



## Department on Demand

### An offering of Roo Solutions

[WWW.ROOSOLUTIONS.NET/DOD](http://WWW.ROOSOLUTIONS.NET/DOD)

## Recruiting

As a small business owner, every job opening is a new experience and every hire is a critical hire. A poor hiring decision has a greater impact in a small business. Recruiting and interviewing takes time and money. Training and orientation takes time from your managers and staff. A “bad hire” costs even more in time, money and customer satisfaction...and you need to start recruiting all over again.

This toolkit will help you identify the critical knowledge, experience and soft skills required for success in positions and your company culture before you spend time interviewing candidates without the critical skills your company needs. This toolkit will give you everything you need to set up and implement a consistent, effective and objective recruiting system.

Contents:

- **Step-by-step process** you can use today – when, where, how to advertise openings, interview and select employees
- **Forms** to interview and evaluate job candidates
  - **Phone screening and onsite interview questions**
  - **Interviewing Tip sheet for interviewers** – legal aspects and tips for success
  - **Candidate evaluation grids** – generic format and sales position samples
  - **Reference checking questions**
  - **Sample Job Offer letter**
- Lessons Learned / Tips and Tricks
  - **Job postings:** writing compelling job postings, where to post
  - How to effectively screen resumes
  - **Creating interview questions** that “dig deeper” into candidate experience
  - Using the **STAR interview method** (Specific, Task, Action, Result)

# Contents

<b>Suggested recruiting process</b> .....	<b>3</b>
<b>FORMS</b> .....	<b>4</b>
Standard phone interview questions.....	4
1 <sup>st</sup> round interview (first onsite interview) .....	5
2 <sup>nd</sup> round interview (general wrap up) .....	7
Interview Tips for interviewers .....	8
Position Competency Evaluation & Selection Matrix (GENERIC).....	10
Position Competency Evaluation & Selection Matrix (Sample: Sales position) .....	12
Reference Check Interview .....	13
Sample job offer.....	14
<b>FAQ's</b> .....	<b>15</b>
<b>Writing compelling postings</b> .....	<b>15</b>
<b>Sourcing / where to post</b> .....	<b>16</b>
<b>Screening resumes</b> .....	<b>17</b>
<b>Lessons Learned / Tips and Tricks</b> .....	<b>18</b>
<b>Additional Resources:</b> .....	<b>18</b>