



A.R.S. RECRUITMENT

PROVIDING TOP PERFORMERS

...Excel & Word
...Full benefits
...upon exp. Fax
...520-967-9650
...Req for
...2 yrs exp in
...office

PROVIDING TOP PERFORMERS, WHO WILL DELIVER RESULTS IN YOUR BUSINESS, USING THE UNIQUE A.R.S. 3-DIMENSIONAL RECRUITMENT PROCESS

AVOID THE RISKS OF HIRING ON SKILLS AND EXPERIENCE ONLY AND FIRING LATER WHEN BEHAVIOUR DOES NOT DELIVER RESULTS



TOTAL QUALITY RECRUITMENT

ADVANCED RECRUITMENT SOLUTIONS

Refined Over 12 Years And 5000 Assignments

It is no longer enough to rely on skills, experiences and 'gut-feel' when selecting your new employees.

We are therefore applying Total Quality Management principles to your recruitment process, such that we;

- Identify skill, experience and behavioural competencies,
- Reach a wide candidate pool,
- Select objectivity, and
- Enable you to make a low risk, well researched choice in the optimum time.

OUR COMMITMENTS TO YOU

- We will provide Top Performers who will deliver the results you seek in your business.
- We will minimise the selection risks.
- We will deliver in the optimum time.

We dedicate expert resources to project manage and perform your recruitment solution, providing you with Top Performers who will deliver results in your business.

- **Consultants with wide commercial, industrial and professional backgrounds**
- **Industry leading processes providing top quartile performers**
- **Experts trained in key risk areas;**
 - Behavioural interviewing
 - Resume 'interpretation'
 - Creative job advertising
 - Behavioural workstyle analysis
 - Cognitive ability testing
 - Deep reference checking
- **National network across Australia and New Zealand**

A.R.S. PROVIDES YOUR TOTAL RECRUITMENT SOLUTION

A.R.S. is unique with our combination of objectivity, people, practices, culture and philosophy, providing you with a complete solution - much more than just candidates alone.

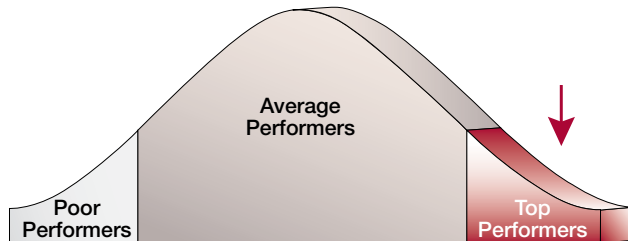
- **Higher productivity and reduced staff turnover**
- **Release of management time and resource**
- **Empathy with management requirements**
- **Your needs will be exceeded – absolutely**
- **Consistent recruitment across the region**

MINIMISING YOUR FINANCIAL RISKS

Avoid the penalties associated with hiring the wrong person. These are estimated at up to 3 times the annual salary when training and recruitment costs and the indirect consequences on productivity, client satisfaction, employee morale and employee turnover are considered.

TOTAL QUALITY RECRUITMENT 3-DIMENSIONAL 9 STAGE RECRUITMENT SOLUTION

PROVIDING TOP PERFORMERS



Each element of the A.R.S. 9 Stage Recruitment Process is designed to reach beyond the average candidates into the pool of Top Performers and is carried out by highly experienced recruitment professionals.

ASSIGNMENT SPECIFICATION

1. CRITERIA DEVELOPED FOR TOP PERFORMERS.



A comprehensive specification is the foundation to your success in recruiting a Top Performer.

Together we will develop a detailed analysis of the position and person requirements, including

Essential Needs, providing a template against which you can objectively and promptly consider the shortlisted candidates.

Any omissions will undermine the process and provide candidates unable to deliver the performance you seek, leading to a second cycle of recruitment with a refined specification and delayed result.

ADVERTISING AND SEARCH

2. REACHING AND ATTRACTING TOP PERFORMERS.



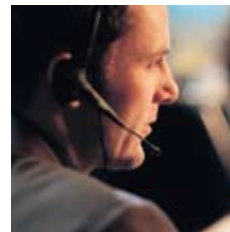
A strategy to maximise the quality and depth of the candidate pool is essential. We are experts in reaching and attracting these applicants using targeted, high impact press advertising, widely placed internet

advertising and/or the use of sophisticated search techniques.

Without advertising your opportunity you will totally compromise the quality of the candidate pool and the shortlist before you begin.

