

COMMUNIQUE 滿新

Nine Ways Not to Hire the Brightest and the Best

Hiring is such a critical role for managers and supervisors, yet many of them take a casual or mistaken view of the job. In this quarter's Communique, we share a few of the worst interview approaches we have come across.

Great Interview - Fascinating Person

We had great rapport—we talked football (she is also an Arsenal fan), politics (we shared political views) and religion (she might start going to my church). I hired her on the spot.

This does not sound like an interview, it sounds like a match.com date. It does not seem that the questioning ever got around to being job-related. This is bad news for the company and the new employee. Neither party is going to be very happy since there is little likelihood that her skills will meet job requirements or that the job will meet her ambitions.

On top of that are the legal problems. If she was hired and after starting work, you found that she was the wrong fit for the job and decided to let her go, you would not be able to mount much of a defense. You do not want to be on the witness stand saying, "I felt she was not suitable because she does not root for the same football team as I do."

Why Bother?

It is not really worth too much effort in the interview because you never know how they are going to do until you get them on the job anyway.

If you do a thorough job-based interview and do background and reference checks you will have quite a good idea of how the person will perform. If you do not put the effort in doing this, you surely would not find good candidates. And you surely will be opened to lawsuits.

The Easy Way Out

When it is hard to choose between candidates, I just hire both; then after a few weeks, I keep the best one and let the other go.

Moral questions aside, this is a poor approach. Terminations are negative all around and they breed lawsuits. Why beg for one?

I Demand the Brightest

It is always good to require a college degree. Then you know you are getting well-educated people.

Your job requirements should be matched to the job. Requiring a college degree for a routine or menial job is not wise. It appears to be discriminatory. Also, the people you hire probably would not be well-suited for the job.

Give Me a Football Player Every Time

Our manufacturing jobs require some heavy lifting. Thus, we hire male employees who have been on the local high school football team.

Evaluate candidates individually against job requirements. Cast a wide net for applicants. Never specify a sex.

The Marrying Kind

I like to hire young men for this type of job, but I make sure that they are married. Married guys tend to stay longer.

This attitude is a triple whammy - age discrimination, sex discrimination and marital status discrimination.

Keep It Simple

We hire all our college graduates from one college because it seems to produce just the type of young person we need.

This approach may be convenient but it is probably discriminatory, especially if the school does not have a balanced student body.

Family Plans

You have to ask female candidates about pregnancy plans - what if you hire someone and then she goes out on maternity leave a few months later?

Avoid any questions about family planning, pregnancy and child care. Stay focused on job requirements.

We Please Our Clientele

We hire sales associates who mirror our clientele - young, same coloured skin and prosperous.

This will certainly be judged as discriminatory. Customer preference is not an acceptable criterion for selecting employees.

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Blue Chip Candidates

In an increasing complex business environment, competition for high calibre human resource has never been so intense. The need to adapt and change behaviours and attitudes is a fact of life for today's organisations. Thus, to assist you in exploring alternatives, we took the initiative to improve your ability to recruit potential human resource by furnishing you with extracts of the following candidates' profiles shortlisted from our Database.

These profiles have been prepared in good faith, summarised from details provided by the candidates and is supplied in the strictest confidence. All introduction of candidates are subject to our Terms of Business available from our office.

NUTRITIONIST

(REF. NO. 1531)

Preferred Work Location: Petaling Jaya

Has a degree in Food Science with 2 years experience in quality assurance research by carrying out sensory evaluation tests and assisted in database management as well as file documentation. Other experience includes customer service, marketing and administrative functions where responsibilities include managing incoming calls, emails and webmails, providing nutritional consultation and handling customers' enquiries and complaints. Also has experience performing some marketing functions such as promoting the company's products to members, assisting the marketing team in performing marketing analysis, blasting marketing emails to all members and preparing marketing reports. Other responsibility include maintaining customers' database. Industry experience includes food, beverage and sweetened condensed milk manufacturer as well as manufacturer and distributor of infant and child nutritional products.

