

Team Otter

Garima Garg

John Garrison

Patty Hogan

Yuliang Ma

List of Interviews @ Otterbase

U1, Account Manager	Yuliang, Patty	October 7, 2009
U2, Recruiter	John, Patty	October 12, 2009
U3, Recruiter	Yuliang, Patty	October 14, 2009
U4, Mgr. Branch Recruiting	John, Garima	October 14, 2009
U5, Account Manager	Yuliang, Patty	October 22, 2009
U6, Recruiter -Grand Rapids (phone)	Garima, Patty	October 22, 2009
U7, Recruiter -Grand Rapids (skype)	Garima, Patty	October 23, 2009

Otterbase Affinity Wall Outline

I. Receiving and Distributing Job Requirements

A. Getting Requirement Information from Client

- 1. Client contacts Account Manager via phone or e-mail with information about requirement.**
- 2. It can be difficult for Account Manager to get information from client, as well as time-consuming.**

B. How Account Managers use AKKEN to input requirement and client information

- 1. Account Managers can enter information about requirements into the Job Orders feature of AKKEN, making information accessible to others in the office.**
- 2. Account Managers sometimes don't use the Job Order tab in AKKEN because the process can be cumbersome and redundant.**
- 3. AKKEN is used to keep track of client and candidate communication and company information.**

C. Requirement Board Meetings

- 1. Requirement Board Meetings are run by the Manager of Branch Recruiting who goes over new, verified and open requirements.**
- 2. Account Managers sometimes dominate Req Board Meetings, although recruiters feel free to contribute if they have a qualified candidate for a requirement.**

D. How Manager of Branch Recruiting assigns requirements

- 1. MBR balances workload, strengths and preferences in assigning recruiters to requirements.**
- 2. MBR assigns requirements instead of Account Mgrs., who are frequently out of the office.**

E. Issues concerning the assignment of requirements

- 1. Although most requirements are assigned through the MBR, sometimes the account manager goes directly to the recruiter, which causes problems.**
- 2. Recruiters like requirements to go through the MBR because they can feel overwhelmed or cheated when account managers choose recruiters on their own.**
- 3. Recruiters can be pulled from their assignments by the MBR for a "fire drill", and urgent requirement that needs to be filled ASAP. Some Account Managers wish to be informed when this happens.**

II. Information about Requirements and Working with Colleagues

A. Manager of Branch Recruiting's other responsibilities

- 1. MBR trains new recruiters and helps them when they are having problems.**
- 2. MBR decides priority of recruitments and keeps track of recruiter's job performance, and is sometimes assisted by the president.**

B. Recruiter-Account Manager Interaction

- 1. Account Managers meet informally with the recruiter assigned to their requirement to discuss relevant info, such as company culture, timeline, skills needed, etc.**
- 2. Account Managers and Recruiters need to communicate often in order to ensure search process is going well.**
- 3. Recruiters feel that Account Managers, at times, don't give them sufficient information, leading to confusion and extra work.**

C. Types of Positions filled by Recruiters

- 1. Some recruiters mostly fill IT positions. For those who fill a variety of jobs, some expressed discomfort trying to**

fill IT positions, as they are unfamiliar with the skills and need to do more research.

D. Recruiters sharing Candidates

- 1. Recruiters sometimes share candidates with each other; many feel that the favor is reciprocated eventually and there is no resentment about potentially losing commission.**
- 2. Sharing candidates can lead to ambivalence when requirements are scarce and the favor is sometimes not reciprocated.**

III. Searching for Candidates

A. Reasons for using AKKEN for candidate searches

- 1. Recruiters search in AKKEN for short-term projects and certain type of requirements. Only a few recruiters are skilled using AKKEN for searches.**
- 2. AKKEN has recently improved the search function, adding new features and training.**
- 3. AKKEN's "Hotbook" feature is used for searching and keeping promising candidates.**

B. Reasons for not using AKKEN for searching

- 1. Recruiters are not familiar with AKKEN features, Boolean queries are not supported, certain types of searches aren't supported, and it's hard to find out if candidates are active or not.**
- 2. Data from old database did not download successfully; therefore searches in AKKEN do not provide quality results.**

C. Using Sources outside of AKKEN for Searching

- 1. Recruiters prefer using the job boards because they are faster, more competitive; they can find specific talents and active candidates looking for a job.**

2. Recruiters use social media sites to search for candidates; and sometimes check the Start/Term Board for available candidates.

D. Non-Searching Use of AKKEN

1. Recruiters keep candidate information in AKKEN.
2. AKKEN keeps a history of all e-mail and other forms of communication.

IV. Submitting Final Candidates to Client

A. Keeping Candidates Informed

1. Recruiter establishes a relationship with the candidate and keeps in contact with them to keep them informed.
2. Tension can arise between Account Managers and Recruiters when the recruiters don't get timely feedback about candidates, which sometimes can lead to losing a candidate.

B. Emotional and Monetary Rewards of Placing Candidates

1. Recruiters feel happy after placing candidates, but don't like the accompanying paperwork.
2. Salaries for Recruiters and Account Managers are partially based on commission.

V. Culture of Otterbase

A. Cooperative, Friendly Environment

1. Employees feel like they are working with friends.
2. Employees are comfortable communicating and cooperating with each other.

B. Physical Environment

1. Desk arrangement is informal to encourage collaboration, although offices are available if confidentiality is needed.

C. Motivational Environment

- 1. High energy and motion in environment motivates employees.**
- 2. Fun competitions between and within offices motivate employees.**

D. Negative Factors

- 1. Difficulties with internet hamper employee performance**
- 2. Outside influences that cause stress**
- 3. Employees can get distracted by informal environment**