

Introduction to AFCS Salesforce

- What is it?
- Benefit to AFCS
- How does it work?

What is it?

Salesforce is a web-based customer relationship management (CRM) platform. It has been fully customized to meet the needs for hiring Air Force civilians. This custom-built platform was specifically designed to align to AFPC/DP2T Talent Acquisition (TA) Division recruiting and hiring process.

It provides a central location for a candidate pool with associated resumes and other documentation, and it also provides integrated notes and workflow allowing for a seamless candidate review process.

It provides a FEDRAMP approved location to store, search, and review candidate PII.

Salesforce is the system of record for all segments of AFCS recruiting and hiring.

Benefit to AFCS

Salesforce will enable recruitment initiatives (marketing, advertising, job board postings, social media usage) to be accomplished under a single digital platform.

Recruiters will be able to manage and execute multiple recruitment actions and service multiple hiring managers, including the delivery of qualified applicants for hiring consideration and selection.

Individuals will apply for jobs that are created within Salesforce, and their applicant files will be stored and will include PII as well as resumes and other supporting documentation, which will be viewable by recruiters and hiring managers.

Jobs that are created within Salesforce are automatically populated on the afciviliancareers.com/find-a-job Job Board and map. Each job has a unique URL and a link directly to job application page on Salesforce. This link can be used to promote the job through various means, including postings to job boards, social media platforms, event announcements, and other advertising and marketing options.

How does it work?

The Talent Acquisition Lifecycle is the entire process by which new talent is discovered, identified, and evaluated to be a qualified candidate, invited to interview, evaluated, and either hired or rejected.

A Talent is a person who passes through various stages along the lifecycle, starting as a “candidate” and ending as a new hire or “employee.”

The Candidate passes through several substages which include in-depth screening (resume submitted and undergoing evaluation), submission for approvals to hiring managers, interviewing and evaluating, and finally reaching the offered stage for job fulfillment.

Salesforce will allow AFCS to track each stage of the Talent Acquisition Lifecycle with a high degree of visibility into how many candidates are currently in each phase and how long it takes to move a Candidate through each phase alongside visibility on job closure.