ACCOUNTS EXECUTIVE

(REF. NO. 1528)

Preferred Work Location: Kuala Lumpur

Has an advanced diploma and diploma in Accounting with 9 years of experience in the accounting and administration functions. Responsibilities include full set of accounts which includes accounts payables and receivables, preparing monthly bank reconciliation, monitoring and managing company's cash flow as well as maintaining company's fixed asset register, preparing inventory report and liaising with external parties such as auditors, bankers and tax agents. Other experience includes preparing financial reports, generating monthly statements to customers, checking and preparing cheques to suppliers, bank reconciliation, handling petty cash, checking and reimbursing employees' claims, etc. Industry experience includes manufacturer of electronic components, Japanese based company producing steel briquettes and, food and beverage.

SECRETARY

(REF. NO. 1526)

Preferred Work Location: Kuala Lumpur/ Puchong

Has a degree in Arts majoring in Business Administration and a diploma in Business Administration with 5 years of experience in secretarial, personal assistance, administration and marketing functions. Responsibilities include scheduling appointments and monitoring the superior's calendar, preparing proposals and presentations, supervise and monitor project status, accompanying the superior at meetings and taking notes, coordinating the sending of greeting cards and hampers to clients, managing part of human resource functions like leave management, recruitment advertisements, preparing job descriptions and appointment letters, responsible to prepare the managing director's monthly and employee monthly claims, handling office administration set up and responsible for all administrative matters. Also has experience in preparing monthly or annual sales reports, weekly sales reports or records, correspondences and emailing on the superior's behalf, handling confidential documents and reports, arrangement for hotels and flights, etc. *Ph*



Overview of Salaries in Malaysia



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Support Functions

Senior Finance & Administration Manager	Min. 8 years experience with Diploma/ Degree/ Professional Qualification. Experience in handling the full spectrum of finance and accounting, manage daily accounting duties and able to prepare as well as ensure timely submission of financial reports. Also able to update and maintain database, and responsible for stationeries, claims and administrative support work.	RM 8,000 – RM 10,000
Purchasing Manager	Min. 8 years experience with Degree. Experience in managing and leading the procurement functions and activities within operational and financial budgetary constraints. Able to establish policies and procedures, manage departmental budgets, set direction and develop training programmes. Responsible for negotiation strategies.	RM 7,000 – RM 9,000
Personal Assistant to CEO	Min. 8 years experience with Diploma/ Degree. Experience in serving top management and able to perform secretarial duties and manage meetings, writing of minutes and prepare reports. Also able to organise time and schedules as well as arrange functions.	RM 6,000 – RM 8,000
Office Manager	Min. 6 years experience with Diploma. Experience in ensuring the smooth running of day-to-day operations which includes vendor management, basic procurement of office supplies, general human resource duties, accounts reconciliation, report preparations and general administration.	RM 5,000 – RM 6,500
Executive Secretary / Personal Assistant	Min. 3 years experience with PSC Certificate/ Diploma. Experience in serving top management and able to perform clerical, secretarial and stenographic duties. Also responsible for screening telephone calls and personal callers.	RM 4,000 – RM 7,000



Training Series

Training Calendar for April – June 2012

April 2012

BUSINESS SUPPORT & ADMINISTRATION

- ▶ **Human Resources / Finance & Accounting / General Management & Administration**
 - Brand Management Workshop **3 & 4 April**
 - Understanding Costing Techniques & Pricing Decisions **5 & 6 April**
 - Payroll Tax Computation **9 April**
 - Winning Team – Developing Effective Teambuilding Skills **10 & 11 April**
 - Effective Presentation Skills **16 & 17 April**
 - Management Skills For Executives **26 & 27 April**

May 2012

LEADERSHIP, TEAMWORK & MANAGEMENT

- Strategic Business Planning – A Necessity For Any Manager **7 & 8 May**
- Developing Key Performance Indicators (KPIs) For Business Success **10 & 11 May**
- Doing Business In China **14 & 15 May**
- Payroll Tax Computation **16 May**
- Strategic Marketing Planning **17 & 18 May**
- 7 Common Pitfalls Managers Make **21 May**
- Transforming Managers To Leaders **22 & 23 May**
- Effective Communication Strategies To Enhance Your Professional Image **24 & 25 May**
- Increasing Efficiency And Reducing Warehouse Operational Cost **30 & 31 May**

June 2012

LEADERSHIP, TEAMWORK & MANAGEMENT

- Winning Team – Developing Effective Teambuilding Skills **5 & 6 June**
- Understanding Costing Techniques And Pricing Decisions **13 & 14 June**
- Supply Chain Management In The Manufacturing Industries **21 & 21 June**



For more information on our Training Series, please contact
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