



SEASONAL RAMP-UP RESULTS IN 100% FILL RATE FOR NEW POSITIONS

CLIENT

A leading online retailer known for timeliness and accuracy needed to ramp-up their temporary workforce in an extremely short window to meet the demands of their busy fourth-quarter season. As a long-term client, expectations were extremely high.

CHALLENGE

This client tasked Staff Management | SMX with hiring over 16,000 associates in a nine-week period for several new facilities in the U.S. and one abroad. A seamless implementation at the client's international facility was particularly critical because it was their first in that country.

HIGHLIGHT

In our first year, Staff Management SMX converted 1,000 seasonal associates to full-time. 100% fill rate achieved for new positions along with a 98% compliance rate.



A seamless implementation at the client's international facility was particularly critical because it was their first in that country.



STRATEGY

Prior to busy season, we conducted a Lean Assessment Process and surveyed associates to enhance the candidate experience as they moved through the hiring and onboarding process. The result was a more engaging and streamlined recruitment and selection process, with a strong emphasis on communication, one-on-one interviewing and quality time between our recruiters and each candidate.

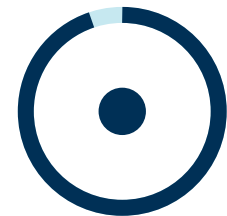
Additionally, our IT group created significant technology improvements, further streamlining and automating the hiring process and integrating with client systems for greater consistency and efficiency. This gave our client the ability to review and validate new associate records via an online portal, rather than a manual compliance process.

Finally, we developed client-specific training to help new team members quickly assimilate with the unique culture, terminology and management processes of our client. New management and executive-level positions were added to the Staff Management | SMX team to ensure that client focus and program strategy remained sharp during the busy season.

RESULTS

“Staff Management | SMX came and made significant technology improvements. The streamlines and automated hiring process that integrated with our system created greater consistency and efficiency in our work.”

SASHA L.
Floor Supervisor



98%

COMPLIANCE RATE

Reviewed over 25,000 documents which resulted in a 98% compliance rate with HR policies