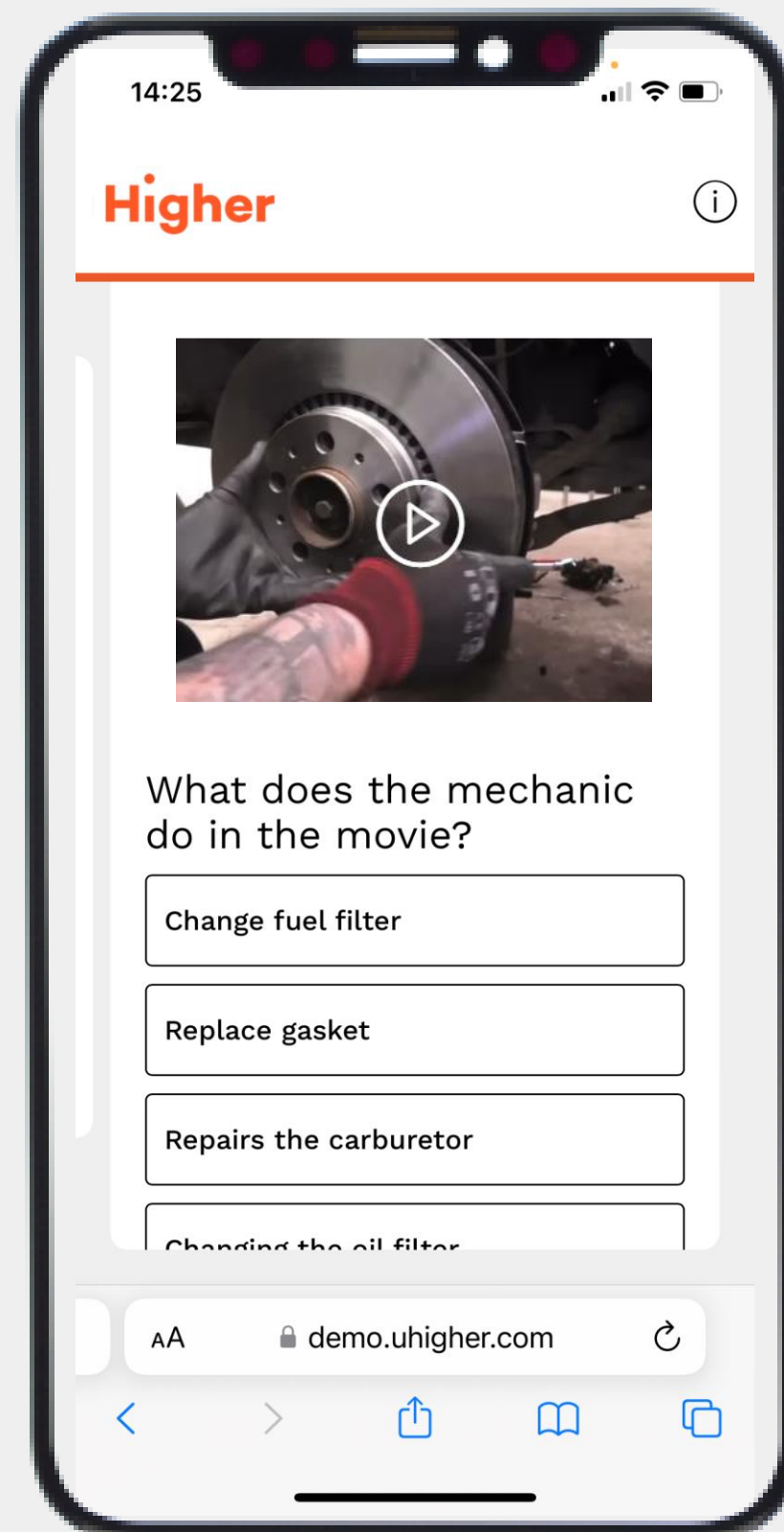
Higher

ASKING THE RIGHT QUESTIONS

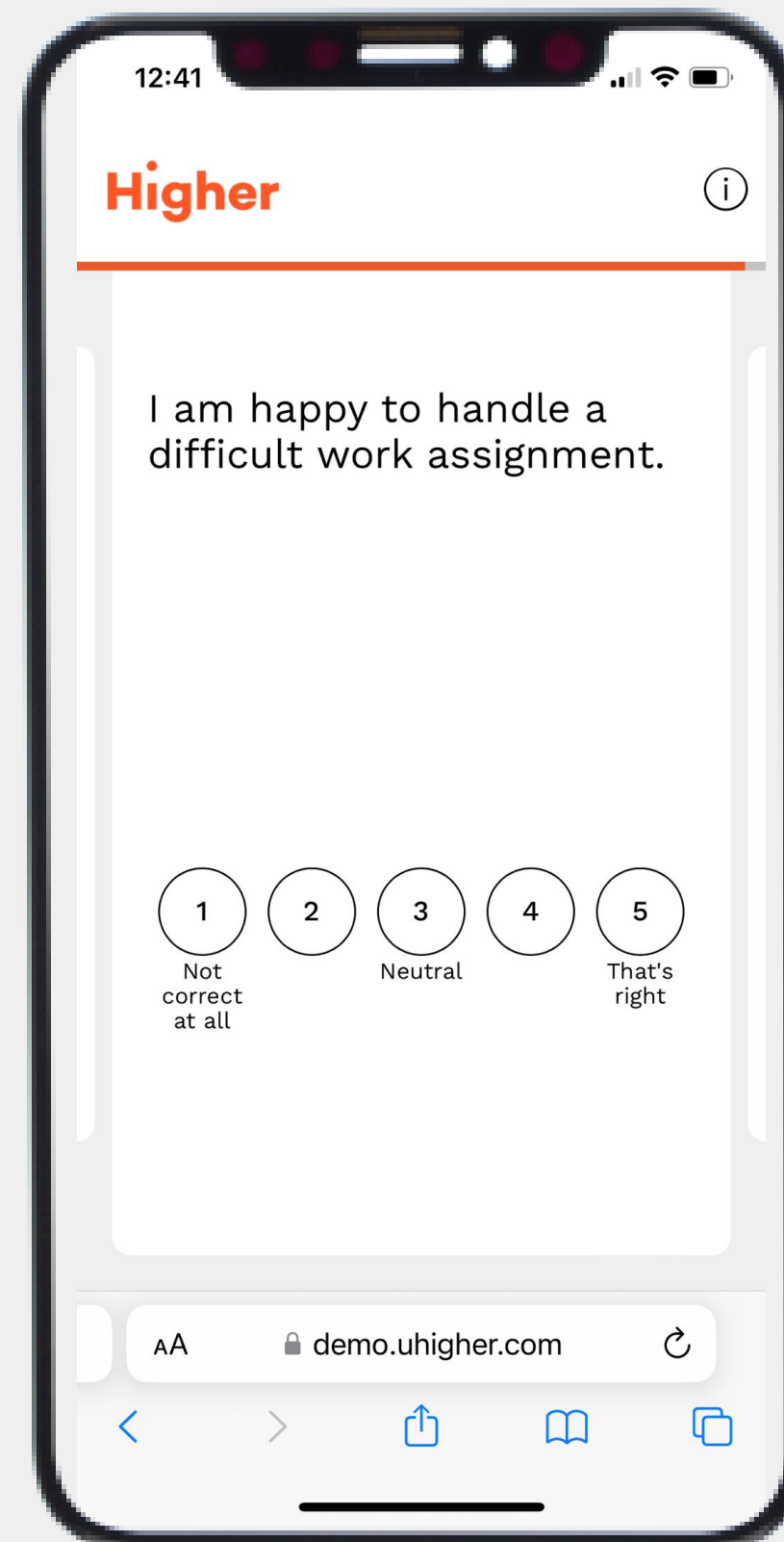
KNOCK OUT Q'S



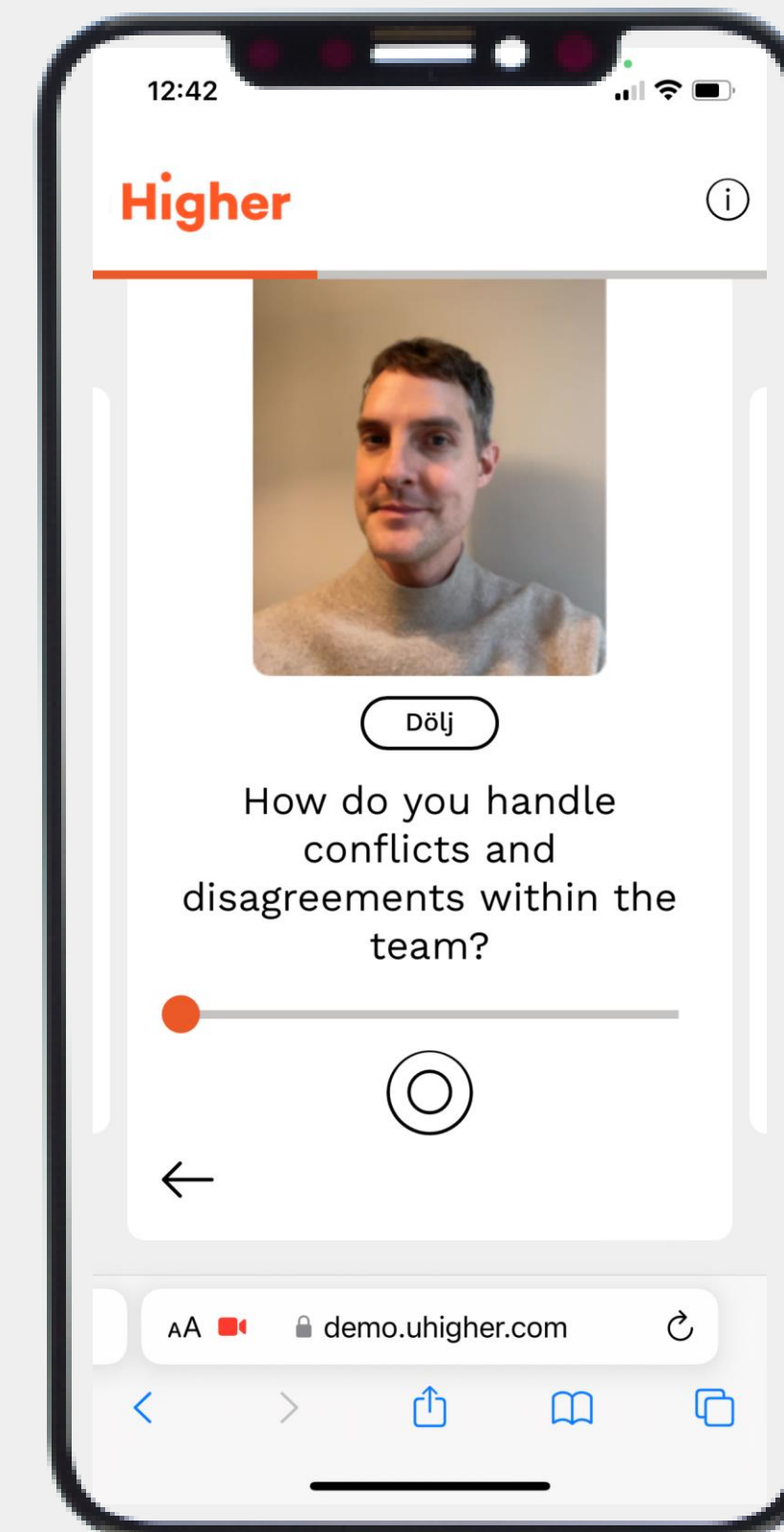
SKILLS



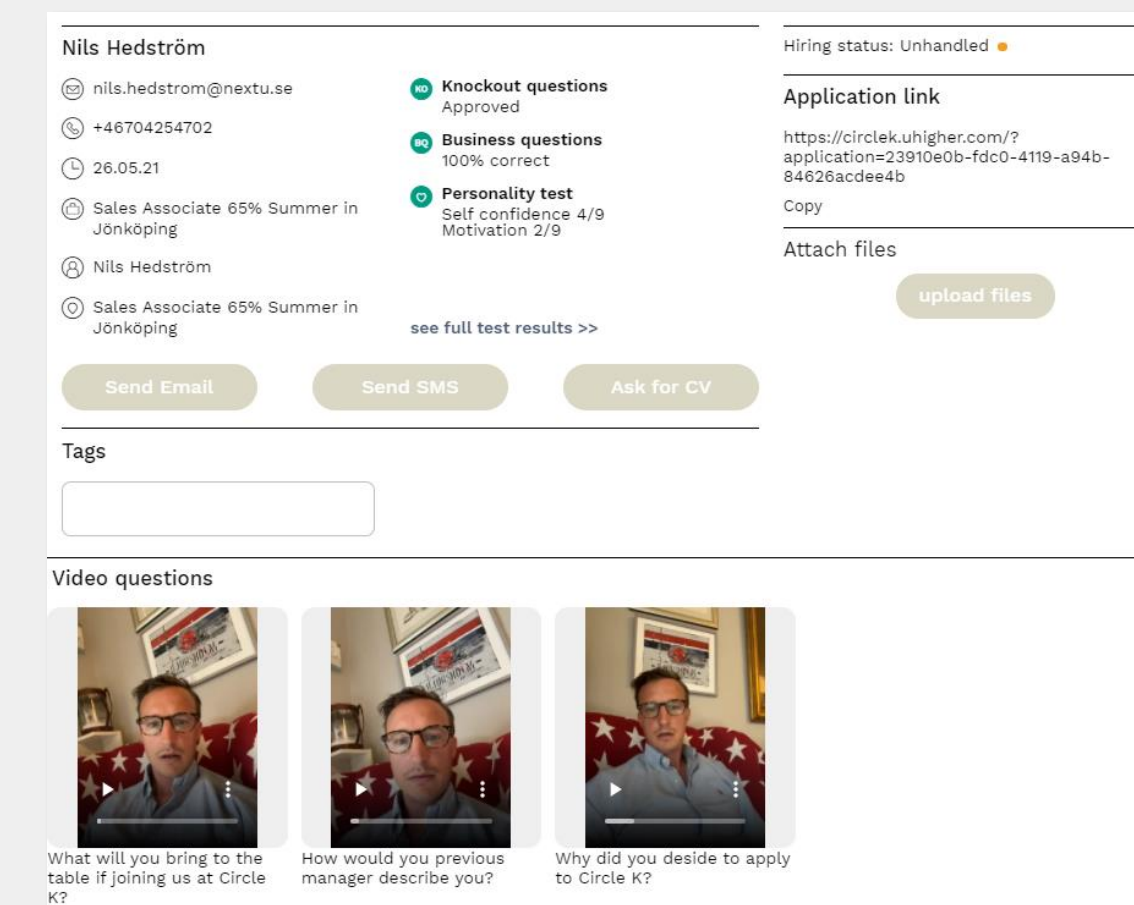
TESTS



VIDEOS



CANDIDATE OVERVIEW



Higher ensure candidates to complete the whole application process in their mobiles.

Through competence-based questions, psychological tests and virtual presentations, we have created a mobile recruitment tool that provides a more comprehensive and qualitative representation of applicants.

Higher is a scalable tool that increases speed, efficiency and accuracy for employers.



