

Hiring Technician's The Walker ClimateCare Way

CanWISP 2020

Who Are We?



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What We Look For

- **CARE**

- **C**onscientious
- **A**ttentive to detail
- **R**espectful
- **E**ntrepreneurial
- We look for people that embody our Core Values and will help us achieve our Mission and Vision

Core Values

- Pride
- Knowledge
- Honesty
- Wow Factor

Mission

- To help improve the lives of our customers, our employees and, their families.

Vision

- To be the best employer in Cornwall, Stormont, Dundas and Glengarry.

Process

- Phone Interview
- Few short questions about why the person has applied and set up in-person interview.
- In Person interview
- Questions range from technical to personal with tie-in to Core values
- DISC Personality Assessment
- Helps determine whether the individual is a good fit for the role applied for

Process

- Second Interview
- Questions surrounding conflict, career aspiration, salary expectation
- Reference check
- Ensure that the prospective employee can fit our desired needs and you can fit theirs
- Job Offer

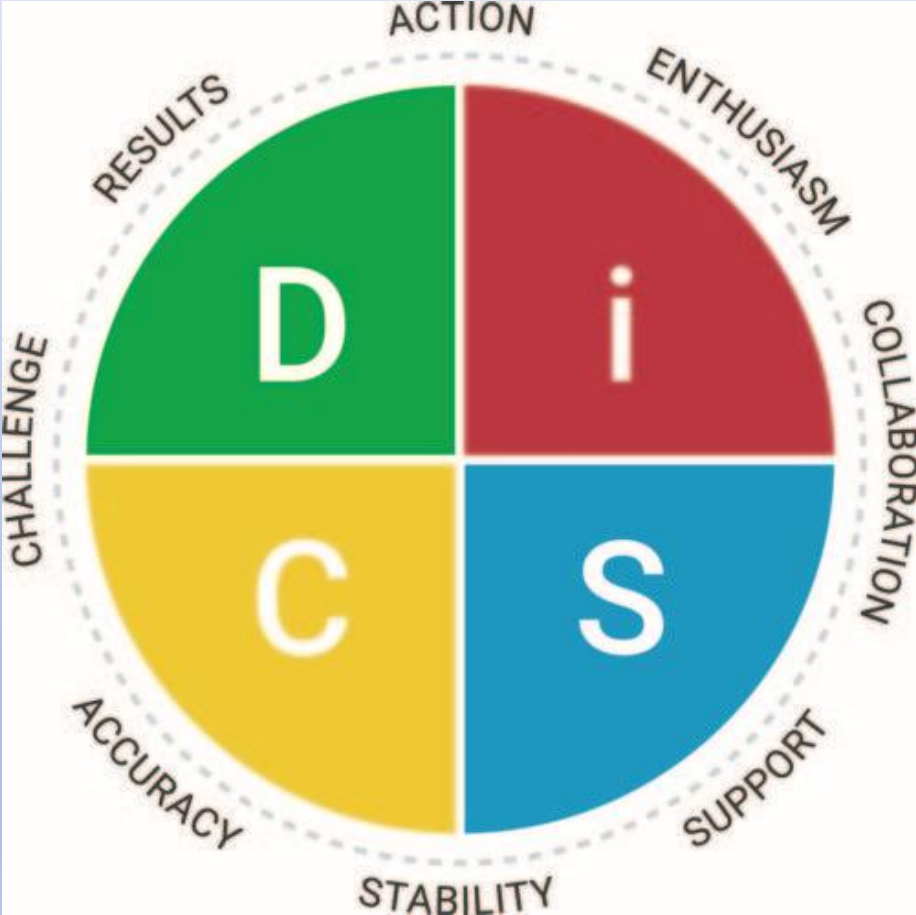
Phone Interview

- Phone interview is a brief introductory call
- Broad questions are asked such as:
 - How did you hear about us?
 - What interests you about working at Walker ClimateCare
- Following the phone interview we will use Social Media, Google and other internet resources to learn more about the candidate.

