

THE Right Fit™ | Field Specialist I

Context Point	Definition	What does it look like in a candidate?
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Company Culture	Core Values	Integrity	Words match actions. (Don't cheat, Don't steal)	They have a definition that is compatible. Answer questions clearly. Get you documents you asked.
		Honesty	Tell the truth - Don't lie - we won't fire people for screwing up.	People that are critical of themselves - they have a story about that. They share uncomfortable truth. Their experience matches their expression of knowledge.
		Expertise	Our people know their job to get results and do it safely. We know how to get what we need to know, in multiple ways.	Do they have certifications. They name multiple resources to get information. They have a story about learning.
		Safety	Be your brother's keeper - care about others and yourself. Think before you act.	Not willing to shortcut safety in order to save time. Willing to speak up in unsafe situations.
	Mood	Listen then Act	Hear everyone out, know everything you need to know before you come up with solutions. We value any and all input. (Safety is paramount)	Don't jump to conclusions. Look at all solutions before choosing. Understand the full problem before making conclusions. Knowing all the instructions before performing the task.
		Servant's Heart	How do you help others have what they need to do their best	They ask questions. Listening to understand. Spotting what someone needs without asking.
		Customer is not always right	When their's a problem WE need to identify what the problem actually is. We'll work on it together.	They don't use blame language. Understand the customers' needs and educate them without offending.
Candidate	Skills	Organized	Being able to produce results in a repeated manner requires a level of organization that is also evident to other team members.	They are aware of the documents they have and where they are in the stack. Appearance, body language, personal upkeep. Are they ontime and prepared for interview.
		Detail Oriented	Observing and documenting situations and solutions that can be picked up by others easily.	There resume has flow and is free of errors. Kind of hobbies and interest. Answer complex questions fully without being prompted.
		Tech Savvy	Comfortable with using technology.	Willingness and ability to learn new platforms quickly. Not intimidated by technology. Willing to try.
	Traits	Team Player	Will do what it takes to get the work done (lead, follow, even if it's not part of the role)	Finding tasks that need being done and do it even if it isn't in the job description. Work with others well. Willing to take direction as well as the confidence to give direction when needed.
		Curious	They aren't complete. They are naturally looking for more information.	Not a know-it-all. They are innovative. Interested in new tehcnology. Interested in making improvements.
		Self Driven	Although may need a clear picture of what is expected but plans, acts, and moves the ball forward.	They call back and check on status of position. They take initiative to go above and beyond. They find stuff to do when there's nothing on their docket.