

## Crash Brokers goes nationwide

Auckland's specialist motor vehicle accident and collision repair management solution has now gone 24/7 nationwide.

The company launched in 2004 and has grown from an Auckland-based start-up to a successful niche operator that can now assist clients through 50 repair locations New Zealand-wide.

The company provides a one-call service that manages the end-to-end accident/repair process, from the point of impact right through to the day of redelivery and it's completely free of charge to the customer. All cases are tracked on a web-based job management system so that customers can log-in to view claims and repair progress and target completion dates in real time. The service includes pick-up/delivery and late-model courtesy car supply, and clients range from private motorists to fleet operators.

Crash Brokers' founding director, Karen Knight, is a veteran of the panelbeating industry. Therefore the company is in a unique position to leverage knowledge of both the insurance and repair sectors and those industry relationships to ensure 'superior service'.

[www.crashbrokers.co.nz](http://www.crashbrokers.co.nz)



## ARE YOUR WORKERS LOOKING FOR NEW JOBS?

Recent research by Hudson shows that 55 percent of New Zealand workers are either thinking about or ready to change jobs. Research also confirms major gaps between what job seekers want from prospective employers and what firms are actually delivering.

The 20:20 Series report Candidate Buying Behaviour: An Exploration into the Key Motivators of Today's Job Seeker shows that many employers are ignoring job seekers' needs and wants. This is despite many employers seeking to attribute problems in attracting and retaining staff to low unemployment, the current skills shortage,

an ageing population, and the drain of talent overseas.

Roman Rogers, general manager, Hudson New Zealand, said the research outlines major problems in the job search process and highlights that those employers who get the recruitment process right have a distinct business advantage.

"The research clearly shows the information being presented by employers to entice candidates is not as relevant and specific as it could be. In some cases, it simply turns workers off. For example, workers want to see the company name and salary in the job advertisement and also believe that job advertisements can oversell roles."

The research found that job seekers also want companies to work harder at helping them get a better understanding of the work environment. They wanted an opportunity to get honest answers to their questions during interviews, to talk with their potential colleagues and even see the desk where they would work "During the final stage of the job search process, candidates tend to focus on the 'what's in it for me?' question rather than the big picture. Emotional benefits such as the company's culture are more important than, say, company size or its direction," says Rogers. For copies of the report visit the market insights section at [www.nz.hudson.com](http://www.nz.hudson.com)

## Auckland businesses pessimistic

The latest Auckland Chamber of Commerce business opinion survey has revealed a general deterioration in a number of important performance indicators.

The quarterly survey provides an important snapshot of where small and medium Auckland region businesses think they are headed – 81 percent of the 1000 surveyed employ 20 or less people.

Chamber chief executive Michael Barnett reports businesses are significantly more pessimistic than the last survey.

"This has to be of concern when the region generates more than a third of New Zealand's productive economic activity, and small and medium businesses provide most of the engine's cylinders."

A "stand out" survey finding was that 64 percent of respondents

expect the general business situation in New Zealand will deteriorate in the next six months – three times as many who were pessimistic a year ago.

In other findings, more businesses expect: softer demand for staff over the next three months; to make less investment in buildings and machinery over the next year; that significantly higher costs will squeeze profitability over the next three months; significantly less demand from New Zealand customers over the next quarter; that interest rates will rise further over the next year.

Barnett says 65 percent of respondents now expect interest rates to rise during the next year, up from 50 percent in December.

"Coupled with this is the suggestion that mortgage rates will go still higher, despite the Reserve Bank not lifting the official cash rate. With many small businesses using borrowings secured against mortgages this will obviously have an impact."