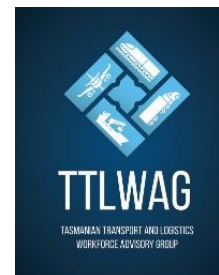



GUIDE
to the

**SELECTION,
DEVELOPMENT
and RETENTION
of STAFF**



Find your current staff selection, development or retention problem from the list below and click on the link ▶ for help with finding a solution. Click on the location icon  to return to this page.

Recruitment Advice

- ▶ [I need NEW STAFF - now!](#)
- ▶ [I'm looking for TEMPS/ CASUALS](#)
- ▶ [I'd like to get some YOUNG PEOPLE on staff](#)
- ▶ [I'm looking for PART-TIME staff](#)
- ▶ [I'm looking for FULL-TIME staff](#)

Advice on managing staff

- ▶ [I'm looking to build the capability of my staff](#)
- ▶ [I'm looking for senior people for my business](#)
- ▶ [I have problems with too many staff at quiet times and not enough during busy times](#)
- ▶ [I'm not very good at selecting the right employees](#)
- ▶ [How do I get the good people to stay?](#)
- ▶ [I need new staff NOW!](#)

Recruiting for specific positions

- ▶ [Storeperson](#)
- ▶ [Forklift Driver](#)
- ▶ [General Clerk](#)
- ▶ [Inquiry & Admission Clerk](#)
- ▶ [Office Manager](#)
- ▶ [Truck Driver](#)
- ▶ [Bus Driver](#)
- ▶ [Transport Company Manager](#)
- ▶ [Supply & Distribution Manager](#)
- ▶ [General Manager](#)

Get free help from jobactive

jobactive offices in over 1700 locations across Australia provide a free service connecting job seekers with employers and employers with job seekers.

jobactive services include:

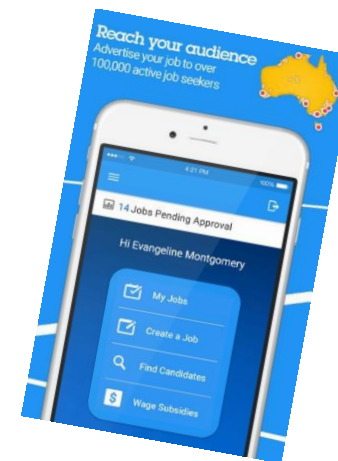
- Helping employers to **develop an employment plan** to meet their business' needs
- Providing employers with **free recruitment services**, including:
 - Listing job vacancies on the jobactive website
 - Matching candidates' skills and attributes to the business requirements
 - Screening candidates and referring suitable candidates to the business
 - Assistance with interviews and pre-employment checks
 - Support for up to 26 weeks to help new employees with transition into work and remaining in the job.
 - Providing employers with information about Australian Government incentives, such as financial incentives, internship placements and support from Employment Liaison Officers
- Download the jobactive app for tablet or smart phone from the AppStore or GooglePlay and advertise your job to 100,000 active job seekers.

To find out more about jobactive and to find local providers [visit the jobactive website](#).

Advertise jobs that appeal to the best employees

- Advertise positions that appeal to the best potential employees, like:

- working in a team where everyone is involved and committed to the positive future of the business
- joining an exciting, dynamic, growing business in an industry that is expanding rapidly
- exciting opportunities to gain and apply a range of skills
- encouragement and support to advance through the business into key responsible positions – grow with the business, the sky is the limit!
- varied, interesting and responsible work
- flexible working conditions with good pay and job security



I'm looking to build the capability of my staff

'Grow your own' workforce

There is a skills shortage in the Transport and Logistics industry. Skilled staff are hard to find and every time a business employs a person with T&L skills, another business loses one. The best way to have a skilled workforce is to 'grow your own' – find people with values that fit with your business' values and create career pathways for them. You need: -

- A well-designed recruitment system that:
 - is designed to recruit a workforce with the same values as the business
 - uses advertising that attracts the people the business wants to employ
 - has position descriptions and selection criteria that:
 - focus on values
 - the applicants' potential to learn and grow with the business
 - the applicants' potential to start and continue on career paths that can take them from entry-level to senior management
 - has fully-supported induction and mentoring systems
 - uses well-designed training and assessment systems to support each employee to realise their potential as they progress on their career path
- Professional staff with the time and skills to develop and drive the system and support staff through their employment journey with the business. Without skilled management any recruitment system, no matter how well designed, will have only limited success. A skilled HR professional is an investment, instead of a cost for business.