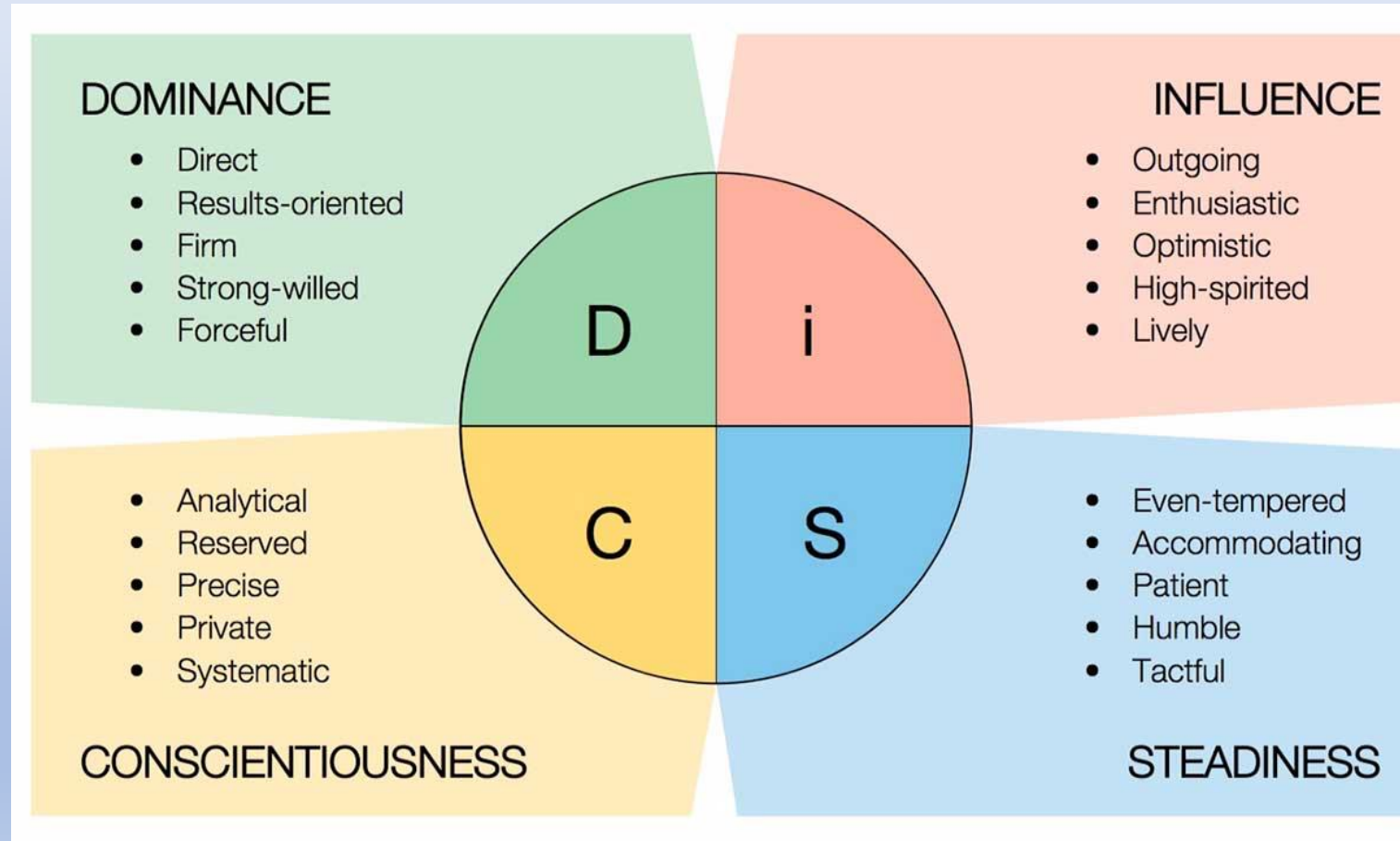
DISC Analysis

- The DISC Analysis is a questionnaire answered by the candidate
- The analysis tells us the Candidates personality traits in their own environment and their work environment.
- We use this to ensure that candidates can be successful in their role
- The DISC Analysis allows us to better manage people by managing them the way they want to be managed, it allows us to understand which tasks a candidate will enjoy or dislike, it also gives us insight as to how the candidate would best respond in coaching situations or when being given direction.

DISC Assessment



Disc Assessment



First Interview

- After the phone interview when we gauge the candidate interest we set up the first interview Where we ask general questions and promote our company. When interviewing an “A Player” we will spend more time promoting our company in this interview to let them know all of the great things we do for our employees.
- We ask questions that are broad and relate back to our values which give the candidate the opportunity to give us insight as to what they look for in an employer.

First Interview

- Tell me about a time that you were asked to do something that you didn't think was right, how did you handle the situation?
- The answer to this question can be tied back to our Core Value of Honesty.
- How do you keep current with changes to the industry and changes to products?
- The answer to this question will allow us to gauge the person's technical skills and address our Core Value of Knowledge

Second Interview

- In the second interview we have knowledge of the candidates DISC and how they fit, how they like to be treated and generally the environment that they like to work in and can succeed in.
- The second interview is more role specific designed to see if the candidate fits the role and what we can do for them.
- This gives us the opportunity to speak of all of the things that we do for employees that make us the best place to work in Cornwall, Stormont Dundas and Glengarry
- Questions asked in the second interview are also related to what we will ask the candidates references.

Second Interview- Highlights

- Candidate will leave with the knowledge of the great things our company offers:
 - Benefits
 - RRSP's
 - Continuous improvement training both online and
 - Our weekly Level 10 meeting process
- Company has the ability to have a focused reference check, knowledge of the candidate's expectations for salary, work environment etc,

Reference Check

- We generally contact 3 references that are provided by the candidate. Covered in the second interview where we ask the candidate what their previous employers would say about them, we ask previous employers to check alignment. Other things we focus on are;
 - Attendance
 - Reliability
 - Honesty
 - Skill
- It is of note that candidates must sign off prior to us contacting a reference as this is law.

Job Offer

- If successful we will offer the candidate employment
- Candidates are required at this point to sign off on our employee manual, health and safety policy and other employment documents
- Candidates enjoy a three month probation period where they are given feedback while we decide on a mutual fit.

Partnerships

- We have several partnerships we use when looking for candidates
 - Company Website
 - Word of mouth
 - Indeed
 - HiMARK Co-Op Education
 - Secondary School Co-Op

Questions

Thank you for the opportunity to speak with
you.