
Recruiting Employees



How do you
know when
you need
help?



Challenges and Trends

Trends

- Tasks not done?
- Deadlines missed?
- Opportunities sacrificed
- Feeling never done

Challenges

- Trust
- Deciding what can be handed off
- Letting go
- Finding the right fit

Brown Family
Where can
they use
some help?



What is your process for interviewing?



Hiring the Right People

JOB DESCRIPTION

Duties

Experience

Requirements

INTERVIEW

Review the job description

Plan questions to identify skills
and experience

Job Title: Administrative Assistant 1

Job Description:

Performs routine administrative tasks for a manager and/or department.

Duties include:

scheduling appointments, making travel arrangement, distributing mail; producing routine documents and reports using word processing and spreadsheet software; performing routine data entry operation; answering/directing phone calls and taking messages as needed. May act as a receptionist. Assist in other clerical duties as needed

Basic Qualifications:

6+ months clerical experience

Interview Questions for Administrative Assistant

Answer phones

Type emails, correspondence

Enters data in systems

Produces basic reports

Which questions can help you
identify the right talent?

What does this mean for you?

Create a job description for each job

Use the description to create interview questions

- Ask questions that demonstrate past performance, not hypothetical or general

Use the same interview questions for each applicant for a job

Take notes and choose the best qualified candidate

Write a Job Description

Requirements

Tasks

Equipment

Work
environment

Job Title:		
Department	Supervisor:	
Exempt:_____	Hours:_____	FT____PT____
Non-Exempt:_____	Schedule: _____	Seasonal _____

Company Statements

In the performance of their respective tasks and duties all employees are expected to conform to the following:

[Example statements below]

- *Perform quality work within deadlines with or without direct supervision.*
- *Interact professionally with other employees, customers and suppliers.*
- *Work effectively as a team contributor on all assignments.*
- *Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.*

Position purpose

[General statements regarding the overall objective of the position]

Responsibilities/Duties/Functions/Tasks

[List of material responsibilities and essentials duties which must be completed in achieving the objectives of the position]

Qualifications

[Statements regarding minimum educational and experience qualifications, required proficiencies with specialized knowledge, Equipment knowledge, computer proficiencies, military service, required certifications, etc.]

Special Position Requirements

[Optional section: any travel, security, risk, hazard or related special conditions which apply to the position]

Preferences

[Optional section: preferred attributes for the position which are not absolutely required in the minimum qualifications (i.e., multi-lingual specialized degree , certifications, etc)]

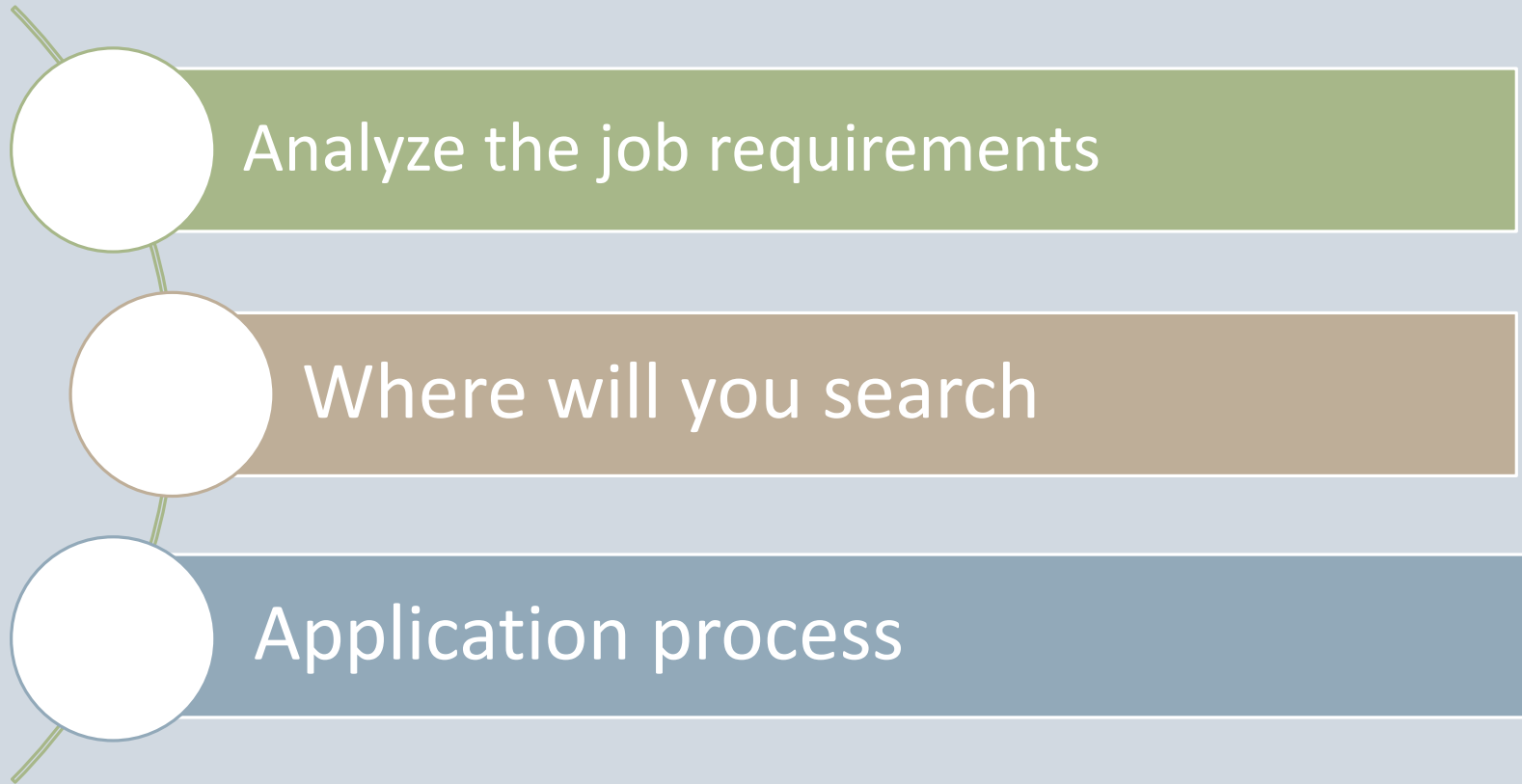
Work Requirements

[Optional section: work requirements for mental, physical, or other important issues which relate to the job]

