

It's not just skills, it's attitude & ethics

An employer's story:
Diane Fellingner, Director Customer Services and Operations, Transport Services & Logistics Ltd



'Working with the Chamber Employment team has benefits that are quite different from mainstream providers,' says Diane Fellingner, Director Customer Services and Operations.

'It's a highly cost effective service but that's not the main reason why we choose them. We like that we get long term success.'

Transport Services & Logistics (TSL) provides a complete range of services to clients for both import and export shipments either by sea or air. TSL place a very strong emphasis on communication, both locally and with their suppliers overseas.

'I find that it is so helpful having a resource where I can source people who I know are going to be trustworthy and trainable. The team get to know their candidates, which means I know I will get staff who understand about trust and loyalty.'

'A key to being dependable is their ability to communicate, not just in multiple languages, but also with an ability to translate customer service through good communication skills,' Diane explains. 'We like to employ candidates from the Migrant Employment Service offered by the Auckland Chamber because they are committed, have a good work ethic and speak more than one language. They are able to communicate effectively with our clients offshore.'

Diane says the Chamber Employment team is also not like an employment agency because it offers a more personalised service where staff, get to know candidates very well and can identify their personal as well as professional skills. 'It's not a numbers game for them or us.'

'Also we're looking for long term employment solutions so we're happy to source personnel who may not have all the professional skills we need but who have the right attitude and ethics. We can then do the industry training ourselves.'

The Chamber's Employment team are good at networking and matching people, rather than just giving us a list of candidates,' adds Diane.

Jimmy, a recent recruit, knew little about the role he was recruited for, 'but he stood out because he had such a strong work ethic,' says Diane. 'Not that long after he started, we had an opportunity for him to move into Accounts and he has really stepped up to that challenge.'

'Saeid has also been a great fit with our team. We all work closely together and it is important that we can source staff from an organisation that understands the dynamics of a small team culture.' ■

Programme feedback provided by Diane Fellingner, and compiled by Taryn Ellis, Marketing & Communications Manager, Auckland Chamber of Commerce – November 2015.