



CUSTOMIZED DIRECT HIRE PROGRAM PRODUCES QUALIFIED CANDIDATES AT A LOWER COST

CLIENT

An e-commerce distribution company hired Staff Management | SMX to facilitate the direct and contingent hiring for a new distribution center in Sumner, WA

CHALLENGE

The client needed approximately 150 warehouse employees for positions, such as safety coordinators, trainers, shipping/receiving clerks, pick/packers, quality inspectors, and dock clerks. The client partnered with Staff Management | SMX because of our implementation expertise and our specialized knowledge of new facility start-ups.

The client wanted high quality hires with a consistent hiring process and to reduce the burden of hiring on their internal teams. They also wanted reporting and analytics on recruitment and program results. To meet their expectations, Staff Management | SMX needed to achieve the target number of quality hires while being cost effective.

“Their recruiting model is more effective and flexible than any I’ve seen – the volume of change orders from us is high but Staff Management | SMX delivers a 99.8% fill rate and allows us to meet orders and demand efficiently.”

VALUE STREAM MANAGER



STRATEGY

After discussing the objectives and goals with the client, the Staff Management | SMX team organized a direct hire event. Success was achieved through a three-phase approach.

The first phase included building a recruitment plan, advertising and screening. Customized recruitment planning was developed based on the client's specific position requisitions through a tailored and robust recruitment engine. In addition, Staff Management | SMX launched traditional and alternative recruitment campaigns to reach the largest pool of candidates possible. All print advertising contained a dedicated phone line and digital advertising promoting a customized page where candidates completed an in-depth pre-screening process. Staff Management | SMX's Recruitment Response Center pre-screened over 4,000 applicants and scheduled the best fit candidates for Phase 2 of the process.

The second phase included pre-event application sessions to identify qualified applicants. Staff Management | SMX's recruitment team conducted application sessions to further screen candidates via a face-to-face behavioral interview and skills test. 400 applicants were screened, and each was ranked based on ability and experience. 192 candidates were identified and scheduled for a final interview with the client at the two-day direct hire event.

The last phase was the direct hire event. Staff Management | SMX facilitated applicant scheduling, paperwork and processing for the client interviews. Staff Management | SMX also provided customized reports including; time to process candidates, pass rates at appointments, response to hire ratios, overall cost per hire, sourcing cost per hire, candidate experience, client staffing personnel experience, hiring manager experience and satisfaction.

RESULTS

From the event, 158 of the 192 applicants obtained offers of employment. All of the client's objectives were met and a thorough hiring processes ensured better quality employees.



**BUILT CUSTOMIZED
RECRUITMENT PLAN**



**PRE-SCREENED AND
SCHEDULED OVER
4,000 APPLICANTS**

**IDENTIFIED 192 BEST FIT
CANDIDATES DURING
TWO-DAY EVENT**



**FACILITATED APPLICANT
SCHEDULING, PAPERWORK
AND PROCESSING**



**PROVIDED
CUSTOMIZED REPORTS**

**OVER
80%
OF THE
POSITIONS
WERE FILLED
ON THE FIRST DAY
OF THE EVENT**