Adopt a Succession Planning and Multiskilling Approach

A big issue in any industry with a large staff turnover is the loss of skills, knowledge and experience when people leave. This often means that when a key person leaves, a business has a period without a person in that role while they recruit a replacement, and a further period while the new recruit learns the role. This can be very damaging to a business.

To avoid periods like this, try:

- encouraging junior staff to 'shadow' more senior colleagues and give these junior staff training and experience in what could become their next career step
- swap people between roles to give them a wider set of skills and experience that helps the business to function at full capacity even when key people leave.

Focus on the organisation's values when recruiting

The key to recruiting the workers that your business needs to grow and thrive is to put the business' values at the centre of how the business operates. The key is to recruit and develop a workforce that consistently projects these values within your business and to your customers and the community.

- Check the business' values statements:
 - Are the business' values written down in simple, clear, easy-to-understand language?
 - Are values statements displayed where everybody can see them?
- Check the business' policies, procedures and work instructions:

- Do they clearly reflect the business' values in the way they describe each process in the business?
- Do they encourage the workforce to demonstrate the business' values in every interaction they have within the business and when in contact with customers and the community?
- Check the business' signage and marketing documents:
 - Do they clearly reflect the business' values in the way they describe the business and its services?
 - Do they support the workforce in modelling the business' values in every interaction they have within the business and when in contact with customers and the community?
- Check the words and focus in the business' job advertisements:
 - Do they tell potential applicants about the business' values?
 - Do they attract staff who share the business' values?

Read the [Better Workplaces Employer Resource Kit](#) for ideas and strategies

I'm looking for senior people for my business

Look at your current staff. Is there anyone you can train for a senior role?

- You may have some people on your staff who would be really good in a senior role if they had the right training. Think about the potential of the people you employ who are loyal, committed and work hard. Could you reward them by paying for them to get training to take on more senior roles?
- Talk to jobactive and your local TasTAFE or private registered training organisations about the training they offer
- Have a look at the MySkills website: Australia's directory of training <https://www.myskills.gov.au/>

Read the [Better Workplaces Employer Resource Kit](#) for ideas and strategies

Choose either a leader or a manager to get the skills, qualities and characteristics you need for the job

Leaders and managers have different skills. Consider these lists to help decide whether your business needs 'leader' or a 'manager':

Leadership Personality	Management Personality
Big Picture	Detail Oriented
Strategic	Tactical
"Are We in the Right Jungle?"	Cutting Trees Efficiently
Vision, Strategy, Execution	Goals, Projects, Tasks
Effectiveness	Efficiency
Forge Vision	Follow Vision
Right Brain/Lateral Thinking	Left Brain/Linear Thinking
Progress	Process, Results
People are the Reason	People are the Means
People More Important than Task	Task More Important than People
Internal Frame of Reference	External Frame of Reference
Intuitive: Seek Internal Guidance	Sensing: Seek External Data
Visionary, Dreamer, Romantic	Level-headed, Realistic, Practical

Goose: Production Capacity	Golden Eggs: Productivity, Production
Panoramic Vision	Tunnel Vision

Source: <https://toughnickel.com/business/Leader-vs-Manager>

I'd like to get some young people on the staff

Youth Jobs PaTH

Youth Jobs PaTH is a new, flexible program designed to prepare young people and help them into work and consists of three elements: Prepare – Trial – Hire.

Prepare – from April 2017, young people will be prepared for work through Employability Skills Training to help improve their chances of finding and keeping a job.

