

The Executive Search Source

Bloom, Gross & Associates

Service Level Agreement

Bloom, Gross & Associates, Inc., has agreed to act as a partner with you in the recruitment process to identify qualified candidates for your company. In order to provide you with quality service, we need your help to ensure that the following conditions are met.

What you can expect from us:

Timely Status Reports

We will provide you with your first status report, either in verbal or written form, at least two weeks after the initiation of the search. We will continue to provide you with periodic status reports on the progress of the search. The type of report and the frequency with which the report will be generated will be arrived at by mutual consent. These reports will include the numbers of potential candidates contacted, a target list of companies and any obstacles we are encountering in the marketplace.

Access to the Client Center in our Applicant Tracking System

By going to our website at www.bloomgross.com and clicking on Job Postings, you will have the option of entering the Client Center. With this feature, you can view job information, which includes the names of the candidates presented and their current status in the search process (e.g., first interview, rejected, etc.). You can also view and print a candidate's resume, as well as add a note to a candidate's file which we will be able to view immediately. Lastly, you can view and print a job activity report. In the beginning we will assign your login name and password but the system will allow you to change it, if you so desire.

Full Partnership in the Process

We will act as your consultant and as such should be expected to learn about and understand your company; assess talent competently; provide realistic feedback on the level of difficulty in identifying candidates who match your specifications, and assist you in thinking creatively about other avenues for sourcing qualified candidates. If requested, we will conduct reference checks and assist with salary negotiations. Because of the importance of our role, we ask clients to trust our judgment and willingly seek our advice.

Bloom, Gross & Associates Inc.

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Efficient Management of the Process

We will endeavor to complete your search in a timely fashion. However, contingency searches that continue for longer than four (4) months will be evaluated by BG&A and the client to determine the viability of continuing the search in that manner. We reserve the right to request that said searches be converted to a retained arrangement in order to continue.

What we expect from you:

Thorough Preparation

For Chicago area companies, we prefer to begin each new relationship with a face-to-face meeting to discuss the company overview and the position specifications. Out-of-town clients should expect to conduct this meeting with us via a conference call prior to our initiating the search. For subsequent searches, this preparation can be done via phone for all clients.

Detailed Job Descriptions

We need clear definition of skill requirements and job responsibilities along with target companies or industries you wish us to recruit from. In the event there is no job description, the BG&A Search Information form should be completed.

Current Company Information

Aside from your website, we would like to receive an electronic version of any additional company or benefit information that will be beneficial to us.

Realistic Timeline

Inform us about your hiring timeline and we will provide you with feedback on how realistic we believe it to be given the demands of your search.

Clear Communication

In as timely a manner as possible, we need to be kept informed about any changes in the status of the search including the introduction of candidates by other sources.

Clear Feedback

We expect detailed and timely feedback throughout the process, on both the quality and performance of the candidates (to be relayed to the candidates by us). We also encourage feedback on the performance of BG&A.

Terms of Business

A signed terms of business must be on file at our offices before we engage in any search work on your behalf.

If you are in agreement with the terms spelled out in this service level agreement, please sign below and fax it to 312-654-4551. Our partnership with your company will commence immediately.

Agreed to on this date: _____

Company Representative

Company

For Bloom, Gross & Associates:

Principal