



 20 Lear Jet Drive, Caboolture Q

 [www.kingaroycouriers.com.au](http://www.kingaroycouriers.com.au)

 [enquiries@kingaroycouriers.com.au](mailto:enquiries@kingaroycouriers.com.au)

---

## Recruitment Policy

### Philosophy

At Kingaroy Couriers/Cox Enterprises we believe there is no perfect trait, skill set, or previous experience that makes the best employee within the transport industry. With this; we believe that hiring different skill sets helps shine the light on potentially a better more efficient, safer, or smarter way to go about our work. With skill set diversity, hard work and communication we can prosper in a competitive market.

Candidates must be able to flourish in a fast paced, busy industry, alongside a wide-ranging group of personalities from both co-workers and customers. A successful candidate is one that possesses the mindset to get in and get the work done safely, efficiently, and to the best of their ability, whilst being able to smile, and laugh throughout the workday. There will always be beneficial previous experience from candidates, but to adopt the mentality that experience is only gained from being given the opportunity is what will make us a better, more appreciative workplace; as with previous experience can also come bad habits.

### Procedure

Additional new jobs or roles are to be identified as early as possible, indicators that can be used; increased work volume (Cons/Stops/Weight), amount of overtime worked each week, reports of fatigue or stress from employees, freight still in depot at end of day, no spare drivers to cover absences or small fluctuations in freight, small jobs being missed (vehicles not being washed, vehicles not fueled up for next day).

When a resignation is handed in, the process must be made top priority to ensure a seamless transition.

Job openings should be made known to employees so they can apply and potentially move into the new role if the opportunity is available. This opportunity is not always possible immediately when there is a vacancy, particularly with short notice resignations as this requires training 2 employees in 2 new job roles simultaneously.

Once an opening is identified job descriptions should be crafted to create the basis of the role. Job descriptions to be used in the add will be formed by a team consisting of supervisors, managers, and occasionally other employees that the new job fulfillment may affect. Job ads will be posted by the manager. It is important to ensure the job description and add includes any licenses or prerequisites the candidate must hold. E.g. Fork lift ticket, Police Check, HR license.

Job ads should be posted on all or as many of the following mediums as feasible: community forum job boards, career advertising platforms, Kingaroy Courier webpage and employment firms.

Candidates applications will be accepted from a broad range of mediums. With this technique, we benefit from a vast range of applicants which may not have access to specific job listings.

Dependent on the desperation to fill the job, applications should be open for 1 – 2 weeks, with the applications then compiled by the manager and department supervisor to then be assessed.

Assessment criteria should be built around the job description along with any other key elements that may be applicable to the job. A grading scale of the applications in relevance to criteria met can be implemented at the discretion of the manager and supervisor. E.g. of assessment criteria that can be used for grading applications;

Category	Level 4 (80 - 100%)	Level 3 (70 - 79%)	Level 2 (60 - 69%)	Level 1 (50 - 59%)
<b>Knowledge</b> - discusses personal strengths, skills, interests that connect with the job description . /10	Demonstrates thorough knowledge of expressing personal strengths and interests that relate to the opening.	Demonstrates considerable knowledge of expressing personal strengths and interests that relate to the opening.	Demonstrates limited knowledge of expressing personal strengths and interests that relate to the opening.	Difficulty expressing personal strengths and interests that relate to the opening.
<b>Thinking</b> - follows the cover letter format - well organized /10	Cover letter is planned and organized with a high degree of effectiveness.	Cover letter is planned and organized with considerable effectiveness.	Cover letter is planned and organized with some effectiveness.	Cover letter is not planned or organized; has limited effectiveness.
<b>Communication</b> - vocabulary and terminology is appropriately used. - NO spelling, grammar, or punctuation errors. /10	Uses vocabulary and terminology with a high degree of effectiveness.  NO spelling, grammar, or punctuation errors.	Uses vocabulary and terminology with a considerable effectiveness.  Some spelling, grammar, and/or punctuation errors.	Uses vocabulary and terminology with a some effectiveness.  Contains spelling, grammar, and/or punctuation errors.	Uses vocabulary and terminology with limited effectiveness.  Many spelling, grammar, and/or punctuation errors.
<b>Application</b> - makes connections to how your skills and experiences would benefit employer. /10	Connects strengths, skill, and experiences might be beneficial for the position applying for with a high degree of effectiveness.	Connects strengths, skill, and experiences might be beneficial for the position applying for with considerable effectiveness.	Connects strengths, skill, and experiences might be beneficial for the position applying for with some effectiveness.	Connects strengths, skill, and experiences might be beneficial for the position applying for with limited effectiveness.
<b>Application</b> - all directions were followed - submitted on time - job description was included /10	All directions were followed: cover letter was submitted on time and included the job description or ad of the position applying to with actual hiring manager's name.	Most directions were followed: cover letter was submitted on time and included the job description or ad of the position applying to addressed to <i>Dear Hiring Manager</i> or similar.	Few directions were followed: cover letter was submitted late and included the job description or ad of the position applying to.	Directions not followed: cover letter was submitted late and/or did not include the job description or ad of the position applying to.