Trial – from April 2017, employers can trial a young person in an internship for 4-12 weeks. All employers who host an internship will receive an upfront payment of \$1000 and young people will receive a \$200 fortnightly incentive payment on top of their income support. Interns are covered by insurance purchased by the Australian Government.

Hire – from 1 January 2017, employers who hire an eligible young person can receive up to \$10,000 to help contribute to the costs of hiring and training.

Further information on each element of Youth Jobs PaTH can be found at jobactive.gov.au/path or from your local jobactive provider.

Apprenticeships & Traineeships

Apprenticeships and traineeships are the best way to combine training and employment and they can lead to a nationally recognised qualification. They

are available to anyone of working age and do not require any entry qualifications. All apprentices and trainees are referred to as 'Australian Apprentices'.

Apprenticeships and traineeships can be full-time, part-time or school-based. Training can be on-the-job, off-the-job or a combination of both.

In Tasmania, an apprenticeship is generally up to four years, and most traineeships are 12-24 months.

Apprenticeships and traineeships can also qualify for Australian Government wage subsidies, in addition to the financial assistance available under the Australian Government Australian Apprenticeships Incentives Programme. Your local jobactive provider can provide more information on the wage subsidies available to you.

[Employer guide to apprenticeships and traineeships](#)

School-based Apprenticeships

A school-based apprenticeship or traineeship allows Year 10, 11 and 12 students to undertake a nationally recognised qualification as an apprentice or trainee while still attending school.

Students who commence a school-based apprenticeship or traineeship may complete the qualification before leaving school, however many of the higher-level qualifications, particularly in trades, continue past the end of year 12.

[School-based Apprenticeship / Traineeship Guide](#)

Australian Apprenticeship Support Network

The Australian Government supports Australian Apprenticeships through programs including:

Australian Apprenticeships Incentives Programme

- [Living Away From Home Allowance](#)

- [Australian School-based Apprentice Incentive](#)
- [Support for Adult Australian Apprentices Initiative](#)
- [Support for Australian Apprentices with disability](#)

Trade Support Loans

Australian Apprenticeship Support Network

Australian Apprenticeships Ambassadors

Apprenticeships Training - alternative delivery pilots

- Youth Allowance (Students)
- Austudy

Group Training Organisations

Group Training Organisations (GTOs) employ apprentices and trainees and place them with host employers. GTOs:

- select and recruit apprentices and trainees
- take responsibility for wages, allowances, superannuation, workers compensation, sick/holiday pay and other employment benefits
- manage training, both on and off the job
- provide ongoing support for the apprentice to successfully complete the Apprenticeship/Traineeship

Group Training can be particularly useful for small and medium sized businesses that:

- see committing to an apprenticeship or traineeships as too risky
- lack the resources to manage apprentices or trainees, or
- feel unable to provide on the job training and skills development

Qualifications available in Transport & Logistics

Investing in nationally-accredited training will improve the skills and

knowledge of your staff and can be used to reward good performance and loyalty. Nationally accredited Qualifications include:

- Store Person: Certificate II Warehousing Operations
Certificate III Warehousing Operations
- Forklift Driver: Certificate II Warehousing Operations
Certificate III Warehousing Operations
- General Clerk: Certificate II in Logistics
Certificate II in Business
Certificate III in Business
- Inquiries & Admissions Clerk:
Certificate II in Logistics
Certificate II Warehousing Operations
Certificate III Warehousing Operations
- Office Manager: Certificate III in Business
Diploma in Business
Advanced Diploma in Business
- Truck Driver: Certificate II in Driving Operations
Certificate III in Driving Operations
- Bus Driver: Certificate II in Driving Operations
Certificate III in Driving Operations
- Transport Company Manager:
Diploma of Logistics
Advanced Diploma of Deployment Logistics
- Supply & Distribution Manager:
Certificate IV in Warehousing Operations
- General Manager:
Diploma of Logistics
Diploma of Bus & Coach Operations

I have problems with too many staff at quiet times and not enough during busy times

Employ a mix of full-time, part-time and casual workers

People in today's workforce are looking for all sorts of work: full-time, part-time, casual, weekend work, week-day work, evening or night work, school-term work, Christmas work. Plan your staffing using a variety of employees working under different conditions.