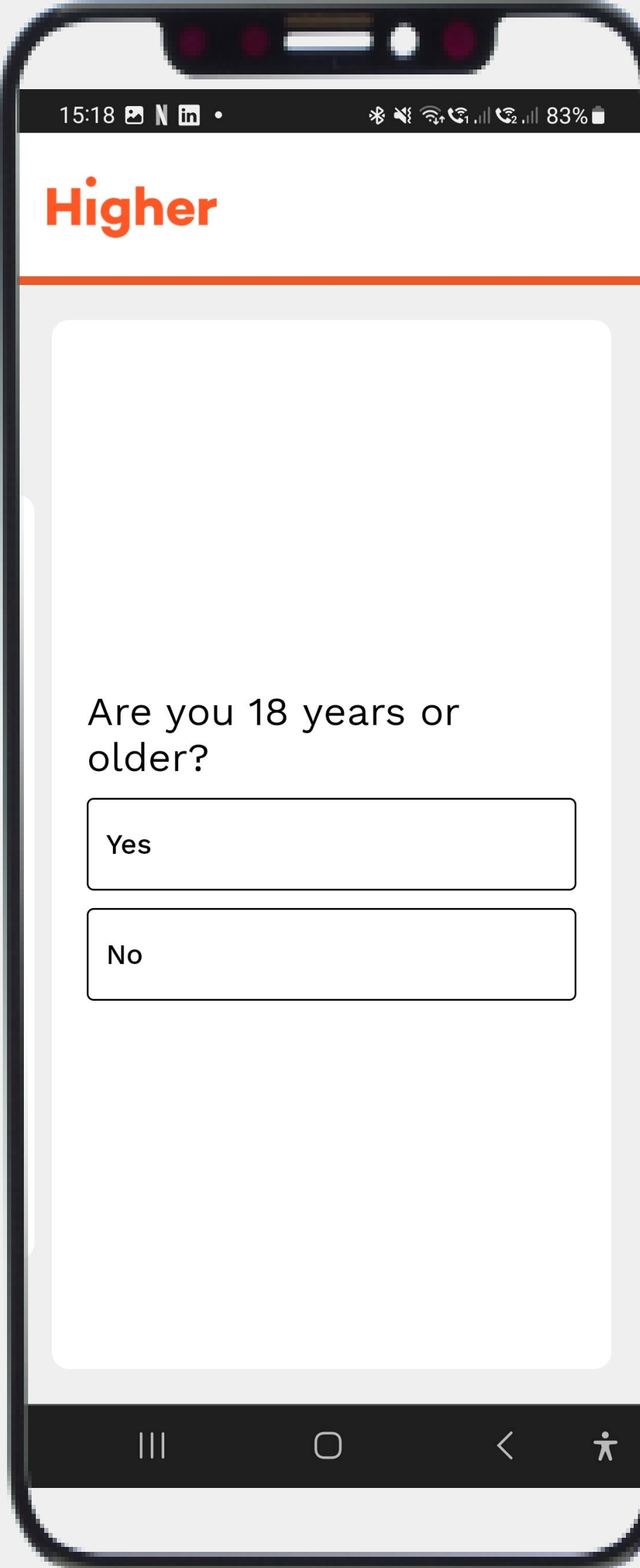
Knock-out questions

You can ask a maximum of 3 knock-out questions and this step occurs before the actual registration process. These questions help you to sort out candidates who do not meet the mandatory requirements. If a candidate does not meet these requirements, they will be automatically rejected before they can register. You can find the KPI (Key Performance Indicator) for how many candidates have been rejected within Higher under the KPI tab.

Please note that the requirements are the competencies/licenses/education that the candidate cannot be without in order to perform the job.

Examples of questions to ask are:

- *Are you over 18 years old?*
- *Do you have a driver's license?*
- *Do you have an education or relevant experience in xx?*



The image shows a smartphone screen displaying the Higher app interface. At the top, the status bar shows the time 15:18, signal strength, Wi-Fi, and 83% battery. The app logo 'Higher' is in orange at the top left. Below the logo is a large white rectangular area containing a question: 'Are you 18 years or older?'. Underneath the question are two input fields: the top one contains the text 'Yes' and the bottom one contains 'No'. At the bottom of the screen is a black navigation bar with four icons: a hamburger menu, a home button, a back arrow, and a user profile icon.

SKILLS QUESTIONS

Depending on whether you want to use the psychological test in the application process or not, the number of questions to be used may vary. To ensure competence based on the job requirements, you should ask between 10-15 questions. If you want to build your own questions instead of using the psychological test, you can use all 30 questions.

Skills and experience questions

Here you ensure that you map the right competencies based on the job ad or requirement profile that forms the basis of the recruitment. You'd ask questions about experience, knowledge, education, industry experience, and specific systems

- *What is your level of education?*
- *How much experience do you have in/of XX?*

Factual questions

Here you collect concrete och practical information that you want to know about the candidate

- *What is your period of notice?*
- *Can you work evenings and weekends?*

Attitude/Motivation questions

Used to ensure that the candidate will be long-term in the workplace.

- *What is most important to you at a workplace?*
- *What do you want your line manager to be like?*
- *What drives you in your role as XX?*

Situational questions

Ask questions about typical situations that may arise in the service, such as prioritization or conflict resolution.

- *How do you act when XX?*
- *This, this and this happens, in what order do you prioritize/act?*

We prefer that you:

- Have post-secondary education or work experience in a relevant technical field
- Have at least one year of experience in technical support
- Have previously worked in a case management system
- Express yourself well in both spoken and written Swedish and English
- Can start immediately
- Enjoy working in a team but can also work independently.

You will be working with:

- B2B Support
- Prioritizing and resolving incoming cases
- Supporting business dialogues with customers
- Integrations with customers
- Close contact with customers.

VIDEO QUESTIONS

You can ask up to 3 questions where the candidate responds with a video of themselves. The recordings can be up to 30 seconds each, so make sure to not ask too complex questions which requires long answers from the candidate.

