



FREQUENTLY ASKED QUESTIONS DURING THE DCX HIRING PROCESS

General Questions (not specific to DCX Promo Academy hiring)

How did you select these candidates?

These candidates are selected based on a thorough multi-stage internal interview process and completion of standardized DCX assessments. Only those who successfully passed both stages will be invited for the client interview.

Am I required to interview all candidates provided?

We strongly recommend conducting interviews with all candidates provided. Each candidate will be accompanied by interview notes from our sourcing team, offering valuable insights to assist in your evaluation process.

What can I expect in the interview?

In the interview, you can expect a structured one-hour session where each candidate will have a 20-minute window. This setup allows each candidate to discuss their background, skills, qualifications, and address role-specific questions. Before concluding each candidate's session, we will ensure that all your questions are addressed.

Can we send an assessment to the candidates?

Yes, we can send assessments tailored to your role and hiring process. However, we recommend conducting this process after the initial interview. Also, please note that the candidates being interviewed are not current DCX employees and we ask that assessments be brief to respect their time.

How does DCX verify the integrity of candidates' backgrounds and ensure the accuracy of their prior work history?

DCX requires all new employees to provide pre-employment documentation. The DCX onboarding team works closely with each candidate to validate and conduct checks on their credit, education, criminal history, and employment records.

What happens if after meeting the three candidates we do not feel we have found a match?

If after meeting the three candidates you do not feel a suitable match has been found for your team, we will proceed to source a second group of candidates for you to meet with. This process usually takes about one week to complete, although timelines may vary for more technical roles. The DCX team will collaborate with you to identify any shortcomings with the initial group of candidates and use this feedback to further refine the candidate profile.





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When can the candidate start once selected?

Once a candidate has been selected following the interview, the Talent Acquisition Partner will discuss any notice period and provide a tentative start date. Typically, candidates can start within two weeks. However, for more advanced roles, a notice period of up to 30 days may be necessary. The chosen individual will participate in a mandatory DCX new-hire orientation, scheduled on Mondays for consistency. Your dedicated Customer Success Manager will initiate the onboarding process within 1-2 days of candidate selection, coordinating the kick-off call and providing guidance for a smooth transition for your new hire.

DCX Promo Academy Specific Questions

How do you select candidates for an interview?

We select candidates for interviews through a meticulous process that involves assessing their prior work experience and considering feedback from the DCX training team, obtained during the Promo Academy Course. Our selection criteria includes a comprehensive review of the job description and close collaboration with the training team to ensure alignment.

Do the candidates have Promotional Industry experience outside of the training?

The Promo Academy is specifically designed to equip individuals seeking to enter the promotion products industry with the necessary skills and education. Candidates typically do not have prior experience in the promotional products industry, although rare exceptions may occur.

Can we send an assessment to the candidates?

Yes, we can send assessments to the candidates. However, we do require candidates to undergo the interview process first. Following the interview, DCX can share a series of assessments and documentation. These include scenario-based writing samples and presentations of their work completed throughout the DCX training course.

What additional training is required once a candidate is selected?

The DCX Promo Academy is a four-week course aimed at providing foundational knowledge of the promotional products industry. After you have selected a candidate to join your team, they will require reinforcement of the skills acquired and training on client-specific processes, comparable to onboarding a domestic employee. For further details on the program, please consult the Promo Academy curriculum.

Do the candidates have Graphic Design experience?

Candidates applying to join the DCX Promo Academy are not obligated to have prior experience in graphic design. However, some applicants may have a level of familiarity with design tools such as Canva, Photoshop, and Illustrator.

