

Finding The Right Fit

Adding A Gunsmith To Your Retail Store- Part II

Presented By Brownells

What does your business stand for?

- Consider your culture
- Complement your product mix and market niche
- Customer connection

Now that you know who you are
and what you want, what's next?

How do you find the right fit?

Create A Job Description

- Write down what you want a gunsmith to do for you and your business
- Include requirements for gunsmithing skills
- See sample Job Description in handout
 - Also available on Gunsmiths.com

Look In The Right Places

- Gunsmiths.com
- Brownells Gunsmith Career Fair
 - Gunsmithcareerfair.com
- www.nssf.org/jobs
- Gunsmithing schools placement, see attachment
- Traditional career placement websites, CareerBuilder, etc.

Ask The Right Questions

- Ask open ended questions that help you get to know the candidate
- Use the questions to understand how the candidate thinks and problem solves
- Use a skills assessment that is included in the handout provided by Larry Ahlman
- See sample Interview Questions and Can't Ask Questions in handout
 - Also available on Gunsmiths.com

Growing Your Gunsmith
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Growing Your Business

How do you grow your employee to grow your business?

- Use your gunsmith as the in-house expert
- Your gunsmith will continue to perfect their skills through additional training
- Offer more than gunsmithing technical skills to increase your employee's value
- Take advantage of online resources, they hold a wealth of information

Resources

- Gunsmiths.com
- NSSF.org
- GunsmithCareerFair.com
- GunsmithSupplies.com
- Pheasants Forever, Ducks Unlimited, NWTf
- Izaak Walton League/Local Shooting Range
- Your state Workforce Development
- Gunsmithing Schools/Local Community College
- Toastmasters International
- NRA

Recommended Business Books

- *Good To Great: Why Some Companies Make the Leap...and Others Don't*, by Jim Collins
- *The Pursuit of WOW*, by Tom Peters
- Personality assessments such as; *Kingdomality*, by Sheldon Bowles and Richard and Susan R. Silvano
- *BrandSimple: How the Best Brands Keep it Simple and Succeed*, by Alan P. Adamson

Questions?

Job Position:

*What DO You Want
In This Position*

*What Do You NOT Want
In This Position*

Sample Job Description Finding the Right Fit

Company Information/Description

Job Title: Gunsmith

Reports to:

Purpose: *(This section should outline why you need a gunsmith. It will set expectations around the gunsmith's interactions with customers and coworkers.)*

Responsible for providing outstanding service to customers, diagnosing problems, repairing and accessorizing a wide selection of firearms. Works with co-workers to identify complementary products and/or services which would be of value to the customer. Responsible for maintaining efficient work environment and compliance with all firearms and safety laws or regulations.

Essential Functions: *(This section should include all duties and responsibilities of the position)*

- Answer all questions that pertain to firearms and repair from customers
- Safely handle, check, repair and test firearms brought to the store by customers
- Accurately quote all firearms work, perform all firearms repairs in a safe and timely manner
- Maintain all firearms records and ensure compliance with all BATFE regulations as they apply to firearms repair
- Read and interpret documents such as safety rules, operating and maintenance instructions, MSDS, and procedure manuals
- Keeps skills up to date with ongoing training/learning
- Performs any and all assigned duties, working closely with all employees in a team environment.

Technical Qualifications: *(List all technical functions you will require. Use the Gunsmith's Questionnaire as an example)*

Qualifications:

- Successful completion of a 2 year certified gunsmith program and/or ___ years of experience.
- High school education or equivalent
- Understanding of firearms repair laws
- Good communication and interpersonal skills
- Strong organizational skills
- *(other options could include; weight lifting requirements, specific training desired, computer skills, age requirements, etc.)*

Sample Interview Questions Determining Fit

What gets you excited about work?

What qualities are you known for at work?

What situations make you feel the most confident and which make you feel the least confident.

What do you consider to be your strengths? How would you use your strengths in this position?

Describe your usual role in group meetings or discussion. Would you say you are a listener or a talker?

Describe the types of problems you enjoy solving versus those you find difficult to handle

Describe a team of which you have been a member.

How did you accomplish your goals within the team?

How did other team members react to you?

Describe interactions with specific team members

How did you support your co-workers at your last job? How did they support you?

Describe individuals with whom you work most effectively and those individuals with whom you find it difficult to work with.

How do you handle conversations with assertive customers or co-workers? Please give examples.

In what type of situations are you at your best? In what type of situations would you like to be more effective?

Describe the type of pace you prefer in your job and in your life in general.

Describe what you do when you get angry.

When is it appropriate in business not to be honest? Please give examples

Describe your office or work area. Is everything neatly put in place or do you tend to function better in chaotic surroundings?

Can't Ask Questions

It is best to avoid the following topics when interviewing a candidate for a gunsmithing position

- Race, color, religion, sex, or national origin- EEOC (Equal Employment Opportunity Commission) guidelines prohibit you from asking questions to the potential gunsmith that may reveal this information
- Marital Status/Spouse/Children
- Age- unless you are concerned about the Fair Labor Standards Act than you can ask for proof that the individual is old enough to work
- Driver's license- able to ask if this is a requirement for the gunsmith position
- Educational Attainment- you can inquire about this if you have a minimum requirement in your job description and it is related to the success of the position
- Credit Affairs and Bankruptcy- credit inquiries have to follow the Fair Credit Reporting Act and Federal Bankruptcy Law prohibits you to discriminate on this basis
- Citizenship- you are able to ask if they are authorized to work in the United States
- English Language Skills- unless it's a requirement for the gunsmith position
- Height and Weight
- Arrest Record
- Union Affiliation
- Military Records/Veteran Status
- Club or Organization Membership Status
- Association with Current Employers