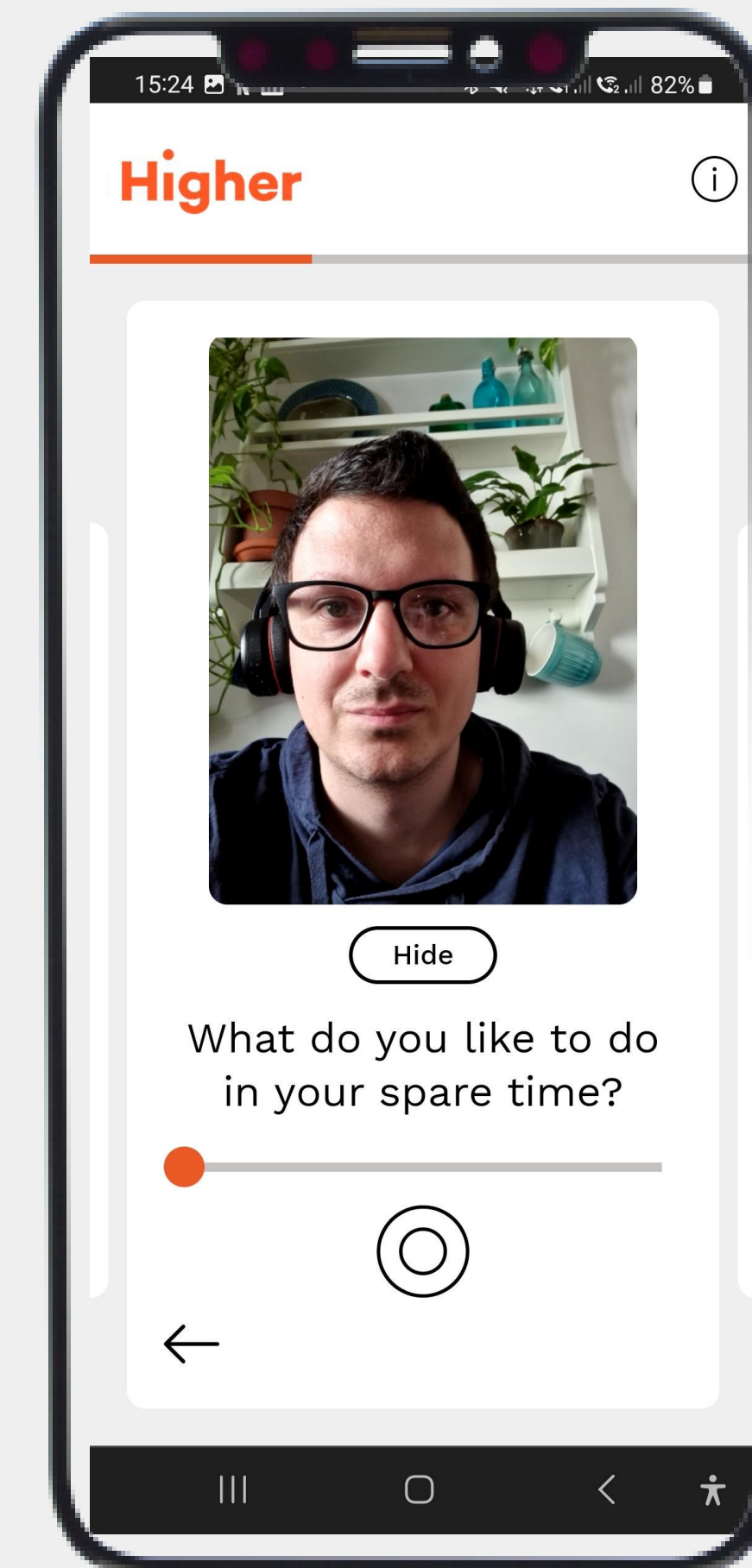
You can see this as a cover letter, not everyone sends them in but for those who do, you get to know them a bit better.

From the candidate's perspective, if you ask too personal questions where candidate needs to perform, most candidates will feel uncomfortable. Especially if the first questions is hard to answer. Therefore, we always recommend that you start with a question that is open-ended but easy to answer. Impersonal questions related to the position can be a good option here.

