

Great young people path find for other young people

A story of opportunity:
Post Haste



Ellis Samania, a shy and humble young man was referred to CadetMax in March 2014 by Work & Income Otahuhu. Ellis took to the CadetMax style of confidence building and work readiness training brilliantly and came out of his shell, applied for jobs, attended interviews and within a month was offered two roles. He chose to take the role with Post Haste as a call centre operator and started in April.

Sheree Wotherspoon, Customer Service Manager, Post Haste now really understands the benefits of the CadetMax service. She appreciates that the mentors are there supporting the employers as well as the cadet's, likes that they are in direct contact with the Cadets and that they are a positive influence on them.

"With Ellis working out so well, we were keen to go to CadetMax when we had another vacancy to fill in the same team. CadetMax sent us 3 candidates and we also interviewed internally which is our normal policy for that kind of role - but Nicole from CadetMax stood out and we offered her the job," says Sheree.

Nicole Harding, referred from Work & Income Clendon in May 2014 starting work at Post Haste just a month later. Nicole had worked in Australia in retail roles, returned to Auckland and found getting into the retail market in the middle of the year was tough. More importantly, she was keen to move her career to the next level.

"Once we employee we use Rapid Results' Learning Planet programme which includes live training and video modules which our teams use throughout the year," explains Sheree.

The teams are also put through monthly 1 on 1 internal assessments and Post Haste also use random 'mystery shopper' assessments by external companies to help them measure their services and how they are tracking against KPIs.

Ellis, Nicole and their team attended the CRM Awards in September which is a very formal evening. Says Sheree, "this is a great chance for them to see how all the best companies and call centre teams are doing their jobs and what it means to be the best."

So impressed with the two CadetMax team members, Post Haste has just hired a third cadet who started in November. Aimee Tohu-Reed also from Work & Income Clendon is excited about her new role and on a big learning curve just two weeks on the job.

Leah Gates, General Manager - Employment, Auckland Chamber of Commerce "Every time a young person performs well in a company, they create opportunities for the next young person. Ellis should feel exceptionally proud that his performance from very humble beginnings has meant others have got jobs and been given chances too." ■

Interview with Sheree Wotherspoon, Customer Service Manager, Post Haste conducted by Rebecca Hendl-Smith, Communications Executive, Auckland Chamber of Commerce - September 2014.



CadetMax is a youth employment programme for 18-24 year olds, in receipt of a benefit and living in South Auckland. For more information contact: **0800 709 907** or cadetmax@chamber.co.nz

CadetMax is a partnership between the Ministry of Social Development and Auckland Chamber of Commerce.