




TOUR TWO

Advanced Client Services (ACS) delivers positive outcomes for our business partners through the outsourcing of their recruitment needs. There are 3 basic methods of recruitment, to which ACS has given nicknames that reflect the feeling clients often have after experiencing them:

RECRUITMENT METHOD	NICK NAME / CLIENT FEELING
Retained	Chauffeur driven limo 
Non-Retained	Reserved Valet Parking 
Contingent	Taxi Race 

RETAINED RECRUITMENT

To implement the “Recruitment Selection Process” methodology ACS writes and develops a full position description for the vacancy. Additional reporting is provided as well as extra information to assist decision makers. This Human Resources Methodology is a proven method for securing a “Best Fit” candidate who will yield a return on investment for clients.

Retained recruitment is an exclusive service

NON-RETAINED

At this service level the “Recruitment Selection Process” methodology is developed and followed. The reporting is not as extensive as with the Retained service level. Following the methodology still enables the “Best Fit” candidate to be identified.

Non-retained recruitment is an exclusive service.

CONTINGENT

This method of recruitment has been made popular by sales rather than service driven recruitment companies. Typically these companies do not train or understand the “Recruitment Selection Process” where care is exercised to gain the best candidate for a client.

In this method of recruitment a client talks to a number of recruitment firms at one time. Each recruitment firm is then asked to put “their best” (notice they don’t put “the best”) forward. On some occasions different recruiters can have the same candidates and so the process becomes a race, where quality is sacrificed.

ACS has modelled that it costs the typical line manager \$2650 to begin the contingent method and get a short list of 3 “suitable” candidates.

BENEFITS OF RETAINED AND NON-RETAINED

The major benefit of the Retained and Non-Retained service levels is that it allows ACS to focus on delivering quality outcomes for clients by working through the “Recruitment Selection Process”, rather than entering a race. Both these services are provided on an exclusive basis.

This doesn’t mean we waste time, rather, ACS focuses our attention on our exclusive work to provide candidates for clients as soon as practical.

The focus on quality allows ACS to ask the right questions to determine the exactly what is required and then measure candidates against these requirements so that those who are the “Best Fit” for that particular position are identified and verified.

EXCLUSIVE

A Recruitment firm is engaged by a client on an exclusive basis so that they can focus on quality rather than a race (see Benefits of Retained and Non Retained). It is termed exclusive because a client engages a recruitment firm to secure an employee at the exclusion of all other means.

A period of time is usually agreed to the exclusive period.

THE “RECRUITMENT SELECTION PROCESS”

The Recruitment and Selection Process (RSP) is a Human Resources methodology that enables “Best Fit” candidates to be identified. The RSP covers the following areas:

- Job Analysis
- Company Culture
- Job Description.
- Person Specification
- Selection Criteria

Job Analysis

This analyses what a person does in the day-to-day activities of the role. Job Analysis clarifies and quantifies exactly what the employee will be doing to fulfil their job goal.

Job Analysis answers the question: What does the person do day-to-day?

Company Culture

Some companies are publicly listed multi-nationals and others are privately owned and managed by the owner / founder. Typically both companies have very different cultures. Some companies of similar mission, size and ownership can have a completely different “feel” or “atmosphere”. Small teams within large companies can have a particular culture and way of operating. All of this impacts an employee and potential candidates not only require the competencies for the role, they must fit the culture of the organisation to secure long-term tenure.

Company Culture answers the question: What is it like to come to work here every day?

Job Description.

The Job Description details what is expected of an employee. Job Description clarifies and quantifies exactly what goals an employee has to fulfil.

Job Description answers the question: What are this person’s performance goals?

Person Specification

Once the Job Description (goals) and Job Analysis (programme) have been identified the Person Specification is then quantified. Person Specification details the skills and knowledge needed to perform a job satisfactorily. It becomes a detailed list of the required competencies.

Person Specification answers the question: what qualifications, skills, knowledge etc is required in a candidate?

Selection Criteria

The Selection Criteria takes the Person Specification and focuses this down to the bare minimum questions to determine whether or not a candidate has the competencies to achieve the Job Description satisfactorily. The Selection Criteria focuses directly on each candidate and evaluates him or her against the Person Specification.

Selection Criteria answers the question: Does *this* candidate have the skills, knowledge etc that is required?

“Best Fit”

Human Resources is not like building or architecture where, if you have the resources, you can have a Sydney Opera House or Paris’ Eiffel Tower built for you (and perhaps someone in Texas has!). However, no Human Resources practitioner can “make” a person for a company. The Recruitment Selection Process is a methodology of careful evaluation so that candidates can be assessed and the most suitable or “best fit” candidate identified.