
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





What is your process for hiring?



Do you need one?

What goes into a job description

What's a Job Description?

What's in a Job Description?

Requirement
s

Tasks

Equipment

Work
environment

Admin Assistant

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

Brown
Family
Where can
they use
some help?



Practice
writing a
job
description





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]

Pay Challenges

[Payscale.com](https://www.payscale.com)



Sourcing Candidates



Where to Source?





The Selection Process

Don't settle for a warm body!



The Interview

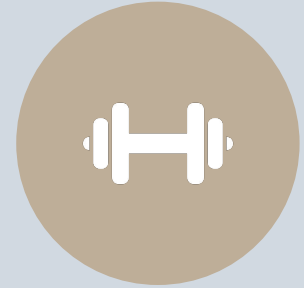
Death will be a great relief. No more interviews.

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?

Ask questions that demonstrate past performance, not hypothetical or general



Tell me about what you liked about your last job

Behavioral Interviews

Assess prior experience



Describe a time that you reached a goal.



Tell me about a challenge you had to work through.

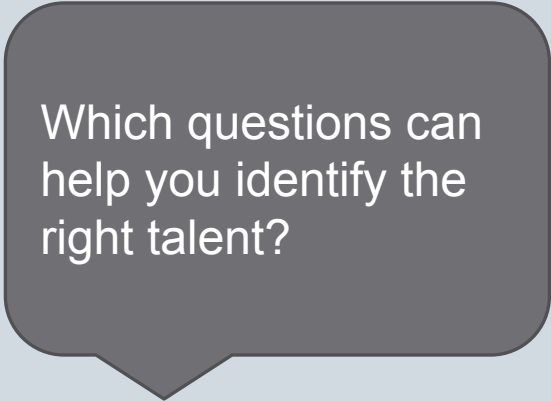
Interview Questions for Administrative Assistant

Answer phones

Type emails, correspondence

Enters data in systems

Produces basic reports



Which questions can
help you identify the
right talent?

A Better Question

Tell me about the most frustrating task at your last job.

Tell me about a problem you solved at your last position

Tell me about a time you had a conflict at work. What happened, how did you handle it.

Tell me about the easiest part of your prior position

Tell me about the most difficult part of your last job

Tell me about the most you did to satisfy a customer at your last job

Tell me about the most frustrating customer you have ever dealt with.



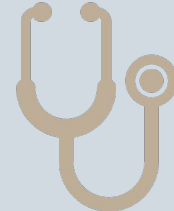
The STAR of the Interview



Questions must
relate to the job



Be aware of
your area's laws



Avoid culture,
age, religion,
medical

Illegal Questions

Plan the Interview

Develop 5-7
interview
questions

EFMpp.com
farmerstrong



What does
this mean for
you?



job description for each job



Create interview
questions

Ask questions that
demonstrate past
performance, not
hypothetical or general



Use the same interview questions
for each applicant



Take notes



Choose the best qualified
candidate