Practice
writing a job
description



Sourcing Candidates



Where to Source?



The Selection Process



Don't settle for a warm body!

The Interview

*Death will be a great relief.
No more interviews.*

Katherine Hepburn



Interviews



ASK ABOUT SKILLS



PAST
EMPLOYMENT



LOCATION



STRENGTHS AND
WEAKNESSES

Traditional Interviews



Tell me about yourself.



Why should I choose you?



Do you have any questions?

Behavioral Interviews

Assess prior
experience



Tell me about what
you liked about your
last job

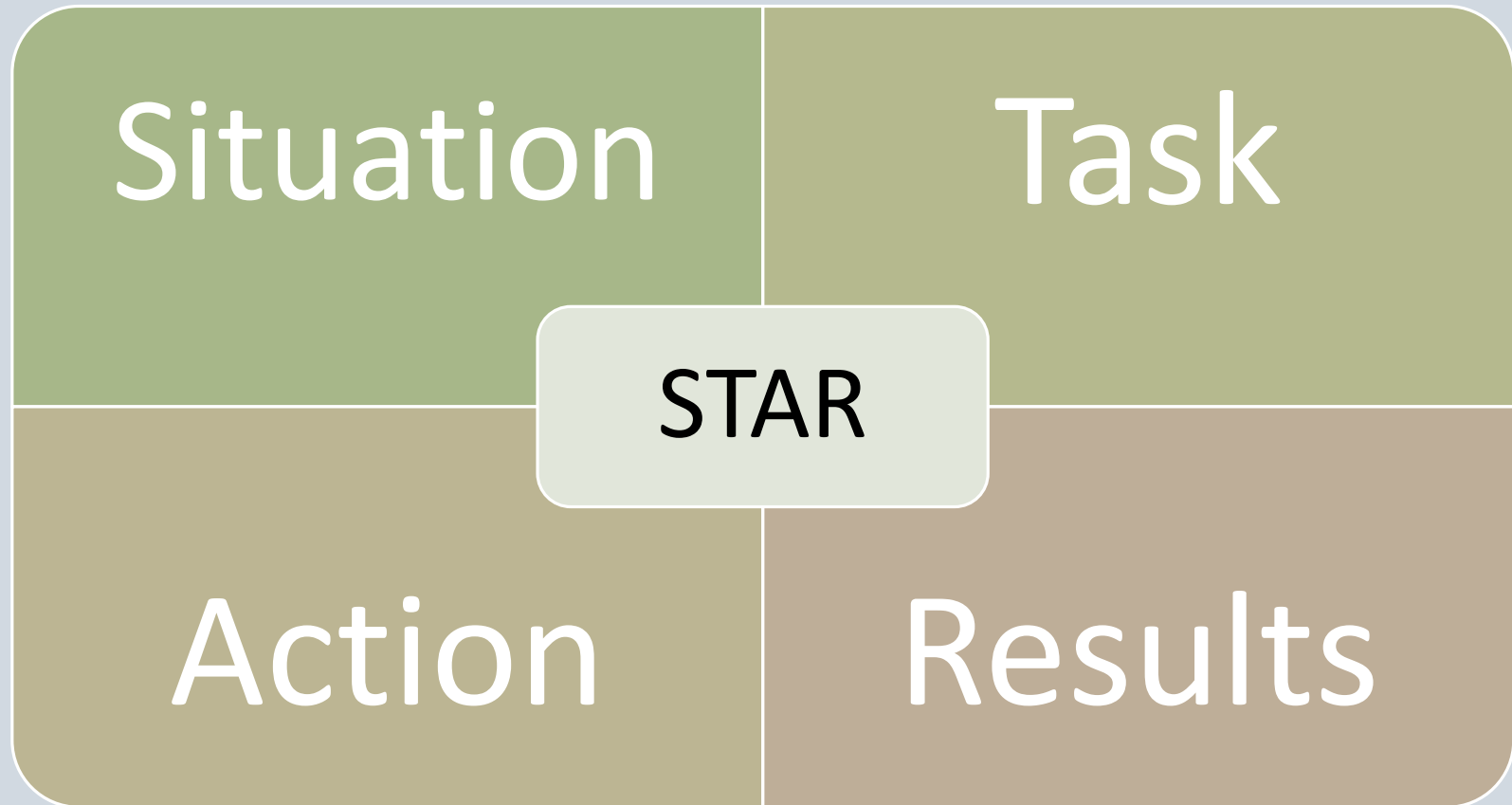


Describe a time that
you reached a goal.



Tell me about a
challenge you had to
work through.

Behavioral Descriptive Questions



Illegal Questions



Questions must
relate to the job



Be aware of your
area's laws



Avoid culture, age,
religion, medical

Plan the Interview

Develop 5-7
interview
questions

