Recruiting and Staff Plan

Name of the Student

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**Introduction**

One of the most highly successful companies in the world, Amazon's popularity is through the roof nowadays. In the whole world, it has around a hundred million subscribers and around three hundred and ten million users that are active at any given time. This has made Amazon as one of the largest online retailers in the world with a plethora of achievements under its belt. However, this report focuses on the recruitment and hiring strategies that Amazon can follow while it is trying to locate its next customer service manager. Keeping this in mind this report focuses on highlighting certain important areas in the recruitment and staffing strategies that Amazon could use while trying to hire its new customer service manager.

**Discussion**

**Legal landscape**

It is very essential for a company as big as Amazon to cover all its bases during the hiring process especially its legal considerations. This is important because minor infraction can lead to extensive fines and shame. In this regard, firstly, the company needs to remember that a job advertisement that gives preference to someone’s race, colour, sex, gender or any other thing (Discrimination laws) cannot be published (Calderoni, et al, 2019). Furthermore, during the interview, such questions should not be asked that are based on grounds that are prohibited. This ensures that all applicants have a fair chance to apply for the job. Lastly, employing anyone illegaly is against the law and carries a hefty punishment.

**Recruiting plan**

**recruitment and importance**

In lamen terms, the term recruiting or recruitment refers to the searching and employing candidates that are highly qualified for a certain position within any organization. This, however, must be done in a timely and effective manner, so that it does not become a cost heavy burden on the firm. Recruiting and the recruitment process importance lies in certain benefits that employers such as Amazon can attain from it. Primarily, through the recruitment process companies such as Amazon would be able to find candidates that are qualified for the customer service manager position. Furthermore, Amazon would be able to save time and money on training when the candidate is selected properly. These candidates will have to show if they can meet the job requirements. Lastly, through the use of a well-designed recruitment plan, Amazon would be able to sway from potential legal ramifications that are listed above.

**Tools for finding candidates and reasoning for each tool**

With the technological revolution at a high pace, recruiters have gotten their hands onto such advanced tools that help them in identifying and recruiting the best person for a certain position. In terms of a customer service manager, Amazon also has at its disposal a plethora of tools that it can use to find candidates (Dalessandro, 2018). The first tool would be Sourcehub and it plays a very important role in collecting information regarding candidates. By using sourcehub, recruiters at Amazon can analyse data of clients form fifteen different social media sites. Tools such as Contact Out can help recruiters in getting into contact with candidates that are favourable but are hard to get in touch with. Lastly, while advertising Textio can be a very beneficial tool to have. This is because it will allow Amazon to test what kind of response would their ad generate.

**Selection plan**

**Explain staffing and its importance**

Staffing is considered to be one of the most important part of the management process. The term staffing refers to the filling of vacant positions within an organization with the right people at the right time. Through staffing companies such as Amazon would be able to hire qualified individuals and these individuals will be the right person for a certain job at a certain time e.g customer service manager. Other than that staffing has numerous important functions within an organization. These can be characterized in such a way that it helps in promoting efficiency within the performance of other organizational functions. Helps in implementing effective use of technology and the utilization of human resources at the optimal level. Moreover, through staffing human capital can be developed that will benefit companies such as Amazon. Also, staffing is very important for increasing the morale of the employees within the company. This is because within organizations the human aspect has been on the rise and has increased in importance. This makes it imperative that employees be motivated by incentives that are either financial or non-financial so that they can properly perform their functions.

**Assessments used and why**

There are a wide variety of staffing assessments available that the recruiters at Amazon can use. They could use staffing analysis and turnover and vacancy analysis in terms of assessments. Furthermore, compensation surveys and employee surveys are also important assessments that could be used. Other than these, assessments such as benefits and retirement assessments or reviewing of the personnel policies, procedures and systems that are currently in place can also be used (Kantar, et al, 2018). These are some of the best assessment methods that are available to the human resources team at Amazon. Moreover, these assessments provide an assortment of benefits. They introduce more efficiency within the use of the staff that is already present. This will increase staff retention and through the identification of salaries and benefits at the market rate would further benefit the company. Through the identification of the market rate, a change will be witnessed in the policies and procedures regarding personnel. This will further improve the workings of the company. Lastly, assessments will definitely help in providing performance systems that can evaluate performances and give a more meaningful answer.

**Types of interviewing techniques and why**

Recruiters at Amazon can use different interviewing techniques that can help in differentiating the qualified candidates from the unqualified. One interview technique that they could use is called job simulation (Damian, et al, 2015). Under this technique, candidates are given tasks to be completed and these tasks are similar to the tasks they would be asked to do if they are hired. Through observation of candidates skills, recruiters at Amazon can assess which candidates are qualified and which are not. Another technique is a casual interview and in this technique, the interview is done outside the office e.g over a meal. This will allow recruiters to observe candidates in a much more casual setting. Furthermore, this technique gives a great analysis of the candidate's communication and social skills. As customer service manager job would require high amounts of communication this technique can be very useful.

**Five job-specific interview questions 50**

These are some specific interview questions related to the customer service manager job that could be asked during the hiring process.

**Q1**

When recruitment is going on for new employees, what attributes would you be looking for in a candidate?

**Q2**

When faced with a difficult client, how will you handle it?

**Q3**

How would you able to stay up to date regarding the latest techniques related to customer service?

**Q4**

In a customer service role, what is your opinion about the toughest challenge you might face or have faced?

**Q5**

How can you provide constructive feedback to an employee that is not working well?

**Conclusion:**

It can be stated that a company as big as Amazon has a vast array of tools and techniques to choose from when wanting to hire someone for a particular position. In the case of a customer service manager, it can use tools such as Sourcehub and Contactout to find candidates. Furthermore, different assesments methods could be analysed in order to determine the viability of the candidates. Using interviewing techniques such as casual and job simulation can really help them in hiring the perfect candidate for the job.

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