Employ students

Senior school students and University students are a source of bright, enthusiastic employees who are:

- looking for work outside normal working hours (evenings, weekends and public holidays);
- are employed as casual workers so can be used a lot during busy times and a lot less during quiet times;
- are available to work when older employees are wanting to be at home with their families; and
- have a lot of working time available during busy times like pre-Christmas, Easter and school holidays

Employ women

The Transport and Logistics Industry is identified as a "non-traditional" industry for women, particularly in driving and machinery operational roles. The industry has a stereotyped image of a male-dominated working

environment, but women are interested in and capable of working in all positions across industry.

To attract and retain women in your workforce, consider

- the language and images you use in your advertisements – are your advertisements actively welcoming women?
- the language and images you use in your company documents – do they portray men only and reinforce a stereotype of a male-dominated workforce?
- The structure of job roles – can you provide flexible working conditions including job sharing, part time or negotiated hours for women and men?
- the amenity of your workplace – is the workplace secure? Is the workplace free of sexually offensive images / documents? Is there access to privacy with toilets / showers / change rooms?
- the culture of your current workforce – can you provide support to your existing workers so that they have the confidence to provide a safe and welcoming working environment for women?
- do you have drivers with partners who are interested to work with your business?
- the support structure in your business – can you nominate a contact person or mentor for women?
- are there women already working in your business, who already know how your business works and your customer service requirements, who are interested to transfer to operational or driving roles?
- a focus on customer service, attention to detail, personal presentation, willingness to seek advice and ask questions as key qualities, rather than setting your entry standard at the relevant driver licence. You can provide training for a person to achieve a driver licence more readily than you can develop interpersonal skills and a willingness to learn in your business.

There are many benefits to improving the diversity of your workforce. These include:

- Attracting the best workers you can, instead of from a narrow talent pool. The lack of women and young people attracted to the industry means that there is a limited pool of labour available.
- Providing a workplace environment that values diversity shows that you have respect for your individual employees. This helps your business to be viewed as a fair place to work, by all employees and can reduce employee turnover.
- Women control or influence around 72% of household expenditure! By demonstrating a commitment to the recruitment and employment of women, a business can significantly improve its corporate image, reputation and potentially its access to markets.

I don't have time to select the right employees

Your competitors are seeking to employ the same (best) people as you are. You need to tell future employees why they should choose to work for you and not your competitors

Does your business have a planned approach to creating a working environment that encourages the best people to want to work for you and those same people to stay working for you? Does your plan include:

- advertisements of positions that include incentives that will appeal to the best potential employees like:

working in a team environment where everyone is involved and committed to the positive future of the business

- joining an exciting, dynamic, growing business in an industry that is expanding rapidly
- exciting opportunities to gain and apply a range of skills
- encouragement and support to advance through the business into key responsible positions – grow with the business, the sky is the limit
- varied, interesting and responsible work
- flexible working conditions with good pay and job security

Invest in recruitment, selection, induction and retention of staff.

Does your business see the expenditure and work involved in recruiting staff as a cost or an investment? Can the business put a dollar value on the real cost of employing an unsuitable worker? It can include not only the direct costs of separation and replacement, but also damage to vehicles, equipment, workplace culture and, most importantly, the business' image and reputation.

For your business to grow and thrive it must have:

- a strong and professional recruitment, selection and induction process
- a working environment that supports and develops all staff offering skills development, variety, challenge, rewards and progression

- a set of values shared by the business and all its employees

There is a cost-benefit analysis that each business must apply to each of these factors:

- Do the business' current recruitment, selection and induction processes succeed in recruiting the number of suitable employees the business needs? Is there a significant cost to the business from 'getting it wrong'? Do wrong employment decisions damage the business and its reputation? Can the business put a figure on the cost of inadequate employment processes each year?
- Does the way the business maintains and develops a positive and supportive work environment increase the retention of the employees the business needs? Is there a significant cost to the business from 'getting it wrong'? Can the business put a figure on the cost of high turnover of staff each year?
- Do the costs of inadequate recruitment, selection, induction and retention of staff justify employing a specialist member of staff to manage?

