

Recruitment

My company (Argos) has people working in different areas which require different abilities and such. For example they have a person working as sales assistants, which doesn't require that much training and then they have a person working as Executive Managers, which requires previous experience as they need someone who can quickly take control. Each person will have to be evaluated, to see if they are suitable for the job. Once this is done, the recruitment process can start.

The Role

As an Argos Customer Service Manager you are very much the 'face' of the business - owning the entire customer experience and promoting a culture within store that ensures the customer is at the heart of everything we do.

You'll deliver exceptional customer service through managing the sales floor and being the main point of escalation for customers with issues and complaints. You will highlight problem areas and make recommendations for improvements, whilst monitoring competitor activity and taking action where necessary.

You'll be responsible for the management of the Customer Advisors - leading and developing your team into a highly efficient, customer-focused unit. Driving sales through implementing promotional activity, additional sales opportunities and analysing customer service data, you'll be a key player in our continuing success.

The next thing to take into consideration is the job description, this is very important as without it, no-one would know what the job required doing. This is an extract from the **Customer Service Manager** Job vacancy (Taken from argoscareers.com)

As you can see it clearly states what the job involves (second paragraph) it also states exactly what part you play in the whole business.

You may think the job is perfect you, but companies need to know if your fit for the job. Each job should have a **person specification**, for example in my vacancy; we can see exactly what kind of person the company wants.

The Person

To succeed in this role you will need to have experience of managing a team in a retail environment, with a history of dealing with customers on a face to face basis. You'll possess excellent interpersonal skills and a flair for great service and leading by example. An inspirational leader, who takes pride in developing your team to their full potential - you are logical, passionate and determined in your approach to developing best practice.

The company will need to let the public know that they have vacancies. Adverts will be placed in newspapers, employment agencies and Job

Centres. Depending on the job, it will be advertised differently. Unskilled jobs might only be advertised in local newspapers because the company knows there is a plentiful supply of the sort of person it needs. More advanced jobs might be advertised in national newspapers or specialist magazines, for example a computer job is more likely to be placed in a computer magazine. Argos doesn't place adverts in newspapers, but rather it forwards its vacancies towards agencies and it relies on people to visit its website.

Once the closing date has passed, the selection process begins. The first stage of selection is to draw up a shortlist. During the short-listing stage people who will be involved in the selection process examine the applications and compare them to the job specification. The purpose of this is to decide who to interview and who to reject. Some of the organizations will 'grade' each application against each point, whilst other companies will give an overall grade. The applicants who meet the requirements of the job are then invited for an interview.

Interviewing applicants is just really a conversation between the applicant and firms representatives to find out more about each other and to see if they are suitable for the job. Interviews can be stressful and it is important that both parties are well prepared. The best advice for applicants is to arrive a few minutes early, obviously it's not your fault if the bus is late but showing up late isn't going to go down well. Make sure you dress smartly but so that your comfortable as well. Get as much info about the organisation as you can, this way you can ask sensible questions. Interviews are advised to prepare a list of questions that the applicant can be expected to answer. Make sure you make the applicant at ease, don't let the interview be interrupted by company and encourage the applicant to answer each of your questions fully.

As well as the interview, companies will use other tests and methods of selection to judge persons compatibility for the job. On the day of the interview applicants are usually shown around the building, this gives the applicants to meet some of the people who they could be working with. Jobs that require particular skills might involve a test as well as an interview. For example secretaries might have to type a piece of work to show how fast and accurate there typing is. Some firms use personality assessments for certain types of jobs. For example organisations that sell pensions and insurance might require individuals being considered for

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jobs in the sales force to complete a questionnaire about their attitudes and ambitions.

Most application forms will ask the applicant to name at least two referees. They will write you a reference. Employers might be expected to be told about your appearance, whether you are reliable and so on. Some firms will use references to decide who to interview; others will decide who to interview and then ask for the references as part of final selection process. Most firms are expecting you to use your previous employer as a reference and if you don't they will be suspicious. If this is your first job then you obviously won't have a previous employer and in this case you can use something like a school teacher, college lecturer. You should avoid using close relatives, as potential employers may think that it is simply biased.