

eJobs Recruitment Specialists Financial Planning Division



Established 1998

ABN 38 085 068 140

Member



Member

CareersMultiList
The Largest Network of
Australian-owned
Independent Recruitment
Companies

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Client Care Service – Outsource your Staff Assessments

(effective from 1/4/2009)

CLIENT CARE PROGRAM

This Service ensures you have the right people in the right seats (and on the right bus - to ensure they are all driving the right way!), and that they are remunerated appropriately and given KPI's to maximise their performance.

This Program includes an initial assessment of all incumbent staff, with behavioural assessments and one-to-one interviews to ensure they are not only in the correct roles but are pushing the same way and building each other up into the dynamic, efficient and cohesive team that you need.

We examine all your staff from an individual and team perspective and provide advice on salaries, employment issues and for staff reviews, as and when you need us. By understanding your business and staff well, we partner with you to provide peace of mind in handling this aspect of your business and in being better briefed as and when you need new staff.

In more detail, here's what's covered:

- Initial meeting to understand your business, history, goals, culture, staff, etc., and what you most hope to achieve from us by signing up to our Client Care Program.
- Introduction to, and one-to-one discussions with, your staff on the proviso that we are there to facilitate a 'team building' exercise and to assist you at a Practice level in ensuring everyone is pushing to achieve the same corporate goals – i.e., to help grow your business!
- To confirm or identify staffing issues that you may have and to discuss solutions.
- To arrange for all staff (including yourself) to complete one of our MyProfile Behavioural Assessments and to be prepared to share the results in an open and non-confrontational manner.
- By having your staff complete one of our 'MyProfile' online Behavioural Assessments we have an independent check on how they behave at work and what behavioural styles they possess. This alone can often confirm a person's suitability to a certain Financial Planning industry role without even reference to any resume! Combined with their experience and qualifications these give a good indication to focus, drive, interpersonal characteristics and attention to detail, etc.

This means we can identify staff with the right attitude; reduce conflict and workplace stress; understand what motivates staff; improve team performance; and maximise your staffs' strengths and talents.

Myprofile Online Behavioral Assessments

DISCOVER TALENT IN EVERY SPECTRUM OF LIFE



“Myprofile has been a great success in helping understand others around us and ourselves. We have reduced conflict and communicate better. As a result we have greater harmony and a terrific team spirit”.

“We have made it a policy that all applicants who attend an interview do the Myprofile assessment. We have now adopted this as part of our interview process”

“It’s amazingly accurate.”

MyProfile essentially provides a means of finding out more about staff in terms of *how they behave*. This is important regarding their expectations, drive, accuracy, detail, energy, natural state of happiness and contentment, teamwork, etc.

- When used as part of a recruitment campaign MyProfile Assessments also help to avoid costly hiring mistakes.
- Follow-up meeting to discuss results of staff assessments and to discuss any issues.
- To ensure Job Descriptions for each role are appropriate and up-to-date.
- To ensure Salaries are appropriate. We survey each State and Territory to access salary trends and job numbers *every month*. This ensures we have ‘our finger on the pulse’ of what’s happening in the marketplace and can therefore advise on Salary information.
- To ensure KPI’s are set appropriately to achieve given aims.
- We regularly keep you informed of all Recruitment and Employment issues that may effect your business and make ourselves immediately available for advice and assistance at short notice, as you never know when you’ll need us next!
- Plus we will sit down with you at least on an annual basis to assess your staff issues and provide advice.

Fees, Terms & Conditions for CLIENT CARE PROGRAM

Client Care Program	Fee	Tick as appropriate
Practice with 1-5 staff	\$1,000 + GST per annum	<input type="checkbox"/>
Additional Staff	\$100 + GST per additional staff member	<input type="checkbox"/>

I have read, understood and agree to these terms and wish eJobs Financial Planning to commence with my Job Requirement:

Agreed to by Client:

Name:

Company:

Signature:

Date: