



## Leading Online Retailer benefits from client-focused model and precision recruitment process

### How does Staff Management | SMX make you successful?

"We are partnered in all aspects of our business, in our labor planning meetings, in our floor walks. I am a firm believer that the quality of the partnership is related to the way it performs. Last year was the model peak—the right relationships and transparent communication. There is no hiding information, no grandstanding, no pointing fingers—we just work together to fix issues and make the partnership better. Staff Management | SMX makes my job manageable—if they weren't here, I'd be looking for another job."

"Staff Management | SMX provides targeted recruiting, they don't just provide 'a body'. They have a vested interest in our company and identifying an associate who will work well in our environment. They target a specific group of people for a specific shift. For instance, for our 12:30-5:00pm shift they target stay-at-home parents and students, while for our weekend shifts they target second jobbers. They take what they know about our shift structure and our business to target their recruitment strategy appropriately. After an associate is hired, they make confirmation calls the day before they start because they know it makes a significant difference to the show rate. If someone misses a day, they will make a personal call to see what happened. Staff Management | SMX is invested in the individual and invested in their success here at our facility."

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Human Resources Manager  
Hebron, KY

Major Online Retailer  
3,700 SM | SMX Associates at Peak  
5 million+ Inventory Items  
1.5 million+ Sq Ft. Production Space