

Recruitment Specification

Company: Demo Company
Department: Customer Support
Manager: Lizette
Date of request: 12 February 2014

Introduction

Shadowmatch has been developed to ensure maximum success for an individual by comparing the habits of the individual to that of a group of top performers doing a specific job under specific working conditions. This increases the success of correctly placing new recruits and thus contributes positively to the success of the business. This Recruitment Specification has been compiled by identifying the habits of the top performers in this division.

Task Description

Client support in a contact centre environment

Critical Habits

In this department the following were identified as critical habits and need to be present in the behavior of the candidate in order to ensure success in this job:

Habit	Description
Discipline:	The habit of working under extreme levels of discipline, in a highly disciplined working environment where adherence to structure, rules and regulations and time- frames are imperative.
Conflict Handling:	Conflict manifests in a situation where people have opposing interests that might unfold with destructive consequences to each other. A strong habit of dealing with conflict in a positive way towards a solution, with no or minimal negative consequences for either party is required.
Team Inclination:	A preference towards working as part of a team, functions positively in a team framework of activities and prefers to work with active team support.
Resilience:	The habit of overcoming challenges despite difficulties experienced. Stick with the task and finish it, even if serious set- backs have to be faced. The person needs to complete the task and have the habit of doing whatever is necessary to finish.
People Positive:	Working with people in a positive way and building positive relationships towards a positive outcome.
Conceptual Application:	This job does not require a strong application of an individual's conceptual abilities.
Task Efficiency:	The effectiveness in doing a job: Good.
Attitude:	Involved and unaggressive/ kind. When pushed to the point of radical behavior to overcome challenges, an attitude of assertive involvement is necessary.

The following habits should preferably not be prominent:

Individual Inclination

The following attitude should NOT be displayed doing this job in this environment:

Assertive behavior without involvement.