

ALTA Talent Committee Report

Chair: Deborah Higgins

Staff Liaison: Deirdre Green

Recent Meetings: March 11, 2020, Denver, CO
Various subcommittee conference calls

Future Meetings: Various subcommittee conference calls

Recent/Current Projects:

The Talent Committee is made up of three subcommittees. Current projects for each subcommittee include:

- Recruiting Subcommittee:
 - The subcommittee continues to work on drafts of two industry career paths originally shared at the October 2019 meeting. One is a sales career path and the other is operations. The positions in each career path relate to the job descriptions in the HR Sample Library (<https://www.alta.org/human-resources/>). The subcommittee is writing new job descriptions for:
 - General Sales Manager
 - IT Manager
 - IT Systems Administrator
 - Recording Clerk
 - The subcommittee is also finalizing job descriptions for:
 - Assistant Operations Manager
 - Branch Manager
 - Business Development
 - Customer Service Representative
 - Director of Sales
 - Manager
 - Regional Manager
 - Sales Support
 - Team Lead
 - Transaction Coordinator
 - The subcommittee is also drafting a sample diversity policy.
- Retention Subcommittee:
 - The subcommittee is working on drafting an employee onboarding plan, an employee review guide and question bank. The subcommittee is also exploring the possibility of offering customer service training.
- Marketing subcommittee:

- The subcommittee will review Google Analytics for the talent related web pages (<https://www.alta.org/human-resources/> and <https://www.alta.org/business-tools/talent-focus.cfm>) and create a plan to promote tools and resources once they are finalized by the committee.

Future Activities/Projects:

- As a future step to the career paths project, the committee plans to collect video testimonials to include with the career paths and other industry marketing opportunities.
- Discuss creating a Young Title Professionals Networking group.
- Create a prospective candidate website (like HomeClosing101 for consumers) that highlights industry careers:
 - Goal of website: To have a place for companies to send candidates to learn about the industry and for companies to use for their own recruiting purposes.
 - Items to include:
 - Membership database output to create a list of prospective employers (modeled after HomeClosing101 “Find a Title Company” feature)
 - Video #1 (Are You Looking for a Job?)
 - Testimonial Videos
 - Career paths and skill sets combined
 - FAQs about the industry
 - Dictionary of what certain industry words mean