Only employ excellent and committed staff

- All Transport and Logistics businesses are in the service industry and the most important characteristic to look for in new employees is excellent customer service.
- Poor service from one staff member is seen by the customer as poor service from the whole business – only employ people who will always give your customers and community a positive impression of your business.
- It is almost impossible to change customers' first impressions of your business and you never know when and where the first impression is made – could be when one of your vans 'stole' their parking spot!

- In a poor business there is never enough time to do the job properly but always enough time to do the job again. Committed staff do the job properly.
- The cost of a really good recruitment and induction process is always less than the cost of 'separating' an unsuitable worker. The Australian Government provides free tools and services to help employers to find the right staff. Have a look at [jobactive](#), JobSearch,

The cost to the business of employing an unsuitable worker is difficult to calculate – how do you know the cost of a lost customer or an angry pedestrian who will tell all his friends about your truck that nearly ran him down?

The most valuable information in a CV is often between the lines

Applicants for jobs will often have a CV or resume. The information in the document may be interesting but it is the 'hidden' information that may be most useful. For example:

- Look for signs that they are still looking for the 'right' job and then ask them about their perfect job and see if you can employ them in that job
- The applicant lists five jobs they have had over the last eighteen months. What might this tell you? They have high standards and only want to work for a really good employer? Were they sacked or did they leave because they got bored or didn't get on with the other staff? Ask them
- The applicant has worked in six different industries during the last five years. Why did they leave each industry? Are they exploring the workplace to find the best industry for them? Are they difficult to please? Did they get bored easily? Did they get a reputation in the industry that limited their progress? Again, ask them

- The CV hasn't been updated for a long time. Are they serious about looking for a job? Are they lazy? Worth a question?
- The CV has been updated to focus on the skills and the selection criteria for the job they are applying for. Does this mean they are really keen and have an eye for detail and planning?

These and other observations can provide the basis of personalised questions to help to really get to know the applicant. They may also help in preparing questions to ask their referees.

Always call referees. Always.

Applicants for jobs will often have a CV or resume that they have written to 'sell' themselves to you. Sometimes the information in a CV is exaggerated, sometimes very selective and sometimes completely untrue

Always ask for contact details for former employers or managers who can give referees' reports. Call all the referees for every applicant and ask questions to confirm his/her employment history and to ask questions to find out what the referees thought of them as an employee

Before calling a referee, prepare a list of questions about the applicant:

- read the applicant's CV and list any questions about the information in the CV - and any information that isn't in the CV
- look at the notes you took when interviewing the applicant and ask the referee questions to confirm the applicant's claims about their experience and about any positive or negative observations you made at the time
- ask about the applicant's attitudes and values as well as their skills

Listen for long silences or hesitant moments and be prepared to probe further

Always ask why the applicant left the referee's employment

Read the [Better Workplaces Employer Resource Kit](#) for ideas and strategies

How do I get the good people to stay?

Find out what motivates your employees (it probably isn't money)

- Use processes in recruitment, selection and induction to find out what makes each person 'tick' and then using that information to make each person's job as stimulating as possible e.g. you find an early riser and a 'night owl' and arrange their working weeks so that they each work when they are at their most productive
- Focus on monitoring and building a positive and supportive workplace culture
- Use tactics to create flexible working hours: e.g. changing the working week so that everyone gets at least one weekend day off, rostering to allow people to attend social functions and family events or flexitime
- Rotate staff through roles to encourage multi-skilling and add variety and challenge
- encouraging employees to train for new roles
- rewards for efforts – the power of the hand-written note of thanks or congratulations
- talk to your jobactive provider about how the Employment Fund can be used to provide Post Placement Support for job seekers you have employed.

Does your business know what truly motivates your employees?

