

Organizational staffing plan



The purpose of this paper is to provide the lending institution with the required staffing organizational plan for the start-up new small business. This plan will explain the major staffing areas planned for the new coffee shop. This plan is based on approved human resource staffing principles.

Employment Relationships The employment relationship that is planned is that of an Employer-Employee relationship. This will allow management to hire, train and schedule the staff. Of course, this will also mean that as the employer, the coffee shop will have certain legal responsibilities in regards to employment.

One of these responsibilities is paying the employees at a fair rate. This rate must be at least \$8.25, which is the minimum wage in the District of Columbia. ("Minimum Wage," 2013, table 1) This includes withholding the necessary payroll taxes, income and Social Security, and paying the necessary employer taxes, unemployment compensation and employer share of Medicare and Social Security. The coffee shop is also responsible for maintaining a safe working environment, as set forth by the Occupational Safety and Health Administration (OSHA).

This will ensure safety in the workplace.

Avoiding Claims of Disparate Treatment Claims of disparate treatment involve allegations of intentional discrimination in which the employer knowingly and deliberately discriminated against people on the basis of specific characteristics such as race or sex. (Heneman, Judge, & Kammeyer-Mueller, 2012', p. 58) In order to avoid these claims all parties need to be educated and trained. At the coffee shop this begins with a strong Equal Employment Opportunity (EEO) policy that all parties are held accountable to.

All business should be conducted with EEO in mind. This means that recruitment, hiring, and promotions should be conducted with the intent to place the best qualified person in the job. The coffee shop intends to have an alternative dispute resolution (ADR) program. This will assist in opening the lines of communication and hopefully, resolve disputes before claims are made. However, if a claim is filed it is the intention of the coffee shop to protect the employee from any type of retaliation. External Influences to Staffing

The economic conditions and the labor market will play a major role in the efforts to staff the coffee shop. Economic conditions that are expected to affect the coffee shop are high turnover. Labor market conditions will also affect the coffee shop through labor supply, labor shortages, and employment arrangements. It stands to reason that because the coffee shop will be located next to a college campus, it is anticipated that some, if not most, of the staff will be college students. This will both hinder and assist in staffing efforts.

High turnover will probably be the norm for the coffee shop. This would be due to the labor supply. Because the coffee shop will be located next to a college campus, it is highly probable that the staff will include a large amount of students. As these students graduate they will move on to jobs in their educational career field. This, of course, will lead to a higher turnover rate. This can be overcome with careful employment strategies. These strategies include diverse employment arrangements. Flexible scheduling may be the most feasible arrangement.

This will allow the coffee shop to hire a more highly motivated workforce that will be able to balance their personal life with work. Incorporating full-time shifts into the schedule may also assist in attracting and retaining a non-student staff. **Plan to Manage Employee Shortages or Surpluses** In order to manage for employee shortages and surpluses it will be very important to monitor the nearby college's schedule. For example, summer may be a slower business time because there are fewer students on campus.

This will cause a labor surplus. However, in the fall when the campus is active, the coffee shop may suffer a labor shortage. This can be addressed by maintaining a larger part-time staff year round. In this way, staffing hours can be scaled back in the summer. Also, the coffee shop must factor in the high turnover rate that the college student graduates will provide in the spring. This will probably lead to an aggressive hiring strategy that would not need to be executed until the fall. **Strategy for Workplace Diversity**

One of the strategies that the coffee shop will need to implement to ensure diversity would be to recruit from a variety of arenas. The college campus can provide a very diverse pool of applicants. However, it would also be highly beneficial for the coffee shop to recruit non-student applicants. This will only add to the diversity that the students would bring. In order to reach the non-student population it would be wise to run advertisements in the local newspaper and post announcements in community locations outside of the campus.

Job Analysis for Key Positions In order to recruit the staff for the coffee shop, it is imperative to have accurate job descriptions for the key positions. This can only be done by conducting an effective job analysis. This job analysis

will help to identify what requirements are necessary for the job. This will enable the new employee to successfully perform the duties of the position. A good place to begin would be to list the tasks that the store manager/coffee servers would be responsible for.

Then determine the dimension that the task falls in. At that time, determine the importance of each task/dimension. Develop the Knowledge, Skills, Abilities, and Other characteristics (KSAOs). Finally, it is the time to develop the job description. Store Managers The most critical factors used in staffing these positions will be their leadership skills and their ability to motivate the staff. Some of the qualifications needed for this position are retail experience, supervisory experience, and experience analyzing financial reports.

Some of the KSAOs for the position of store manager are ability to manage effectively in a fast-paced environment, ability to manage store operations independently, ability to manage multiple situations simultaneously, ability to manage resources ensuring established service levels are achieved at all times, interpersonal skills, knowledge of customer service techniques, organization and planning skills, team-building skills, ability to plan and prioritize workload, and ability to handle confidential and sensitive information, .

There would also be educational requirements that include a high school diploma and a college degree in business or a closely related field may substitute for a portion of the required experience.

Because of the physicality of the job, the physical requirements would include constant standing/walking, occasional stooping, kneeling or crawling, <https://assignbuster.com/organizational-staffing-plan/>

constant computer/POS Register and bar equipment usage, constant talking, expressing or exchanging ideas by means of the spoken word, and constant clarity of vision at near and/or far distances. (" Store Manager," 2013) Coffee Servers The most critical factors used in staffing the coffee server positions would be there customer service skills and their ability to be dependable.

Some of the qualifications for these positions would be maintain regular and consistent attendance and punctuality with or without reasonable accommodation, meet store operating policies and standards, including providing quality beverages and food products, cash handling and store safety and security, with or without reasonable accommodation, Engage with and understand our customers, including discovering and responding to customer needs through clear and pleasant communication, comply with a dress code that prohibits displaying tattoos, piercings in excess of two per ear, and unnatural hair colors, such as blue or pink, and available to perform many different tasks within the store during each shift. The KSAOs would include the ability to learn quickly, strong interpersonal skills, the ability to work as part of a team, and the ability to build relationships. (" Barista," 2013)