Customer story

NerdWallet

Discover how NerdWallet leverages Interview Schedule and Greenhouse to automate key parts of their hiring process and improve the candidate experience

From their start in 2009, NerdWallet quickly rose to the top of the financial technology industry by optimizing the way personal finance works for millions of customers around the world. In order to accomplish this goal, NerdWallet needed to grow – and fast.

greenhouse + nerdwallet

The challenge

As the NerdWallet team grew substantially year-over-year, the interview scheduling volume became overwhelming. NerdWallet's scheduling load wasn't sustainable with their manual process and the size of their coordination team. This imbalance left room for errors or delays in securing the schedule, both of which created serious risks to the candidate experience.

A game of calendar Tetris

NerdWallet had discovered that the process of manually scheduling interviews was taking over 80% of their recruiting coordinators' time. After pulling up their interview lineup, the process consisted of plugging options into the calendar with a lot of trial and error. Additionally, NerdWallet's recruiting coordinators often needed to double-check about availability and conflicts with interviewers, adding another layer of delays.

"Before Interview Schedule we'd manually write every schedule out in a notebook to make sure they worked before copying everything back into the ATS."

Kirsten Armstrong
Talent Operations and Programs Lead at NerdWallet

At the time, NerdWallet's talent team had a 48-hour turnaround time on scheduling requests – they called it an "internal SLA" to make sure they were keeping themselves accountable. They were only meeting the SLA 80% of the time and this number was even lower for technical hiring, where scheduling requests were more complex. For Product Manager and Engineering roles, the coordinators would end up playing "calendar Tetris" for 2-3 hours before locking in a date and time.

Manual scheduling and human error

Human error was also an unavoidable cost as the scheduling load became overwhelming. Interviewers would occasionally be accidentally left off panels, creating confusion for other interviewers and worst of all, for candidates. Time zone issues added to how error-prone the process could be. For long-distance candidates and remote interviewers, the time zone math was a nightmare.

Finally, university recruiting presented its own set of schedule coordination challenges. As it's seasonal, when there were intern openings the team would have as many as 270 candidates to schedule, requiring what seemed like endless, repetitive work.

NerdWallet's talent team was initially skeptical that they could find a platform that could support their high-touch process. They wanted to add automation without sacrificing the flexibility and control they needed to coordinate interviews the NerdWallet way. And they wanted the platform to integrate with their existing ATS, powered by Greenhouse.

The solution

Greenhouse sets the foundation for success

NerdWallet knew that creating a scalable, repeatable process was crucial in order to find and hire hundreds of high-quality candidates; this need initially led to them implementing the Greenhouse ATS. With Greenhouse providing a structured hiring foundation – from interview kits to robust talent analytics – NerdWallet was able to begin transforming the interview scheduling experience.

Interview Schedule + Greenhouse integration

NerdWallet chose to make the interview scheduling process easier and more efficient by leveraging the integration of Interview Schedule and Greenhouse. These two platforms have a deep integration that makes scheduling a seamless experience. Now, anything that gets scheduled will appear on a candidate's profile in Greenhouse, in addition to any calendar or email updates, making the process easier than ever. As a Greenhouse Customer Preferred Partner, Interview Schedule truly allows NerdWallet coordinators and recruiters to kick off the process from directly within the ATS, so there's no added friction to using the enhanced scheduling capabilities.

"I would absolutely recommend the Greenhouse + Interview Schedule solution," said Kirsten Armstrong, Talent Ops & Programs Lead at NerdWallet. "Moving from a very manual scheduling process to our current, automated process has changed the way we look at hiring."

The Interview Schedule and Greenhouse integration has also enabled NerdWallet to embrace a data-driven interview process. With new insights gained from both platforms, NerdWallet is now able to access reports to view the output of their coordination teams as well as insights about their interviewers.

For example, NerdWallet can understand the distribution of interviews across the team with Interview Schedule's Load Balancing feature. This feature allows NerdWallet to set limits and rules to automatically take into account while scheduling – and seeing those results in reports has been powerful. They can also look into "declined" calendar invites and can identify the main causes of reschedules.

Recruiting coordination with Interview Schedule

With Interview Schedule, technical panels that used to take 3 hours are now scheduled in minutes, thanks to the Loops workflow. Time zones and interviewer preferences are now handled automatically.

NerdWallet has also been able to simplify their university recruiting process by sending out self-scheduling Booking links to the hundreds of candidates, removing any manual back and forth that previously took hours. The rest of their team loves it too – tech recruiters at NerdWallet use Booking links to streamline scheduling their own screens.

The hiring process powered by Interview Schedule and Greenhouse is a complete transformation from NerdWallet's previous workflow: It's faster, less error-prone, better for the coordinators and ultimately much better for candidates.

> "It's been especially powerful to create templates for every step of the process and remove any need to copy-and-paste from one place to another."
>
> **Kirsten Armstrong**
> Talent Operations & Programs Lead at NerdWallet

The results

An automated hiring process with the candidate experience in mind

With Interview Schedule integrated through Greenhouse, NerdWallet has improved their coordination KPIs across the board. Their turnaround time (or SLA) success rate went from 80% to nearly 98%, and they've seen a 75% reduction in time spent on manual scheduling. They've also increased the number of recruiters supported by each coordinator and are decreasing the expected turnaround time from a scheduling request to a booked interview to 24 hours.

NerdWallet's hiring future is bright

NerdWallet continues to work closely with their Interview Schedule Customer Success Manager to ensure that the integration continues to drive results. NerdWallet enjoys lightning-fast response time to support questions and having significant input on the product by providing feedback. During the partnership, they've seen numerous improvements made across the product based directly on feedback that they've shared.

"We work with many different vendors and our relationship with Interview Schedule is the best," said Kirsten. She explained that cutting down on time, being able to see their options and having a lot of control, balanced with automation helps her team avoid human error.

"The partnership between our team, Greenhouse and Interview Schedule has been really great," said Kirsten. "I'm excited to see what comes next for our company's growth."

Other happy
Interview Schedule
and Greenhouse
customers

CLOUDFLARE®

segment

∴ one medical

duolingo

greenhouse

Greenhouse is *the* leading hiring software company. More than an ATS, we help businesses be great at hiring through our powerful philosophy, complete suite of software and services, and large partner ecosystem – so businesses can hire for what's next.

To learn more, visit
greenhouse.io