Motivations include:

- peer motivation: the drive to help their team succeed
- opportunities to grow – lack of opportunity is the biggest single factor in chasing employees away (someone else will always offer them the opportunity that you don't)

Good employees are often ambitious – always looking for opportunities to grow (though not necessarily for promotion or a managerial role).

Opportunities to grow for the best employees don't just mean promotion or more money - more important are opportunities to learn new skills, meet new people and be given more responsibility.

Not all good employees have the skills, temperament or desire to be managers and extra money and incentives often go to managers rather than those who would prefer to grow in a job with different responsibilities.

Good employees need to be engaged in their work and find the work satisfying.

Employers think employees want:

- good wages
- job security
- promotion

But good employees are more often motivated by:

- appreciation of work done
- feeling of being in on things
- sympathetic help with personal problems



Rewards for loyalty and good work can be monetary but extra money is soon absorbed into the employee's budget and forgotten, whilst extra responsibility or on-going involvement in decision-making or planning constantly reinforces the 'reward'.

Rewards can include 'perks' like using the business' 'box' at the football or taking home the business' van every night.

The best way to find out what motivates employees is to ask them

What motivates employees? All employees are different. If an employee is not interested in advancement, what do they want instead as a reward for good work? 'Asking' an employee what motivates him or her might involve observing what they talk about most; what their interests are; what they do in their spare time; how they react to praise and criticism; or how they react when asked for an opinion or asked to contribute ideas.

Recruiting Staff Best Practice: Storeperson

Planning Recruitment

- [Invest in a well-planned recruitment, selection & retention process](#) – it will always save you money in the long-term
- Always recruit for the long-term future, not for short-term staff needs – recruit people with potential & [‘grow your own’](#)
- Plan your advertising to ‘sell’ your business to the best potential employees and [focus on your organisation’s values](#)
- Plan long-term: for example, work with local schools and colleges – employ students in after-school/weekend jobs & recruit the best workers when they leave school – check out [School-based Apprenticeships](#)

Ways to Recruit

- Write your job advertisements to strongly attract applicants with clear statements about:
 - [the organisation’s values](#) & prospects
 - the benefits of the position
 - opportunities offered for successful candidates
- Use paid media like:
 - SEEK.com.au, careerone.com.au or gumtree.com.au
 - local newspapers
- Get professional help, for example:
 - [Australian Apprenticeship Network](#) (Apprenticeships and Traineeships)
 - [jobactive](#) providers
 - [Group Training Organisations](#)
 - Recruitment agencies
 - Job Hire companies

[Your competitors are seeking to employ the same \(best\) people as you are. You need to tell applicants why they should choose to work for you & not the opposition](#)

You could try...

- [Attracting women to work in the Transport & Logistics industry](#) – a virtually untapped source of employees
- Recruiting internally – advertise positions in staff newsletters & on notice boards
- Advertising careers with your business on your vans and trucks
- Encouraging your staff to recruit their friends – offer a bonus for every successful recruitment

If you meet someone in another business who has the skills & attitudes you want for your business, offer them a job

Storeperson: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as a Storeperson as the first step in building an exciting career in our rapidly-expanding business.

You will be responsible for receiving, checking & handling, storing & dispatching of goods in our warehouses, facilities & stores.

Responsibilities may include:

- Using a forklift, pallet jack or trolley to load & unload trucks & move goods around the warehouse
- Packaging & dispatching orders to customers
- Using computers to record goods movements
- Advising on stock & re-ordering levels
- Ensuring the warehouse area is neat and tidy

Related jobs include: forklift operator, receivals clerk, dispatch clerk. A career as a Storeperson allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

Selecting Staff Best Practice

Know exactly which attitudes and skills you are looking for and how you are going to find out which of the applicants have those attitudes and skills

- You can train people in skills but you cannot change their attitudes so focus on finding people with the attitudes you want & who are keen to learn
- [The most valuable information in a CV is often 'between the lines'](#)
- [Always call referees. Always](#)

Keep in mind: It always costs more to terminate a bad employee than to spend money on a good recruitment and selection process

