

**Nextpert**  
Tracey Aiello

# Choose seasoned employees

Who likes to shop? Most people. And we all love a bargain. That is potentially what you get when you hire an employee 50 or older.

Most people, when they think of someone 50 or older, automatically assume that the person is overqualified and probably has a higher salary expectations than a business can afford.

But here's a new perspective. These employees have a great deal of experience and are already trained, which saves time and money. Small businesses can afford these workers. Many are simply looking for a company that will hire them for the next 5 to 10 years, until their retirement. They aren't looking for the high salary, high-stress jobs they had in the past either.

In many cases, older workers have a work ethic that differs from younger generations in certain career aspects. The mature worker will often choose personal satisfaction over career advancement. Additionally, the seasoned worker usually will not jump ship when a higher paying job comes along.

Recently, while talking to a recruiter for a local technology company in charge of a call center, it was mentioned that the attrition rate was very high. Then she spoke to another HR recruiter in a similar field and was told their attrition rate was significantly lower.

What they realized was the company with the high attrition rate, its average age for call

## THIS WEEK'S NEXTPERT



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center employees was just 25 years old versus 40 for the company with the low attrition rate. Her conclusion was to reconsider the average age of qualified employees in the call center and in doing so, she was actively seeking more mature employees because of the significant cost of replacing the employees.

When making a hiring decision, it's always smart to consider the whole picture.

But with a worker 50 or older, the pros far outweigh the cons. Businesses will hire someone with a great deal of experience who won't need much training and in a few years, they might possibly retire. During that period of time, you had the benefit of their experience for a lot less than they were probably making at their last job.

And the real surprise is that many of these employees will accept less money in exchange for career security until retirement. They are happy if they are contributing and using their wealth of experience.

Small business owners may want to look at those 50 and older with a different perspective. What is the worst that can happen?