

Example: Mutual Expectations

What you can expect from me:

Review: I will review your information and give you candid feedback as to any content, layout, or grammatical suggestions on your resume. However, my client uses me as a last filter to determine fit before their executive team has an opportunity to review. Based on our conversation, you are a fit - but I need to make certain once I review your information. If I do need additional clarification, I will call and dig deeper with you; things are often assumed or omitted when they shouldn't be. If this doesn't end up being the right fit for you, I will close the loop so you know where this search stands.

Present: Once I've reviewed your info and determined an accurate fit, I will present your information to our client. We deal directly with the (role), so the person responsible for the initial interview is the one who will see your information first. A presentation consists of your resume, a summary of your current situation and reasons for considering our client, and then my own recommendations based on your fit for the position. Within (# of) hours, I will connect with my client to discuss your fit, concerns they might have, and next steps. Regardless of next steps, I commit that I will have full transparency and feedback with you relating to their reasons for or for not moving forward with a conversation.

Prepare: If you both do decide to have an initial conversation, I will thoroughly prepare you for that cup of coffee. You will know who you will be meeting with, what his background is, why he wanted to meet with you over others, and what he will more than likely ask you. You'll know what his interview style is, if he's funny or stoic, and what he's looking for in that first conversation. My goal is to have him leave that conversation wanting a second conversation with you - because you are then in the driver's seat to determine how to move forward from there. If you decide that that's it - no problem - but my goal is to over-prepare you for that first conversation.

Feedback: I will give you timely feedback within 24 hours of any meetings you have. If things don't move forward, you will know why.

Offer: Last, if we do get down to final stages and you are interested in moving forward, you'll have the opportunity to share with me any "must haves" for me to use when helping our client formulate an offer. My goal is win-win - I will not get to the point of an offer without careful consideration for your wants and needs, and that of my client.

What I will expect from you:

Rapid Response: This includes sending me your resume, returning my calls, and responding to email. I know that everyone gets busy, and I respect the fact that you are currently employed. However, your mode of operating with me is what I can only assume your mode of operating is within your professional life, and that is a reflection of you as well. Your rapid response might be "*I know I told you I'd send you this today but it has to be tomorrow*" or "*I can't talk now, let's schedule a time on my way home tonight*" - which is perfectly acceptable.

Full Disclosure: I need to know who you've sent your information to, who you've already interviewed with, and if anything changes during our time of working together. It is a poor reflection on both me and on you if I ever send your information to someone who already has it - so I need to know what's been done so far and what changes happen along the way.

Exclusivity: I want to ask that for the next 10 business days, we have an exclusive relationship. If you have your resume posted on any job boards, take them down for the next two weeks. If you are working with other recruiters, or other recruiters contact you, push them off for the next 10 business days. If at the end of two weeks, you aren't completely happy with what our joint efforts have produced so far, I give you full permission to work with anyone and everyone who comes along. But in the course of the next 10 days, I need to know that any efforts I'm making on your behalf aren't duplicated by others.

Timely feedback: When you come out of any conversations, call me within 20 minutes. I give you full permission to pull the plug at any time during this process - you won't hurt my feelings or let me down. My intent is to simply open doors for you and you choose if you want to walk through any of them - but if at any point you don't want me to open any more doors, I need you to tell me that in a timely and professional manner.

References/Target Companies: - I need a list of (#of) people that serve as your professional reference list, as well as any companies that you know you'd love to have a shot at.

Additional Examples: Mutual Expectations

What the Candidate Can Expect from You:

- Review information and provide feedback
- Present your information to the client and have full transparency in terms of next steps
- Thoroughly prepare you for your interview
- Timely feedback following any interviews
- Craft an offer that includes any “must-haves” you’ll need to see from the client
- Maintain strict confidentiality
- Never present you to an organization without your permission
- Represent your needs accurately and effectively
- Give you regular status reports
- Get all your questions answered
- Give your mobile and home number and, except for extenuating circumstances, return calls and emails within 24 hours
- Help you with family issues or special circumstances
- Commit to making a dedicated marketing effort on your behalf (if an MPC)
- Provide you information on the market
- Provide you general career advice

What You, the Recruiter, Will Expect:

- Rapid response
- Full disclosure throughout the process
- Exclusivity (if a prospective MPC)
- Timely feedback following any interviews
- References or target companies to approach
- Prepare a mini-commercial about yourself that will help me when presenting you to clients
- Share all family issues related to your candidacy
- Make me aware of any compensation changes that occur throughout the process
- Alert your references to the potential calls they may receive
- Be available to interview during normal business hours
- Commit to not taking a counter-offer