

Protocols for Filling Kwik Trip Retail Helper Positions (Revised: October 2016)

DVR Business Service Consultants (BSCs) have worked closely with Kwik Trip to establish protocols when filling a Kwik Trip's "Retail Helper" position, as this entry level position is exclusively available to DVR consumers. This revised recruitment and hiring protocol for the Retail Helper **must** be followed by DVR personnel and Service Providers for all Kwik Trip posted positions with this title.

DVR is very pleased to continue this positive business relationship with Kwik Trip that was developed in collaboration with Kwik Trip corporate representatives.

The Retail Helper position differs slightly from store to store. Basic job functions: maintain positive store image and sanitation standards, monitor cleanliness and maintenance needs, ensure high level of customer service, assist with basic functions such as stocking, unloading, filling coolers, etc.

All DVR staff and service providers are reminded to honor the revised protocol for the Retail Helper position. The protocol is:

- Each individual STORE location will determine if they need a Retail Helper and will contact Kwik Trip Human Resources with their decision.
- Kwik Trip Human Resources will open position/requisition and notify Amy Studden, the DVR BSCs who will serve as sole Points of Contact for these positions.
- Amy will then notify the WDA BSC (see listing below) of the opportunity, including information about the store, essential job functions, and the recruitment timeline.
- The local BSC will work with DVR personnel and service providers to find interested and qualified consumers.
- Identified and recommended DVR consumers will complete the Kwik Trip online application and attach their resume using the link provided by the BSC at the time of application.

- Assisting personnel will also forward the DVR consumer's name to Amy along with a short bio that explains why this particular consumer would be a good Retail Helper and can perform the essential functions of the job.
 - *Note: Kwik Trip has added a new “source code” to their application system. When working with consumers to complete the online application, please select “Direct Sourcing” and “WI DVR” for this section.*
- Amy will forward the names and bio to Kwik Trip Human Resources, who will then forward the candidates to the applicable store leader who had requested the Retail Helper.
- The store manager and store leadership will decide on the next steps.
- Once the store manager has determined who they would like to interview, they will work directly with BSC and/or the consumer. If a DVR consumer is selected, the local BSC and service provider will set up a schedule, determine the type of services needed (such as: I/TW, OJT, and/or job coaching), complete the appropriate paperwork, and provide any other follow-up services as needed.

DVR personnel and service providers must follow this protocol and ***at no time shall a service provider or BSC contact a local store regarding future retail helper positions if that store has not submitted a request for a recruitment.***

Service providers may not contact a local store who has requested a Retail Helper unless further instructed by the BSC or only when the service provider's consumer is being considered for hire.

Questions: If you have any questions, please contact:

- Amy Studden (DVR La Crosse Business Service Consultant) at 608.799.6308 or Amy.Studden@dwd.wisconsin.gov

Business Service Consultant Contacts:

- https://dwd.wisconsin.gov/dvr/business/bsc_contact.htm