

Internship Sharing – Recruitment Consultant by Carol Kwong

Pursing my study in Human Resources Management at the Department of Management, I aspire to focus on a career in HR consulting. My friends know me best for being an ambitious and driven person. I am not comfortable with settling, so I am always looking for opportunities to strive towards. A strong academic foundation indeed can increase the chance to seek for positions; however, to secure our dream job offers right out of school, there is no better way than enriching ourselves through internship experiences. In order not to leave my resume blank, I decided to make hay while the sun shines and get my first summer internship to explore my talents and career interest.

Job hunting is never smooth sailing. I checked in on a vast number of job boards to locate job opportunities, such as e-Newsletter from the CityU Business Career Development, JIIS, and JobsDB. Sending my resume out to more than 20 positions, I have only heard back from a few places. After numerous setbacks, there was a day when an offer letter popped up in my mailbox and I was finally employed in Recruit Express (Hong Kong) Limited as a Business Development Assistant. Recruitment



agencies endeavour to provide comprehensive staffing services to employers who want the best in their teams. From screening to interviewing and shortlisting potential candidates, recruitment consultants deliver the most suitably qualified jobseekers to our esteemed clients. At Recruit Express, I worked closely with clients to gain insights into assigned job openings, from job descriptions to the company's management style, and understand their talent needs. I proactively sourced jobseekers using various social platforms, including JobsDB and LinkedIn. If an applicant does match the experience and skills that a client needs, I will format that CV and present it to the client for interview arrangement. Managing the entire interview process, I ensured that candidates are properly evaluated as well as “sold” on the opportunity. My job duties additionally included regularly making outbound calls to new clients to develop client acquisition and business. I also maintained strong relationships with existing candidates via warm calls and updated their statuses to the database.

Some may say that headhunters and recruiters can easily make more money than any; but no pain no gain, a recruiter's job is rarely straightforward. Recruiters as mediators have to look out for the best interests of both clients and candidates. For example, when a job offer is extended to a candidate, we will often be there to facilitate any negotiations for both sides. The last time a top candidate rejected a job offer, I asked why and found out she had a better salary proposition from another company. After making sure this was the only factor holding the candidate back, I shared this information with the employer and asked for a reevaluation. I learned from this experience to always follow up with both parties. Common challenges also include sometimes grading a wide pool of applicants without the right qualification. Clients always make the final decision on who they hire; we only get paid if the candidate perfectly matches the placement. Presenting an underqualified candidate to a client could potentially cause a recruiter to lose that client. In order not to lose candidates to competitors, it is important to keep the process seamless and close candidates within a shortest time. The proudest moment of my internship was successfully placing three employees in permanent roles. Being a recruitment consultant makes me feel like I am helping people personally and boosting the economy as well.



On top of studying, university is a place for students to explore. Looking back at the starting reasons for joining the internship programme, I might have underestimated its rewards. It is not about earning extra income or filling out my resume but about abounding your perspective on the industry. You will never know until you go!

Name: KWONG Tsz Ching (Carol)

Programme: BBA Management – Human Resources Management Stream

Date: August 2021