

Top 5 insider truths & 5 must ask questions for recruiters to get the best result!

Are all external recruiters the same? **No way!!!** Do they all say the same things, most often 'yes'.

How can you identify a good recruiter? How do you know which organisations are ethical and honest and will deliver the best candidates?

To answer these questions and more, let's first explore 5 truths about some recruiters.

Top 5 insider truths about recruitment consultants

1. **Some recruiter's lie**— when they say “yes we interview all the candidates we put forward”, often they don't. Case in point, a recruiter from a large international recruitment firm forwarded a CV to a company and swore they had met with the person. They clearly hadn't as the person they forwarded was visually impaired.

Some recruiters tell you internet advertising no longer works, that they will use multiple sourcing strategies to fill your role including search, then they simply advertise on SEEK to find people.

2. **Some recruiters tell you they treat candidates well** (just like clients in fact!) However some treat candidates poorly, by not returning calls and even at times being rude and condescending at interview. At a workshop I was running, a senior candidate stood up and told the group of 90 potential employers that a recruiter had ripped up his CV in front of him and told him he was too old to be in IT!

As a client some recruiters treat you extremely well yet, when you need their help as a candidate, you become just another person on their database and the relationship changes! Some of you may have experienced this yourselves.

3. **Recruiters tell you they are experts** in their area of recruitment, yet some have either never worked in the area or have limited experience recruiting in that area.

Some Recruiters will tell you they are experienced at finding someone to fit your culture, however they take no time to find out what your culture is like and then they have no way of assessing culture fit. One recruiter told their client they would behavioural interview all candidates against the company's core competencies, however they had never been trained in behavioural interviewing, and in fact they didn't even know what a competency was!

4. **Some recruiters tell you fees are non-negotiable.** The truth is recruiters have the ability to negotiate fees, despite saying they can't go below a certain fee, often they can and do with other clients who negotiate tougher. They also offer some clients flexible payment options.

5. **Some recruiters don't give you the best person**, they give you their person. Sometimes recruitment fees are split between recruitment consultants according to who has the relationship with the client and who has the relationship with the



candidate. The fee may be split 50:50, 60:40 or even 25:75. As a result some recruiters only put forward their own candidates to a job they are recruiting, rather than finding the BEST person for the job and splitting the fee.

So what can we learn for these truths?

It's important that hiring organisations actually get what they believe they are getting. You have the right to demand to know, how your role is being handled and the process the recruitment firm will take to fill it. In these days of high visibility on social media and www.glassdoor.com.au, it could be your brand and reputation that gets tarnished by poor conduct or your career that is limited by the presentation of poor quality candidates for your roles!

5 Must ask questions to recruiters

As an employer you could ask the following questions to identify poorly performing recruiters?

1. Ask the recruiters to outline the process they will follow to source and fill your role. *If they don't do what they say they will do, such as interview candidates, or headhunt, then maybe think about building in a clause that allows you to pay less for the service.*
2. Ask recruiters for a list of people who applied for your role or who they interviewed for the role, then survey them to ask about their experience with the recruitment firm? *Understand how your brand is being represented to candidates who could be purchasers of your product or service. Shouldn't recruiters be held accountable for their conduct?*
3. Ask how much experience the recruiter has in your industry or function and how many roles similar to yours they have successfully filled. *If you are paying a fee for an expert surely you should know how expert they are?*
4. Ask how the recruiter will assess your person for experience and culture fit? *Ask them to explain what a competency is, to see if they actually are trained in recruitment and HR or are just sales people.*
5. Ask the recruiter to offer alternatives to their standard rate. *What other options can they offer you apart from merely a discount from the rate?*

I am not anti-recruiters, after all I am one. I realise that some recruiters are victims of the management structure they work within, which focuses on volume, KPI's and revenue first and foremost at the expense of quality and customer service. But surely as a client, you expect a professional service, after all you are paying for one.

There are many ethical and credible recruiters in the market, who understand how to source and select the best person for your job, whilst still respecting and valuing the candidates in the process. I encourage you to ensure your recruiter is one.

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