Hiring Procedures

Step 1: Write Job description

Sample job description is attached. Follow this basic formula.

Step 2: Post Jobs in different places

Step 3: Work with Recruiters

Step 4: Interviews

After reviewing resumes sent by recruiters, contact each candidate for initial phone screening/interview.

Decide which candidates to meet with in person.

Sample Interview Questions:

1. How do feel about this opportunity?

2. What work experiences have you had that prepare you to be successful in this position?

3. What do you see as your three greatest strengths?

4. What do you think is your biggest weakness?

5. How do you learn best? How would you describe your learning style?

6. You’ve obviously accomplished a great deal. To what do you attribute that success?

7. We all make mistakes. When you discover that you have made one, how do you handle it?

8. Do you think that telling a “white lie” is ever justified “for the greater good”?

9. If things go wrong with a project, what obligation if any do you feel compelled to share with your boss?

10. If someone else has wronged you in some way, how do you deal with the situation?

11. Can you tell me about a recent situation where you had to share bad news with someone? How did you handle it?

12. Have you ever been in a situation where you had to make good on a commitment that you wished you hadn’t made?

13. Are you satisfied with what you have accomplished in your life so far?

14. Where do you see yourself in three years?

15. What are your biggest personal goals? career goals?

16. Would you consider yourself a reader? What kinds of things do you like to read?

17. What was the last book you have read? What are you reading now?

18. How do you make sure that you follow-up on your assignments? Do you have a system?

19. How do you typically prepare for meetings?

20. How well did you do in school? If you had to do it over again, how would you have done it differently?

21. What do you wish they had taught you in school that they didn’t?

22. Do you consider yourself a smart person? If so, why?

23. What’s your general approach to problem-solving?

24. What are some of your interests outside of work?

25. On a scale of 1-10, how interested are you in this position?

When suitable candidate is found, proceed to Kolbe tests.

**Step 5: Kolbe**

RightFit The final step of the decision process is having the candidate take the Kolbe test.

**Step 6: Making the Offer**

Once a decision is made to hire, create an offer letter and usually send it to recruiter to send to candidate or send it directly to candidate if recruiter is not used. (See sample offer letter to follow.)

S A M P L E

Job description

Customer Service Professional

We are a xxxxxxxxxxx company with a strong entrepreneur focus, seeking a poised, self motivated customer service professional with excellent communication skills and cheerful disposition to join our dream team.

Within our organization, the goal of our customer service team is to ‘wow’ our customers by answering inquiries accurately, efficiently, quickly and kindly. We value the customers and clients we serve and their satisfaction is our number one priority.

This is an entry-level position and if you’re someone who thrives in an entrepreneurial environment, has initiative, works well in collaboration with a team and is willing to learn and grow with the company, then opportunities are endless!

**About You:**

As someone who always aims for excellence, you get a high level of satisfaction from providing solutions for other people and in fact, you’re often told that you’re a great listener, problem solver and communicator. You enjoy figuring things out through research and investigation. You rely on documented procedures to ensure accuracy. You’re self-motivated with clear goals, eager to take action, jump right in and adapt quickly to new situations. If you’re looking for a long-term commitment with a company whose mission is to serve others and change lives, then we want to talk to you!

**About the Position:**

We are looking for a rock star customer service professional who has the ability and passion to:

* Provide a first-rate experience for all of our customers and clients
* resolving all inquiries professionally and accurately.
* Acquire full working knowledge of all of our products and programs.
* Assist with preparation for all of our live events.
* Provide an organized, systematized office environment – including team support, filing, answering phones, responding to email, managing busy calendar.

**Your Essential Skills and Characteristics:**

* Perpetual positive attitude and enthusiasm
* Strong organizational skills
* Excellent verbal and written communication skills
* Excellent computer/keyboarding skills (ability to work well with email, operate a scanner, work with documents—Word, Excel, etc.)
* Extremely detailed oriented
* Reliable and dependable
* Ability to work independently but also a team player with a “roll up your sleeves” mentality and a “do whatever it takes” attitude
* Strong desire to work in a fast-paced environment
* Ability to learn quickly
* Ability to multi-task

**About Us:**

At xxxxxxxx we believe that entrepreneurs are catalysts for creating positive change in the world. Because of this, we believe it is the duty of the entrepreneur to play a bigger gamin in services to others. By educating, developing and inspiring entrepreneurs to multiply their reach with authenticity, integrity, and love, we help them realize their fullest potential and life purpose, which achieving their personal dreams. This is a positive and energetic business and we are looking for someone with a personality to match, working in a small business / start up environment.

S A M P L E Offer letter

Date

Name

Address

Dear Name,

Welcome! We’re thrilled to have you join our team!

xxxxxxx is pleased to offer you a full-time position as a Customer Service Representative with our organization.

This letter describes our offer. We hope you will agree that this is an unparalleled opportunity to work and learn with the best in the industry. We trust that your knowledge, skills, and experience will be among our most valuable assets and we’re thrilled to welcome you to our team!

**Nature of Offer**

Your start date is scheduled for xxxxxxxx.

Although you will report to me, xxxxxxx will oversee your training and be your day-to-day supervisor. Due to the nature of our business, you will be asked to work on many different projects of varying sizes and timing.

**Compensation**

You will be compensated at an annual rate of xxxxx.

**Equipment**

We will set you up with all necessary equipment and supplies that you need, including a computer and printer.

**Employee Benefits**

**Hours**

Full time salaried employees are expected to work a minimum of 40 hours per week.

As you know, this may exceed the minimum from week to week depending on projects and work tasks.

Your expected hours in the office are xxxxxxxxxx

**Time Off**

Please provide at least two weeks advance request for days off (personal, vacation) via email and limit the amount of ad-hoc time away from the office for personal errands, appointments, etc. All time off, once approved, should be reflected in the Team Calendar.

**Orientation and Training**

Upon employment, we will meet to begin your XX-week orientation and training period.

We will also meet on a weekly basis to discuss your progress and success, your next areas of growth and skill development, any challenges you may be experiencing as well as areas of improvement. You will receive your first review within 3-6 months of your start date.

**Confidentiality**

You agree during and after your employment not to disclose or use any of the Company’s trade secrets or other confidential or proprietary information, including without limitation, information relating to the Company’s methods of operations, internal procedures, and/or business dealings with its customers and clients.

These restrictions shall not apply to information, which becomes generally available to the public, other than as a result of a disclosure by you as otherwise required by law.

**At-Will Employment**

Our team here at xxxxxxxxxxis enthusiastic about making the commitment to invest significant resources in your training and development, in order to foster growth and success in your role with our company.

In return, we hope you will plan to remain with the company long term and grow with us as part of a cohesive, committed team. With that said, this offer letter does not constitute and may not be construed as a commitment to employment for any specific duration.

Your employment with the Company will be at-will, which means that you may leave the Company or the Company may require that you leave its employ, at any time and for any reason.

**Non-Solicitation**

You agree that during your employment, and for a period of one year from the date your employment with the Company ends for any reason, you will neither directly nor indirectly solicit or retain, nor assist others in soliciting or retaining, Company employees to become employed by, associated with, or to perform services for any other employer or third party.

You acknowledge that you have not relied on any statements, whether oral or written, regarding your employment with the Company other than as contained in this letter.

Please acknowledge your acceptance of our offer of employment and terms and conditions described above by signing and returning this document.

If you have questions regarding any of the items I have outlined, please do not hesitate to contact me atxxxxxxxxxx.

I look forward to hearing from you soon regarding your decision.

Very truly yours,

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Accepted:

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Name