

2020 Flight Leader & Airport Team Hiring Process

(Create a Calendar Reminder for each task below!)

- **Nov. 15 - 29** - Update the FL, AC & UMC applications, questionnaires, workflows and communication templates in Jazz.
- **Nov. 18** - Reach out to Travel Admins to review the 2020 Flight Leader Master Schedule for accuracy - dates, gateways, split departures, FL counts, etc. 2 FLs should be staffed for each route with a layover (Mongolia, Tanzania, Thailand), unless the pax count is under 10. Otherwise, FL:Student ratios are 1:40, 2:70, 3:100, 4:130.
- **Dec. 2** - Open the FL Application *internally* on Jazz (NOT on the RP Careers website.)
- **Dec. 9** - Send the 2020 RP Staff & Companion Application Email to Staff@rusticpathways.com to encourage RP Staff members and their Travel Companions to apply for FL spots. RP Staff and their Travel Companions have until **Friday, Dec. 20th** to complete the application. Application link should **NOT** be forwarded.
- **December 16 - February 28th** - Review applications, add data to the 2020 FL Availability Matrix and conduct 30 minute phone interviews on a rolling basis. Move applicants into the Background Check stage immediately after successful interviews. (Full time RP Staff have already been background checked upon hire.) Once background checks clear, begin slotting applicants into the schedule.
- **Dec. 20** – **RP STAFF & TRAVEL COMPANION APPLICATION DEADLINE [Revised: Feb 28]**
- **Jan. 3** - Refer to the costs recorded on the 2019 Airport Team PEX Report and the 2019 Airport Team Earnings Report to appropriately budget for 2020 Airport Team staffing, expenses and wages.
- **Jan. 3** - Send the 2020 CMT Friends & Family Application Email to countrydirectors@rusticpathways.com and countrymanagers@rusticpathways.com CMT Friends & Family will have until **Friday, Jan. 17th** to complete the application. Application links should **NOT** be forwarded. **[Revised: Friday, Feb 28th]**
- **Jan. 13** - Email Past ACs and UMCs to determine who will return and let them know that you can push their 2019 applications into the 2020 job postings. Change address, email and phone on application as necessary. **[Send a follow up email]**
- **Jan. 13** - Send the 2020 Sales Educator Application Email to RPG@rusticpathways.com so the Group Sales team can send it to Educators they think would make great FLs.

Application links should **NOT** be forwarded. Sales Educators must apply by **Friday, Jan. 24th. [Revised: March 6]**

- **Jan. 13** - Send the 2020 Veteran FL Application Email to this distribution list of FLs who have served over the past 3 years AND received excellent evaluations. Application links should **NOT** be forwarded. Veteran FLs must apply by **Friday, Jan. 24th. [Revised: Friday, March 13, 2020]**
- **Jan. 17** – **CMT FRIENDS & FAMILY APPLICATION DEADLINE [Revised: Feb 28]**
- **Jan 24.** - **SALES EDUCATORS and VETERAN FL APPLICATION DEADLINE [Revised: March 6]**
- **Jan. 27 - 31.** - Conduct brief phone screens with past ACs and UMCs.
- **Jan. 27** - AC & UM Runner app open, HR posts it on the website and other sources. Conducts interviews and hires on a rolling basis. Hiring deadline is **April 1.**
- **Jan. 27** - Send the 2020 Staff Friends & Family Application Email to Staff@rusticpathways.com to encourage RP staff to invite their Friends & Family to apply for FL roles.. Staff Friends & Family must apply by **Monday, Feb. 10th.**
- **Jan. 27** - Ask Emily Sanders/Lauren Anderson to send the 2020 Rustic Crew FL Application Email to their Rustic Crew distribution list. Rustic Crew must apply by **Friday, March 6th.**
- **Feb 3** - Work with the Travel Administration team to update the 2020 AC & FL & Student Arrivals-Departures document. This will be used to create FL Onboarding Stacks in Salesforce as well as to update Airport Schedules.
- **Feb 7** - Update the Airport Schedules with 2020 data.
- **Feb. 10** - **STAFF FRIENDS & FAMILY and RUSTIC CREW APPLICATION DEADLINE**
- **Feb 14** – **Email HR@rusticpathways.com** and ask them to post the NEW Flight Leader application on the RP Careers website. Hoping to staff 100% of FL positions with experienced, internal candidates, but would like a robust "contingency list," so will open up the application externally. **App closes Feb. 28th.**
- **Feb. 24** - Send the 2020 Update Availability Email to all active FL applicants (NOT external candidates) and request any updates to their availability or country preferences prior to placements. Update the 2020 FL Availability Matrix with any new info. **All updates due Mar. 9th.**