TELEPHONE INTERVIEW

3. IDENTIFYING YOUR POTENTIAL TOP PERFORMERS.



All qualified applicants are telephone interviewed to establish that they do have all the key competencies needed, to identify any exceptional candidates and to ensure that they follow through with an application

which will be fast tracked.

Skilled interview techniques and resume reviews ensure that good applicants are not passed over and poor applicants are not progressed.

We do not rely on resumes for identifying longlist candidates as they have proved to be a very unreliable tool for differentiating applicants, leading to the exclusion of potential Top Performers.

STRUCTURED BEHAVIOURAL INTERVIEW

4. ISOLATING THE TOP PERFORMERS.



Qualified candidates will be interviewed using structured behavioural interview techniques to;

- Identify their achievements in their career to date.
- Confirm they do have the skills and experiences required.
- Compare each against the position and each other.

The shortlist of candidates who meet the skills and experience requirements will not be progressed to you until we are satisfied that they also have the behavioural workstyle to deliver results for you.

BEHAVIOURAL & REASONING ASSESSMENTS

5. UNDERSTANDING THE TOP PERFORMERS.



Behavioural Analysis and Cognitive Ability Testing will determine whether those candidates who have the technical skills and experience are likely to deliver results in your business.

This removes your risk that someone hired for their evident skills and experience, fails to perform due to an incompatible behavioural workstyle or poor reasoning skills.

Failure to incorporate the behavioural dimension and reasoning skills in the process will significantly increase the risk of appointee non-performance.

COMPREHENSIVE SHORTLIST REPORT

6. SELECTING FROM THE TOP PERFORMERS.



You will be personally briefed on each candidate with a comprehensive shortlist report which draws together all the relevant information necessary to ensure your first interview can be used to the greatest effect.

This will include complete details on candidate skills, experience, behavioural traits, achievements and the match with the needs of the position.

You will be provided with qualified candidates and objective information on which a quality recruitment decision can be based with maximum confidence and without 'gut-feel'.

STRUCTURED REFERENCE CHECKING

7. VALIDATING YOUR TOP PERFORMERS.



You will have further validation of the selected candidate's credentials, their potential, and past achievements in order to reconfirm the factors critical to the selection decision.

As an independent party we are more able to obtain willing and frank participation by past employers, competitors, colleagues and clients, as well as qualifications etc.

You will have the benefit of a structured reference check to minimise the risks remaining in the process.

MANAGING THE OFFER

8. SECURING YOUR TOP PERFORMER.



To ensure that your preferred candidate actually joins you we will act as the facilitator, using our independent position to avoid the remaining risks from; counter offers from existing or competing employers, uncertainties in the mind of the

candidate or delays in communication which may otherwise be interpreted as a lack of interest.

It is critically important that this stage of the recruitment is project managed to ensure that the preferred candidate accepts your offer. Failure to do so effectively may mean starting again.

INDUCTION ADVICE

9. MOTIVATION OF YOUR TOP PERFORMER.



You will receive behaviourally based advice on how to get the best productivity out of the individual in terms of motivation, communication, delegation, support, development and control.

We will also stay in touch with you and the appointee to provide an early warning of any issues which may develop and in turn reduce productivity of the appointee.

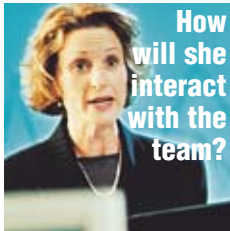
You will have comprehensive information from the recruitment process and support from A.R.S. to optimise the induction of your new employee.

YOUR BENEFITS STATEMENT

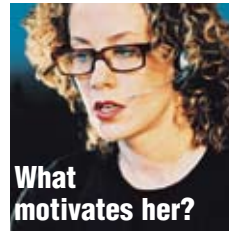
- You gain a Top Performer who can deliver the performance you seek in your business.
- You will have minimised the risks of under-performance by maximising the objectivity at every stage of the recruitment.
- Your investment in time and resources will have been well spent and guaranteed.

UNDERSTANDING BEHAVIOUR THE KEY TO SUCCESSFUL RECRUITMENT

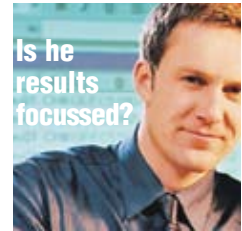
They possess the skills
to do the job ✓



They have the experience
to do the job ✓



**BUT WILL THEY DELIVER
RESULTS IN OUR BUSINESS ?**



“We hired them for their skills and experience and fired them later because their behaviour did not deliver results.”

