

This framework sets out the **YOURCXC | TALENT FIX** approach to screening candidates for Customer Experience (CX) roles. It ensures every hire is assessed not only for technical skills but also for alignment with YOURCXC's brand values: Radical Transparency, Profit-Focused Decision Making, Speed over Perfection, and Customer Obsession.

STAGE 1: APPLICATION REVIEW

- Review CVs against a CX Skills Matrix (communication, empathy, data literacy, problem-solving).
- Score applicants against YOURCXC values.

STAGE 2: ONLINE ASSESSMENTS

- Situational Judgment Test (SJT) with real-world CX problems.
- Written communication test: candidate responds to a mock complaint.
- CX metrics quiz: basic NPS, churn, and retention calculations.

STAGE 3: BEHAVIOURAL INTERVIEW

- Structured interview using YOURCXC question bank.
- Evaluate honesty, cultural fit, and problem-solving agility.

STAGE 4: ROLE-SPECIFIC SIMULATION

- Leadership candidates: present a 30-day fix for a broken onboarding journey.
- Advisor candidates: live chat simulation handling multiple customers.

STAGE 5: FINAL REVIEW & SCORING

- Consolidated scorecard (skills + CX values + ROI thinking).
- Candidate recommended if they demonstrate clear link between CX impact and revenue outcomes.

3. CANDIDATE JOURNEY EXPERIENCE

- Fast & Transparent: Candidates receive updates at each stage (no black holes).
- Brutal Honesty: Clear role expectations, no sugar-coating.
- Value-Driven: Each step demonstrates YOURCXC's commitment to fixing CX leaks, not wasting time.
- Candidate Nurture: Share toolkits and content throughout process to build brand affinity.

4. CLIENT INTEGRATION

- Share screening framework with clients as proof of YOURCXC's rigorous, CX-first approach.
- Provide a CX Hiring Report for each recommended candidate (skills, values, and revenue impact).
- Align recruitment outcomes directly with CX audit findings.