- **Feb 28 - EXTERNAL CANDIDATE APPLICATION DEADLINE.** Ask HR to remove the post from the RP Careers page.
- **Feb 28** - Update the 2020 FL Availability Matrix. as you receive emails with availability changes from FL applicants. Begin placing FLs in open spots on the 2020 Flight Leader Master Schedule according to their availability and country preferences.
- **Mar. 9** - Share the Airport Team Equipment doc with Heather Nicholson in Shipping, Chad Moutes in Technology and Maura O'Beirne-Stanko in Finance. Update the doc with names and addresses of Airport Team members as they are hired. Remind Chad and Maura that you will need AC & UMC email and expense reporting accounts/passwords created as well PEX cards w/instructions, cell phones w/instructions, phone chargers and battery packs **ready to go to Shipping by April 3.**
- **Mar 9 - CLOSE THE FL APPLICATION.**
- **Mar. 16 - April 3** - Send 2020 FL Offer Emails to applicants once you have assigned them to spots in the schedule. You will need to either create an email merge (if you know how to do that) to input each FLs name, country and travel dates into the email template. Otherwise, you will need to enter these details for each FL you email.
- **Mar. 16 - April 3** - FLs accept or decline offers on a rolling basis. When you receive an acceptance reply email:
 - Enter the passport details as a comment in the 2020 Flight Leader Master Schedule.
 - Send the 2020 FL Acceptance Acknowledgement Email.
 - Enter each FL into an Onboarding Stack in Salesforce.
- **March 16** - Email Shipping@ with the content lists below for FL, AC and UMC Welcome Packages. Confirm that technology and finance components will be delivered to Shipping by April 3 for inclusion in packages.

Airport Coordinator packages:

- **TWO** 2019 Rustic Staff Tees
- Name tag with lanyard
- Safety wristband
- Rustic Deck Playing Cards
- 10 Pens
- Clipboard w/RP sticker sign on back
- Phone & charger w/instruction letter
- Phone power pack
- PEX Card w/instruction letter
- Extra student t-shirts in varying sizes

UM Coordinator packages:

- **TWO** 2019 Rustic Staff Tees
- Name tag with lanyard
- Safety wristband
- Rustic Deck Playing Cards
- 10 Pens
- Clipboard w/RP sticker sign on back
- Phone & charger w/instruction letter
- Phone power pack
- PEX Card w/instruction letter
- Extra student t-shirts in varying sizes

Flight Leader packages:

- 2019 Rustic Staff Tee
- Safety wristband
- Luggage Tags
- Rustic Deck Playing Cards
- Stickers
- 10 Pens
- Clipboard w/RP sticker sign on back

- **April 3** - 2020 Flight Leader Master Schedule is filled. Onboarding Stacks have been assigned to all FLs who have accepted their offers.
- **April 3** - Work with Dave Dennis and Kristie Reznak to update the Airport Team Contingency Plans.
- **April 3** - Ensure that all Technology and Finance components of AC & UMC Welcome Packages have been delivered to Shipping. Confirm that Shipping has received the components and will update the
- **Mar. 30 - April 10** - Update Airport Team Training docs and videos, as necessary and the Airport Team Manual. Upload all updates to the online training in Litmos **by April 17**.
- **April 3 – 17** - Use the notes in this document to edit Flight Leader 101 docs. Send to CDs and CMs for review & changes to contact info.
- **April 17** - All ACs and UMCs are hired. Airport Team Training launched. Deploy Litmos login emails. Send Airport Team Manual and Airport Team Contingency Plans to ACs and UMCs. Instruct Shipping to send Welcome packages.
- **April 17 - May 1** - Send all edited FL 101 docs to Emily Weiner in Marketing for finalization.

- **April 17 - May 1** - Update Flight Leader Training docs and videos, as necessary, and upload to Litmos.
- **April 17 - May 15** - Flight Leader packages ship as onboarding stacks are complete.
- **May 1** – Flight Leader Training launched. Login emails sent to Flight Leaders.
- **May 1** - AC/UMC in-person training trips begin and continue through each weekend in May. EWR and JFK can be conducted on the same weekend - 1 on Saturday and 1 on Sunday or both together in Manhattan.
- **May 8** – Send 2020 Visa Reminder Email to FLs traveling to Australia, China, Tanzania, India and New Zealand.
- **May 15** - Enter data into the 2020 Flight Leader Contact Info and Evals doc and share with ACs and CMTs.
- **May. 15** – Marketing finalizes 2020 FL 101 documents. Email updated FL101 documents to Flight Leaders for their specific destinations and gateway airports. Also, upload these documents to the FL Orientation in Litmos.
- **May 26** - Send the 2020 Summer Kick Off Email to all FLs traveling in Summer 2020.
- **June 1** - Bon Voyage calls begin and continue weekly on a rolling basis throughout the summer.
- **June - Aug** - FL survey sent automatically through Onboarding Stack. Deploys 1 week after their return on a rolling basis throughout the summer.
- **June - Aug.** - UM assignments sent to UMCs each Friday for departure and return days. If ACs need to assist with UMs on return days, email the schedule to them as well.
- **Aug. 7th** - Send Summer Wrap Up Email to ACs & UMCs. Responses, completed expense reports and equipment return due by Sept.1.