

The Job Description – Putting One Together is Chicken Feed!

Although it's a legal requirement, I am continuously amazed at how many employees have never sighted a job description. I was once again reminded of this glaring HR oversight this weekend. I was socialising with a family friend who has been appointed branch manager of a well known retail chain here in Auckland. He told me he has never seen or been given a job description. This has prompted this week's article.

Recently I was communicating with the owner of a large take-out chicken franchise in the southern states of America. He shared with me his job description philosophy. Simplicity is the name of game. Church's Chicken has four components to their job description. They are:

The Job Description - This has a two to three sentence paragraph that "sells" the benefits of working at Church's followed by a position description

What we ask – This is some bullet points on what they want you to do.

What you need – Some bullet points on what minimum knowledge, skill or experience you need

What we offer - Here they cover off what the company provides if you have what they need and do what you're asked.

I've always been a fan of a one page Job Description. I feel some HR people get so "institutional" with job descriptions and many run to a three plus pages. Employees read them once and all parties file bury them in the bottom draw. Simple job descriptions also integrate more efficiently into the employment review process. Plus, clearly indicate to potential employees the job's requirements. I really like the easy to understand, straight forward approach and format of Church's Job Description. Here a sample:

Job Description – Church’s Chicken Restaurant Manager

If you are ready to fully maximize your skills, increase your knowledge and grow both personally and professionally. Make Church’s Chicken part of your career options. We are one of the largest quick service chicken restaurant concepts.

Restaurant General Manager

As a Restaurant General Manager you will be a very important part of our team. You will manage and grow not only a restaurant but a group of employees that will help drive the success of the business.

What we ask:

Ensure our customers have a great guest experience, by ensuring our products are hot, fresh and delicious.

Manage your store’s Profit & Loss by following Church’s cash control policies, managing labour and inventory.

Being able to make adjustments when required is key to the position.

Recruit, interview and staff the store with employees who want to be part of the Church’s Vision.

Develop the Church’s team within the store through on going coaching, development and performance appraisals.

Maintain the restaurant to company standards by making sure the grounds, equipment and the overall facility are safe and well maintained.

What you need:

A minimum of 3 years management or supervisory experience in the restaurant or hospitality industry.

A high school diploma or equivalent

Strong math, analytical skills

Windows based computer literacy

Reliable transportation

Open/ flexible Schedule

What we offer:

- Paid Sick, Vacation and Holidays
- Medical Insurance
- Competitive Salary above minimum wage
- Opportunity to earn periodic bonuses
- Relocating Assistance

It's pretty easy for a candidate or new employee to understand this position. I hope I have given you some food for thought – You want chicken tonight?

Rob McKay – Organisational Psychologist

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