

CASE STUDY: RECRUITMENT & PLACEMENT SOLUTIONS

THOROUGH VETTING PROCESS FILLS OPEN POSITION IN 7 DAYS



CLIENT

This client creates, implements and manages customer loyalty programs and incentives for various industries. Their workforce includes sales, customer service and administrative personnel.

CHALLENGE

This client is located in a remote area with a population of 1,042 making it one of the nation's toughest markets due to low unemployment rates. Additionally, this client had the reputation that all of their positions were call center sales, making them a tough sell to some. Staff Management I SMX was asked to help ramp up the client's staff and recruit several customer service representatives and project administrators.

STRATEGY

To ensure we were providing our client with top-notch talent, we implemented a thorough candidate vetting process that included initial screening, phone interviews and background research. Candidates were sourced through extensive research on CareerBuilder, Monster and Indeed. We made sure to clearly outline the specifics of each position during our phone interviews to ensure candidates were prepared for what their job would entail. By following these best practices, we were able to determine which candidates best met the strict qualifications. This information was then passed on to the local office for which the candidates were being recruited. This was an ongoing process until each open position was filled.

RESULTS



First position
filled in only

7 DAYS



8 POSITIONS

Filled within the
first six months