

Skills-Based Hiring & Career Development Overview

CAP Logistics is a niche player in the trillion-plus dollar transportation industry. CAP's focus on uptime versus the traditional volume provider makes them and their services unique. Though there are degrees in transportation, supply chain management, and logistics and also other players in the industry where transportation professionals exist, CAP has found its strongest talent has been developed from within. Hiring managers along with the company's HR department use a combination of skills-based hiring alongside a comprehensive career development program to identify, train, and retain the best.

Identifying Talent

Having the right talent sitting in the right seat is paramount to any successful business. CAP has two filters to identify this raw talent: A strengths assessment tool and the company's core values.

After a resume review and an initial phone screen with prospective hires, candidates complete an online behavioral assessment. The hiring team compares the results of the assessment versus pre-determined profiles to determine fit with the position. The behavioral assessment looks at natural talents like dominance versus team oriented, socially versus technically focused, attention to detail versus big picture thinking and need for flexibility versus standards. By understanding the natural drives of candidates, innate skills can be matched to positions where they are likely to thrive.

Success in a company goes beyond skills and is also highly dependent on cultural fit. Three years ago the company considered their top performers to identify the common characteristics they all share. The CAP leadership team was able to distill these characteristics into five core values. As a result, CAP Logistics' workplace culture is accurately portrayed in the company's core values. The core values are present throughout the hiring process and are visible throughout the organization. CAP job posting and interview process helps target individuals who meet these core values. The values are also a central theme in company update meetings, peer recognition programs, and performance appraisal process.

Career Development

Once new talent is onboarded, new CAP Logistics team members enter the onboarding and training process. Initial training is cross-functional so that new hire can gain an understanding of all departments and their core purposes. After this general training, new hires in operations and sales enter a career development track. Each of these tracks has pre-defined levels I-V. Mastery of each level gives the employee an opportunity to learn, apply, and master essential skills while providing immediate benefit to the department. These defined levels also coincide with established pay grades.

In addition to the pre-defined levels, new hires are also supported by trainers, assigned mentors and their supervisors. Progress is monitored and documented using regular check-ins with input provided by the employee along with supervisors, trainers and mentors.