If you're looking for a car salesperson
- *What is your dream car and why?*

If you're looking for a shop assistant
- *Tell us about an event that reminds you of good customer service.*

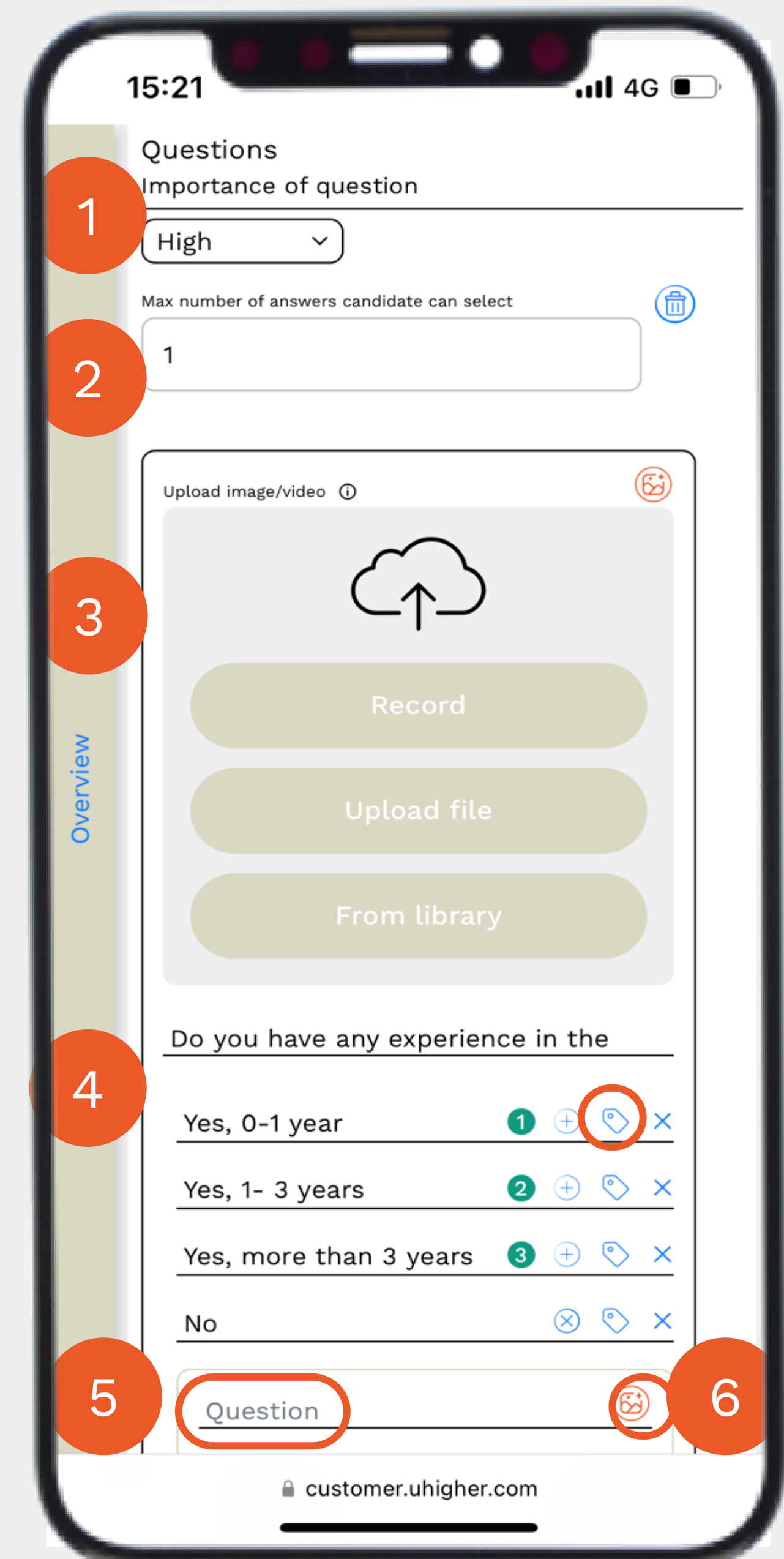
The remaining questions can be more personal and linked to the skills the candidate has for the position.



GREAT OPPORTUNITIES FOR VARIATION IN YOUR QUESTIONS IN THE SKILLS MODULE:

- 1 Weight your questions & answer options according to the skills you are looking for in your ad.
- 2 Ask multiple-choice questions.
- 3 Record or upload a video in question directly from your mobile.
- 4 Tag answer options to easily search & sort candidates.
- 5 Ask follow-up questions.
- 6 Insert a picture to test competence.

