

# The Right Person for the Job

## **ACTIVITY** *Background*

Jobs at TSN usually fall into one of three categories: working with **things**, working with **people**, or working with **information**. Employees do better work and are happier when the kind of jobs they do match their skills and experience and also suit their personalities.

As Managing Director at TSN, you've offered to help the human resources team match people up with the jobs that suit them best. You'll be reading job descriptions and deciding the category—working with *things*, working with *people*, working with *information*—each job belongs to. Sometimes a job might fall into more than one category. Then you'll offer some thoughts about the kind of person who might do well in that job. The human resources team will use this information when matching job applicants to job openings.

The following information about Job #1 shows you what you'll do for the other jobs. Underline words and phrases in the job description that give you clues about the job category and the qualities a person would need to be good at that job. Choose a job category (or categories) and briefly describe the qualities needed to do that type of job well.

### Job #1 – Human Resources Manager

The Human Resources Manager handles decisions associated with TSN employees. He or she hires and fires employees. The Human Resources Manager spends most of the day answering questions about employee benefits, interviewing job applicants, and solving problems involving employees. Just one employee who is having personal problems or who is a troublemaker can lower the morale of others and affect everybody's work. The Human Resources Manager needs to understand employee policies and benefits and also needs to understand human psychology.

In this job, one works mostly with \_\_\_ things  people \_\_\_ information.

What qualities does a person need to do this job well? The Human Resources Manager should have experience dealing with employees and needs to know about benefits and psychology.

# The Right Person for the Job

## Job #2 – Chief Accountant

An accountant deals with money and numbers. The Chief Accountant keeps track of TSN's income and expenses: predicts income and expenses for upcoming years, processes requests for money from different departments, and keeps track of TSN's investments. He or she must also be able to review other accountants' work and deal effectively with employees in the accounting department who make mistakes that can affect the company's financial health.

In this job, one works mostly with \_\_\_\_ things \_\_\_\_ people \_\_\_\_ information.

What qualities does a person need to do this job well? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Job #3 – Network Repair Technician

Network Repair Technicians fix TSN's equipment—cameras, satellite equipment, and other types of electronics. They run tests, analyze problems, and make repairs. They need to ask for as much information as possible to make sure they understand a problem before attempting to fix a faulty device. Most of their time is spent working on equipment. The remainder is spent completing paperwork to explain the problem and what was done to fix it.

In this job, one works mostly with \_\_\_\_ things \_\_\_\_ people \_\_\_\_ information.

What qualities does a person need to do this job well? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Job #4 – Show Producer

TSN's Show Producers make sure shows run smoothly, coordinating details needed to create a successful television show. Their duties include working with writers and on-air talent, overseeing the technical crew, and checking facts and details of the show. Producers must be able to think of creative ideas and solutions even under pressure of immediate deadlines. They must know every aspect of TV production and do what it takes to make a top-quality show and get it on the air on schedule.

In this job, one works mostly with \_\_\_\_ things \_\_\_\_ people \_\_\_\_ information.

What qualities does a person need to do this job well? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# The Right Person for the Job

## Job #5 – Sales and Customer Service Representative

A Sales and Customer Service Representative sells TSN services to customers and provides information and other help to customers on an ongoing basis. The sales/customer service rep communicates with customers and potential customers by telephone, in person, and in writing. This job requires an individual with a dynamic, outgoing personality, a persuasive speaking ability, good writing, and excellent listening skills. The sales/customer service rep must know TSN's services down to the smallest detail in order to match customers' needs to what TSN has to offer and to answer customers' questions.

In this job, one works mostly with \_\_\_\_ things \_\_\_\_ people \_\_\_\_ information.

What qualities does a person need to do this job well? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Now that you've analyzed the jobs available at TSN, put your information into an easy-to-read chart. Place a check in the column or columns that are appropriate for each position.

Job Title	Skills/Qualities: Working with...		
	Things	People	Information
Human Resources Manager			
Chief Accountant			
Network Repair Technician			
Show Producer			
Sales/Customer Service Rep			

## The Right Person for the Job

Jane Muggsy has been a project manager at TSN and is ready for a promotion. Read her job performance review and decide which type of job is best for her. As you read, underline any information that will help you to make your decision.



### Review of Jane E. Muggsy:

This employee has been extremely effective in her present position as a project manager. She is able to create ideas for new TSN projects on her own and is also excellent at brainstorming and sharing ideas with others. She is detail-oriented and always turns in perfectly written project documents. She is a good decision-maker and an effective communicator and motivator. She has met all her project deadlines.

Look at the chart on the previous page and find the jobs that match Ms. Muggsy's skill categories.

Jobs that match Jane E. Muggsy's skill categories: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The position I have chosen for Jane Muggsy is: \_\_\_\_\_

I feel that this would be a good position for her because: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

