

3 Tips to Effective Hiring

Hiring the wrong worker can decrease your costs and profits.

With the upcoming holiday season, many companies are increasing their hiring. Selecting the right person is extremely important and can dramatically affect the productivity in your operation. More importantly, the wrong person can not only decrease productivity but can drain profits as a result of poor quality. For example, a new order picker making several mistakes picking orders.

Here are 3 tips to hiring the right worker:

1. **Clearly state and describe the job skills and qualities.** In addition to a complete job description, create a list of the skills and qualities you require. For example, some skills you may want to include are teamwork, time management, documentation, dependability to name a few.
2. **Screen for job skills.** For example, if you are hiring a worker to pick orders screen for their ability to pick orders. A basic but most important step is to require all applicants to fill out the application on site. Allowing an applicant to complete the application off site will not provide you insight into to their ability to read the application. Also, observe the applicant filling out the application. If the applicant has another person with them and continues to ask questions about the application, this may be an indication that the applicant has difficulty reading; a crucial skill requirement for an order picker. Check the handwriting was it legible and could you read it. Recognizing numbers is a key quality for an order picker, therefore, I suggest using a quick number matching quiz. If the order picker is required to use a handheld scanner, create and test using the scanner in multiple order picking scenarios.
3. **Don't go it alone.** Always have a second person interview the applicant. For example, the supervisor they would be working for or another supervisor in another department. Also, ask others they have interacted with such as the receptionist or first person they met how they treated them.

Carefully screening and selecting the best worker for operation will be time well spent and pay off in dividends both in productivity and team morale.