Retaining Staff Best Practice

- No business can provide excellent service without excellent, motivated and committed staff
- [Motivation and loyalty of staff can't be bought for cash](#) – If the pay is fair great staff will look for other rewards like:
 - quiet recognition of good work
 - being given responsibility
 - being involved in making decisions
 - being trained for new roles
 - getting opportunities to do varied and challenging work
 - career opportunities
- Reward your staff by investing in training and the opportunity to gain a [national qualification](#)
- The key to retaining the best staff is for everyone to be true to the business' values and for management to show how much staff are valued in everything they do
- It pays to invest in building a reputation for excellence as a service provider & as an employer

Want to find out what motivates your employees? [The best way to find out what motivates employees is to ask them](#)

Recruiting Staff Best Practice: Forklift Driver

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Forklift Driver: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as a Forklift Driver as the first step in building an exciting career in our rapidly-expanding business.

You will be responsible for operating a forklift to load transport vehicles in our warehouses, facilities & stores.

Responsibilities may include:

- Using a forklift to load & unload trucks & move goods around the warehouse
- Servicing and performing minor repairs to forklifts
- Keeping records for daily operations

Related jobs include: storeperson, receivals clerk, dispatch clerk. A career as a Forklift Driver allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

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Want to find out what motivates your employees? [The best way to find out what motivates employees is to ask them](#)

Recruiting Staff Best Practice: General Clerk

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- Plan your advertising to 'sell' your business to the best potential employees and [focus on your organisation's values](#)
- Plan long-term: for example, work with local schools and colleges – employ students in after-school/weekend jobs & recruit the best workers when they leave school – check out [School-based Apprenticeships](#)

Ways to Recruit

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- the benefits of the position
- opportunities offered for successful candidates
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 - [jobactive](#) providers
 - [Group Training Organisations](#)
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Your competitors are seeking to employ the same (best) people as you are. You need to tell applicants why they should choose to work for you & not the opposition

You could try...

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- Advertising careers with your business on your vans and trucks
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If you meet someone in another business who has the skills & attitudes you want for your business, offer them a job

General Clerk: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as a General Clerk as the first step in building an exciting career in our rapidly-expanding business.

You will be responsible for a range of clerical & administrative tasks in our warehouses, facilities & stores to help our business function effectively.

Responsibilities may include:

- Reception, sorting and sending mail
- Preparing letters and reports
- Banking and payroll

Related jobs include: Administration Assistant, Administration Manager & Administration Officer. A career as a General Clerk allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports and can lead to a career in administration and management.

Selecting Staff Best Practice

- Know exactly which attitudes and skills you are looking for and how you are going to find out which of the applicants have those attitudes and skills
- You can train people in skills but you cannot change their attitudes so focus on finding people with the attitudes you want & who are keen to learn
- [The most valuable information in a CV is often 'between the lines'](#)
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Keep in mind: It always costs more to terminate a bad employee than to spend money on a good recruitment and selection process

Retaining Staff Best Practice

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 - quiet recognition of good work
 - being given responsibility
 - being involved in making decisions
 - being trained for new roles
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 - career opportunities
- Reward your staff by investing in training and the opportunity to gain a [national qualification](#)
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Recruiting Staff Best Practice: Inquiry & Admission Clerk

Planning Recruitment

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- Plan your advertising to 'sell' your business to the best potential employees and [focus on your organisation's values](#)
- Plan long-term: for example, work with local schools and colleges – employ students in after-school/weekend jobs & recruit the best workers when they leave school – check out [School-based Apprenticeships](#)

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Inquiry & Admission Clerk: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as an Inquiry & Admission Clerk as the first step in building an exciting career in our rapidly-expanding business.

You will be responsible for verifying and maintaining records of incoming and outgoing goods, preparing goods for despatch, arranging clearance and collection of imported cargo from customs and bond stores, and arranging shipment of cargo for export in our warehouses, facilities & stores.

