

Hiring Practices

Selecting the right individuals for your auto dealership is a key to your organization's success and your employee's success. Dealerships and their work culture can be significantly affected (good and bad) by new employees. New hires can potentially be a dealership's next best employee or worst nightmare. Controls used during the hiring process can play a substantial part in maintaining a proactive work culture. Areas for consideration include:

1. Screen or consider applicants that fit current or desired work culture
 - a. Hiring gates.
 - i. Applications
 - ii. Multiple interviews
 - iii. Reference check
 - iv. Back ground check
 - v. Post offer physical
 - vi. Post offer drug testing
 - vii. Motor vehicle check (DMV - Pull Program)
2. Understand key requirements or skills for the position being filled and if applicant meets requirements (knowledge, dexterity, able to perform required work, able to work with others, communication skills, etc.).
3. Consider a multiple interview process with the 1st interview focused on screening applicants that fit company culture and values and limit best candidates for final interview. Some companies go through 1st screening without the department manager present.
4. Consider adequate time frames for new hire selection process. Time to acquire applications, screening, interviews, selection, and orientation should be part of the consideration.
5. Consider adequate time for training prior to physically starting job tasks. Proactive training and support aid in positioning new employees for success.
6. Maintain constant contact with new employees to establish a positive orientation process, comfort and fit into the current work culture.