



Part of the Washington SBDC Podcast Series

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Hire Right the First Time:

Simple tools can help find the right person.

1) Write a job description

- a. List duties & functions in order of importance
- b. Include occasional as well as regular day to day tasks
- c. Be brief, using action words
- d. Focus on the job function instead of the way to do it

For example, for a secretary: List functions.

- i. Answers telephone and routes calls or takes accurate messages for callback*
- ii. Greets visitors and performs customer service function*
- iii. Opens and distributes the daily mail*
- iv. Composes and types correspondence using computer software*
- v. Makes copies*
- vi. Manages general files and records*
- vii. Other duties as assigned*

Once completed finalize the job description to make sure it is clear what you want the person to do.

2) Prepare a good job application

- a. Should cover anything you would ask a potential employee (background, skills, experience, etc.)
- b. The goal is to save time sorting and making sure it is equitable.

3) Set up interviews with top candidates

- a. Include an introduction of your company mission, goals and philosophy.
 - b. Discuss their application in detail.
 - c. Review the position and its role it plays in the overall operation of the company.
 - d. Ask in-depth questions that require more than a yes or no answer. i.e. Tell me about your best achievement at work and about your strengths.
 - e. Ask hard questions. i.e. How would you handle this situation, then set-up a real live situation to see how they react and respond.
 - f. Take good notes.
- 4) (Optional) Conduct a skills test**
- a. *For example, creation and completion of a simple letter*
 - b. **Check references** and have them sign authorization to check their background and credit depending on your policies.
- 5) Create a master ranking sheet**
- a. Numerically rank, this way everyone gets a fair chance of evaluation
- 6) Choose someone for the position**
- a. Inform other candidates that you have chosen someone
- 7) Have the proper paperwork ready on their first day**
- a. Create a checklist
 - i. Introductions to contacts
 - ii. A tour
 - iii. General operations review
 - iv. Explain benefits (leave, insurance, etc.) and emergency procedures
 - v. Make them feel welcome

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