Responsibilities may include:

- Verifying shipments against consignment records
- Preparing documentation to track the movement of goods from receipt to delivery to the customer

Related jobs include receipts clerk, dispatch clerk. A career as an inquiry & admission clerk allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

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Recruiting Staff Best Practice: Office Manager

Planning Recruitment

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- Recruiting internally – advertise positions in staff newsletters & on notice boards
- Advertising careers with your business on your vans and trucks

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Office Manager: Sample Job Description

Acme Transport is seeking the services of an experienced and expert person who shares our strong customer service values to provide leadership in our team as Office Manager as the first step in building an exciting career in our rapidly-expanding business.

You will be responsible for

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the office
- coordinating personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Related jobs include: HR manager, operations manager. A career as an office manager allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

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Recruiting Staff Best Practice: Truck Driver

Planning Recruitment

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Truck Driver: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as a Truck Driver as the first step in building an exciting career in our rapidly-expanding business.

Responsibilities may include:

- Following schedules for pick-up and delivery
- Manoeuvring vehicles into position for loading & unloading
- Safely loading & unloading vehicles using lifting & tipping devices
- Conducting regular quality checks
- estimating weights to comply with load limitations and distribute weight safely
- Completing documentation relating to loads

Related jobs include: bus driver, van driver. A career as a truck driver allows you to gain advanced licences and to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

Selecting Staff Best Practice

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Recruiting Staff Best Practice: Bus Driver

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Bus Driver: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as a Bus Driver as the first step in building an exciting career in our rapidly-expanding business.

Responsibilities may include:

- Following set routes and schedules
- Collecting fares, ticketing & controlling electronic entry
- Advising passengers on destinations & assisting with baggage & accommodation bookings
- Using public address systems to provide information and tour commentaries
- Maintaining, servicing & cleaning coaches

Related jobs include: truck driver, van driver. A career as a bus driver allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

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Recruiting Staff Best Practice: Transport Company Manager

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- Plan your advertising to 'sell' your business to the best potential employees and [focus on your organisation's values](#)
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Transport Company Manager: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as our Transport Company Manager and as a leader in building our rapidly-expanding business.

Responsibilities may include:

- Organising the purchase & maintenance of transport vehicles, equipment & fuel
- Liaising with clients & customers
- Develop & manage transportation schedules
- Develop & manage quality control processes
- Maintain business records & prepare operational reports
- Ensure compliance with WHS regulations

Related jobs include: logistics manager, terminal manager, fleet manager, operations manager. Allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

Selecting Staff Best Practice

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Recruiting Staff Best Practice: Supply & Distribution Manager

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Supply & Distribution Manager: Sample Job Description

Acme Transport is seeking the services of people who share our strong customer service values to join our team as our Supply & Distribution Manager as the first step in building an exciting career in management in our rapidly-expanding business.

You will be responsible for planning, organising, directing, controlling & coordinating the supply, storage & distribution of goods.

Responsibilities may include:

- Determining, implementing & monitoring purchasing, storage & distribution strategies, policies & plans
- Preparing & implementing plans to maintain required stock levels at minimum cost
- Negotiating contracts with suppliers to meet quality, cost & delivery requirements
- Controlling storage, tracking & inventory systems
- Directing staff activities

Related jobs include: Transport Manager, Logistics Manager, Operations Manager, Terminal Manager, General Manager. Allows you to work in many different sectors including Road Transport, Logistics and Warehousing, Rail, Aviation and Ports

Selecting Staff Best Practice

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Recruiting Staff Best Practice: General Manager

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General Manager: Sample Job Description

Acme Transport is seeking the services of General Manager who shares and would build upon our strong customer service values to lead our team in our rapidly-expanding business.

Duties and responsibilities will include:

- planning, directing & coordinating operations
- formulating policies
- managing daily operations
- planning the use of materials and human resources
- functions that are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.

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Recruitment Advice

➤ Click on the link for help with finding a solution

- [I need NEW STAFF - now!](#)
- [I'm looking for TEMPS/ CASUALS](#)
- [I'd like to get some YOUNG PEOPLE on staff](#)
- [I'm looking for PART-TIME staff](#)

[I'm looking for FULL-TIME staff](#)

