

# Assignment

## Hiring an International Operations Specialist

Serena Carlson is the Manager (at the Seattle office) at a global consulting company, Global Operations Inc. (GOI) with offices worldwide. They need to specifically hire an international operations specialist from abroad who will be based in the U.S. for a consulting job that will entail helping their client globalize their company and especially their plant operations. For at least the first year the new hire will be traveling around the Southwestern U.S. to the client's operations and then traveling to China and Spain occasionally for their client. They will be based out of Phoenix. Serena Carlson, Manager of the office and a Contract Administrator Peter Hanlin, are discussing the potential candidates.

You are the Global HR Director. Serena (the local hiring manager in Seattle) has called you and given you a synopsis of Peter's and her thought process on hiring abroad for this U.S. based position which will also include traveling between global offices. You know their comments were inappropriate so first you explain to Serena that this needs to be approached professionally and according to the law. So you tell her you will send her your thoughts and some guidelines for this process prior to requesting a visa.

[Watch the video](#) of Serena and Peter's conversation.

### Review Serena's Job posting:

**Request for Position Hire**

**From:** Serena Carlson

**To:** [Your name here] Global HR Director - GOI

**RE:** Consultant position for GOI

**Title:** Global Operations Consultant

**Location: Various-** First year in the U.S. and the rest of the time based in the U.S. but will travel between China, Spain, London, Mexico, Hong Kong, Canada and the U.S.

**Job Requirements:**

This candidate will have a degree in Engineering from a recognized University with 15 years of manufacturing experience with several years in Chinese manufacturing and several years in Spanish manufacturing (preferred). They will also have been the Plant Manager for at least one plant for 5 years. They must be fluent in Mandarin Chinese, and have conversational ability in Spanish as well as be fluent in English.

The job entails initially consulting for a U.S. client. The right candidate will be spending the first year in the Southwestern U.S. learning the operations of the client and then applying that knowledge to help train and improve operations in the client's plants in China and Spain. They will assist the overseas operations in achievement of production goals, quality management compliance, budgets, profit goals, and operations plans and training to achieve production targets.

The candidate will additionally:

- Provide analysis of production capabilities, customer requirements and financial impact, to the site Manager and headquarters of the client (as required by the client) in order to ensure operational efficiencies.
- Recommend adjustments to the client Director of Global Operations and/or CEO per contractual agreement with GOI and client company.
- In intervening assignments and future assignments, the Operations Consultant will spend time consulting in other GOI centers (London, Ottawa, Madrid, Monterrey, Hong Kong, Boston, and Seattle).

### Assignment Checklist:

1. Explain a summarized version of the HR discrimination laws involved and how they impact the hiring procedures/process/practice in this particular case. Determine the employer's liability in terms of discrimination in hiring practices.
2. Resolve the problems with the legality of the current hiring procedures and process using the minimum of seven (7) steps outline below. Recommend the general hiring guidelines and process for the firm (GOI) as a list of a minimum of seven (7) steps to be taken before applying for a visa. **We have started an outline for these steps as seen below.** Be sure to note in parenthesis what law or government agency law the guideline addresses and how it prevents discrimination.
  - Step 1: (*Step name here*) *Description of the step here.* When the local hiring manager (Serena in Seattle) creates a specific job description, what law must this conform to and who is responsible?
  - Step 2: (*Step name here*) *Description of the step here.* When the local hiring manager (Serena in Seattle) advertises the job to see if this position can be filled nationally, what law would be involved and who is responsible?  
<http://webapps.dol.gov/dolfaq/go-dol-faq.asp?faqid=308>
  - Step 3: (*Step name here*) *Description of the step here.* Law and who has responsibility
  - Step 4: (*Step name here*) *Description of the step here.* Law and who has responsibility

- Step 5: (*Step name here*) *Description of the step here.* Law and who has responsibility
- Step 6: (*Step name here*) *Description of the step here.* Law and who has responsibility
- Step 7: (*Step name here*) *Description of the step here.* Law and who has responsibility

Include the minimum seven (7) aspects to consider as steps in the process (not necessarily in order): screening applicants, documentation, fair treatment and salary standards, interviewing, application process, responsibilities (label whether the Hiring manager [Serena] or you as the Global HR Dir. are responsible) (See Chapter 3 of your text).

### Directions for Submitting your Assignment

Compose your minimum 2–3 page Assignment in a Microsoft Word® document using APA format and citation style, add a title and references page, and save it as Username-HR420 Assignment -Unit#.doc. Submit your file to the Dropbox by the end of Unit 4.

Unit 4 Assignment Grading Rubric	Percent possible	Points possible	Points Earned	Comments
Content per Checklists	100%	40		
Answer provides correct and thorough responses to the checklist items demonstrating analysis and critical thinking.  Checklist:	80%			
1. Explain a summarized version of the HR discrimination laws involved and how they impact the hiring procedures/process in this scenario.  <b>Determine the employer's liability.</b>		15		
2. Recommend the general hiring guidelines and process as a list of <b>a minimum of 7 steps</b> for the firm (GOI) to remedy the current legally flawed		17		

process and procedures. Note in parenthesis what law or government agency law the guideline addresses and how it prevents discrimination and note who is responsible for each of the minimum 7 steps.				
Subtotal:	80%	32		
Uses correct spelling, grammar, and submits 2–3 pages in APA format and citation style along with an additional title and references page.	20%	8		
	Percent	Total Points possible		
<b>Your Score:</b>	<b>100%</b>	<b>40</b>		