Application assessment is recommended to be completed within 2-3 days of application acceptance closing. Communication and discussion between supervisors and managers is key at this point to determine which applicants are advancing to interviews and may need to be screened before contact is made to organise an interview.

Unsuccessful applications or applicants that fail screening should be replied to via email with a “Thankyou for your application, unfortunately you have not advanced through to interviews.” within 2 days of interview rosters being finalised.

Interviews must be structured with a 1 on 1, or 2 on 1 format with the Manager and Supervisor. Having a structured set of questions that all applicants are asked ensures a level playing field for all involved and assists recruiting staff to comply with anti-discrimination and equal employment opportunity laws. [Anti-discrimination and equal opportunity | Business Queensland](#) Anti-discrimination act of 1991. Questions for interviews must be crafted as to not be illegal. A range of varying questions should be asked from simple yes and no, previous experience explanations, to more complex questions requiring answers that help recruiters understand how the candidate thinks in certain scenarios, and how they can relate previous experience into their new role. Candidate answers are to be recorded to allow recount later to assist in grading of interviews. E.g. of marking rubric that can be used for interviews

INTERVIEW RUBRIC						
POSITION TITLE						
INTERVIEWER'S NAME		DATE				
Scale =	1 – Unsatisfactory	2 – Below Average	3 – Average	4 – Above Average	5 – Exceptional	
FACTORS	Candidates					Sample Questions
	James	Allyah	Michael	Marie	Steven	
Cultural Fit	4	5	4	3	5	How would you describe your ideal organizational structure? What attributes of an institution's culture do you value?
Career Motivation	2	5	4	5	5	Why is our organization and its role attractive to you? What are your short- and long-term career goals?
Social Skills	3	4	3	4	4	Which personality traits do you value in the workplace? Are there behaviors or attitudes that you particularly like or dislike?
Teamwork	4	4	2	5	5	How do you build rapport with colleagues, direct reports and your manager? Describe the relationships you have with them.
Technical Skills	3	4	5	4	5	TBD by role.
Leadership Capabilities	5	4	3	5	4	What experience do you have in hiring and training staff? How do you maintain positivity in the workplace?
Critical Thinking / Problem Solving	4	3	5	3	5	Tell me about a time when you identified a problem and describe your role in the solution.
Self-Awareness	4	2	4	5	5	Describe your strengths and how you leverage them. Describe your weaknesses and how you improve upon them. How would your colleagues describe you?
<b>AVERAGE SCORE</b>	<b>3.625</b>	<b>3.875</b>	<b>3.750</b>	<b>4.250</b>	<b>4.750</b>	

Discussion to take place between manager and supervisor on who best fits the position, not 'who they liked the best'.

\*\*Note all information noted or recorded during interviews is to be confidential and protected until destroyed.

A job offer should be put forward to the successful candidate the day after interviews or earlier to start the employment process. In that case proceed to new employment procedure.

All unsuccessful candidates should be made aware of their unsuccessful endeavours the same day as the job offer as to not diminish the company's reputation. Feedback is not necessary unless the candidate asks, however ensure to show gratitude for their time taken and interest in the job.

Kingaroy Couriers/Cox Enterprises does not offer unpaid internships or trials.

 Recoverable Signature

X 

Lee Cox  
Manager

Signed by: 6d536edf-982e-485c-9fed-9c23438ea27a