

CASE STUDY: RECRUITMENT & PLACEMENT SOLUTIONS (RPS)

# QUALITY SOURCING TECHNIQUES TO FILL LONG-TIME OPEN POSITION

## CLIENT

Founded in 1979, this client is one of the world's largest technology sales, marketing and logistics companies. Serving over 160 countries, this company offers information technology products from more than 1,000 vendors and also provides collection management, product procurement, transportation management, reverse logistics, contract manufacturing and warehousing services.

## CHALLENGE

This client was looking to fill a support engineer position that had been open for more than one year. The support engineer position had a two-page list of requirements candidates had to meet in order to qualify. There were a number of certifications and technical skills listed that, if the candidate did not include on their resume, automatically disqualified them. For this reason, the client had difficulty finding candidates that qualified to move forward in the hiring process.

## STRATEGY

We started by gaining an understanding from our client of what the most critical requirements were for the candidates to meet. When sourcing resumes, we looked for candidates who listed at least one of the required certifications and had several years of experience in a related role. This helped to broaden the candidate pool by including candidates who did not meet every single requirement. With this strategy, we discovered that many of the candidates we interviewed did possess the other qualifications even if they didn't list them on paper. This gave us a much larger number of qualified candidates to choose from.

## RESULTS

28  
Qualified  
candidates found



3  
Candidates  
considered  
for the position



1  
Candidate  
hired in three  
weeks