- Anon

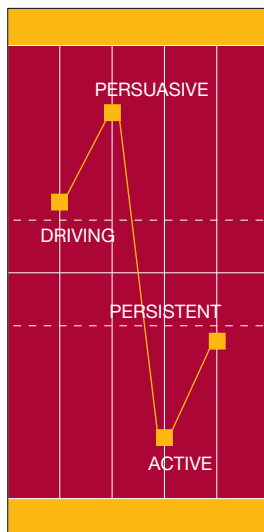
Before you hire...in addition to providing you with highly skilled and experienced candidates, A.R.S. Recruitment will provide you answers to the key behavioural questions above by applying Behavioural Workstyle Analysis and Cognitive Ability Testing on all shortlisted candidates in Total Quality Recruitment assignments.

This will eliminate most of the performance uncertainties about the candidate and will contribute to a higher success rate in recruitment, lower staff turnover, lower costs and higher business performance.

WILL BEHAVIOUR DELIVER RESULTS?

Behavioural Workstyle Analysis

D I S C



Personal Profile Analysis

- Approach to problems and challenges
- Interaction with and influencing people
- Reaction to change and activity levels
- Compliance with rules set by others
- Reaction to stress

Role Analyses and Behavioural Audits

- Management behavioural attributes
- Sales behavioural attributes
- Customer Service behavioural attributes
- Technical/Admin behavioural attributes

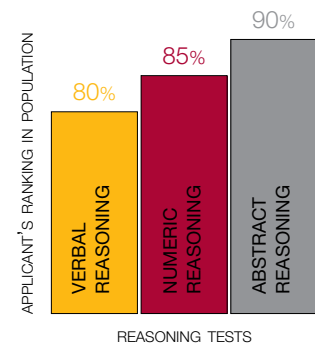
How To Manage & Motivate

- How best to motivate.
- How best to communicate.
- How best to delegate.
- How best to support, develop & control.

REASONING SKILLS?

Cognitive Ability Testing

- ✎ Ability to solve problems and understand concepts quickly.
- ✎ Ability to learn and apply new knowledge.
- ✎ Ability to deal effectively with new challenges.



PERFORMANCE = SKILLS + EXPERIENCE + BEHAVIOUR



A.R.S. RECRUITMENT

PROVIDING TOP PERFORMERS



...congratulations on developing and providing a very professional and personable service that actually delivers the right solutions for our organisations.

STATE SALES & MARKETING MANAGER, BUILDING PROJECTS

...I have found the level of service and in depth understanding of our business and job specifications to be of a very high standard.

HUMAN RESOURCES MANAGER, INTERNATIONAL ELECTRONICS CO.

...A.R.S. Recruitment's thorough selection process provided the rigour necessary to identify the individuals, which have resulted in us being able to identify the perfect candidates.

MARKETING DIRECTOR, INTERNATIONAL LEISURE PRODUCTS CO.

...the consistent quality of people you have placed with us has been appreciated... We have valued the sound research you put into each applicant and the supporting documentation you provide.

MANAGING DIRECTOR, FINANCIAL SERVICE CO.

(This company) has been utilising the recruitment services of A.R.S. Recruitment for about 6 or 7 years...building a high performing staff team across Australia and New Zealand.

OPERATIONS MANAGER, AUSTRALIA & NZ

You are the first professional organisation to give us excellent candidates... Psychological tests on people I have always held a negative view of. However, after personally completing one, you have matched up a (candidate) who fits my personality.

PROPRIETOR, MEDIA SALES CO.

INTERNATIONAL SERVICE - LOCAL EXPERTISE

NEW SOUTH WALES

Level 40
100 Miller St
Nth Sydney, NSW 2060
Tel: 02 9931 6850
Fax: 02 9931 6886

QUEENSLAND

Level 23
127 Creek St
Brisbane, QLD 4001
Tel: 07 3839 6000
Fax: 07 3218 2781

WESTERN AUSTRALIA

West Perth Exec Centre
44 Kings Park Rd
West Perth, WA 6005
Tel: 08 9481 8859
Fax: 08 9481 8869

VICTORIA

Level 50
101 Collins St
Melbourne, VIC 3000
Tel: 03 9432 2260
Fax: 03 9432 2261

NEW ZEALAND

Level 20, ASB Centre
135 Albert Street
Auckland, New Zealand
Tel: 09 524 2073
Fax: 09 524 6396

www.arsrecruitment.com