If you need help with writing an ad, keyword optimization, or advice on different platforms to publish your ad - don't hesitate to get in touch at support@higher.nu!



How To Utilize Tags With Response Options

In Higher you can tag answers which allows you to sort candidates by how they have answered a certain question.

This makes it possible to use the tags to search for the candidates in the recruitment board based on the answers they give, i.e. if you need to know which candidates can start right away.

You can see the tags on the candidate card, and you can add or remove tags manually.

The screenshot displays the Higher recruitment system interface. The top section is titled "Questions" and includes a sub-header "Importance of question" with an information icon. Below this, there is a form for configuring a question. The "Max number of answers candidate can select" is set to 1, and the "Importance" is set to "Medium". The question being configured is "When can you start?". The answer options are "Immediately", "Within 1 month", "Within 2 month", and "Within 3 month". The "1 month" option is highlighted with a red box, and a tag icon is visible next to it. The "Immediately" option also has a tag icon. The "Within 2 month" and "Within 3 month" options have tag icons. The "Immediately" option has four green checkmarks, "Within 1 month" has four green checkmarks, "Within 2 month" has one red checkmark and three empty circles, and "Within 3 month" has one red checkmark and three empty circles. The bottom section shows a candidate card for "Johan Dahdouh". The card includes contact information (email: johan.dahdouh@nextu.se, phone: +46763383770), a LinkedIn profile (N/A), and a date (20.12.22). It also lists job details (Program Manager to Alstom, Remote) and test results (Knockout questions: Approved, Skills: 70% correct, Personality test: Self confidence 1/9, Motivation 5/9). There are buttons for "Send Email", "Send SMS", and "Ask for CV". At the bottom, there is a "Tags" section with a search bar and two tags: "extra x" and "Immediately x", with the latter highlighted by a red box.

FACTUAL QUESTIONS

What is your notice period?

- Within 1 month
- Within 2 months
- Within 3 months
- I am available immediately

How far do you have to travel to XX?

- 10 minutes
- 10-30 minutes
- 30-60 minutes
- Over 60 minutes

We have opening hours between xx Monday - Sunday, are you able to work on a rolling schedule for all these times?

- I am flexible and can work any time you are open.
- I am flexible but can NOT work early morning or late evening shifts.
- I prefer to work evenings and weekends
- I prefer to work Mon-Fri office hours

To what extent do you want to work?

- Full time
- Part-time
- Extra

Do you have a driver's license?

- Yes
- No

SKILLS QUESTIONS

Do you have experience working in a shop?

I have worked in retail

I have worked in grocery stores

I have worked in a reception/kiosk/small store.

I have no experience

How many years have you worked in a management positions?

1-2 years

3-4 years

5+ years

No experience

How many years of work experience do you have in commerce?

1-2 years

3-4 years

5+ years

No experience

Do you have basic knowledge of finance and budget monitoring?

Yes, I have worked on this before and feel fully comfortable.

Yes, I have never created a budget but I have followed up on it.

I am very interested and knowledgeable but have no work experience to fall back on.

No, no experience

Have you been a supervisor with staff responsibilities in your professional career?

Yes 1-2 years

Yes 3+ years

No experience

What is your level of education?

Primary school

Secondary education

College/University

No relevant training

SITUATIONAL / ORGANISATIONAL QUESTIONS

What is important to you in a workplace?

Friendly colleagues
Meaningful work tasks
Development opportunities
Salary/commission

Why are you interested in this position?

I am interested in xx as a company.
I am looking for a job and want to work in a shop.
I have worked as a deputy store manager/sales manager and want to develop.

What role do you take in a working group?

I wait until I feel comfortable in the group and then take a seat.
I take a position immediately and am a natural leader.
I usually accompany the group
I read the group and take up space where I think it is needed.

What qualities would you say best describes you?

Structured / Responsible
Enterprising / Quick to make decisions at a fast pace
Service-oriented / unpretentious
None of the above

What qualities do you think are important in a role as a leader?

Courageous, humble, good attitude and a willingness to develop
Self-motivated and unpretentious
Courageous, Meticulous, and Superior
Humble, good attitude, and routine-mounted