



# QUALITY HIRING CASE STUDY

## CLIENT PROBLEM

Our client, a large financial services firm, wanted to refine their recruiting approach. They had been working with multiple staffing firms and felt that they were spending a large amount of time qualifying candidates that had already been, supposedly, vetted. They were receiving a large quantity of candidates, but the quality of the candidates were not there. In most cases, they were receiving candidates that were at best a 50% fit with the recruited position. They had to spend their time culling the candidates just to find the viable candidates and then begin narrowing down from there. Overall, they felt that what they were receiving from staffing firms was inadequate and not truly worth their fees. In general, they felt the staffing industry was broken. They wanted a change.

### Issues:

- Large quantity of candidates received
- Poor quality of candidates received
- Too much time spent performing the work their staffing firm should have done

## SEAGLASS TECHNOLOGY PARTNERS SOLUTION

Seaglass Technology Partners began with a detailed analysis of the client's hiring process, the roles being recruited for, the vendors, and the quality expectations. Working directly with management, we identified areas to strengthen in the hiring process. The client added a timeline to their hiring process for their managers in order to streamline their side of the process. We then reviewed the roles and proposed that as soon as job descriptions were created and sent to our recruiting team that there be a job description edit phase in order to cleanse the position of unnecessary elements and add back in elements that recruiting knew needed to be there based on the position. A collaborative process was born in these beginning steps. We determined that the Service Level Agreements proposed by the staffing firms had been focused on speed to submit and specific quantities of candidates leading to the very problem that the client was seeing.

Seaglass Technology Partners proposed and successfully implemented a more reasonable candidate submission time and created quality metrics instead of quantity metrics. The quality metrics included evaluations from the hiring managers of a fit percentage as well as a submission to interview to offer matrix. Feedback mechanisms were created to give the client real-time as well as quarterly feedback in order to drive a true performance partnership relationship.

## QUICK FACTS

### Client Problem

- Large quantity of candidates received
- Poor quality of candidates received
- Too much time spent performing the work their staffing firm should have done

### Seaglass Solution

- Analysis of client hiring process
- Strengthened hiring process
- Collaborative position review and description cleansing
- Updated and agreed upon SLAs
- Quality metrics implemented
- Feedback mechanisms created

### Key Benefits

- Newly defined and collaborative hiring process
- Reduced quantity of candidates by 55%
- Increased quality of candidates by 125%
- Time spent by hiring managers qualifying reduced by 45%
- Number of candidates interviewed per position within one and a half weeks increased by 60%
- Number of candidates hired within three weeks increased by 70%
- Hiring manager frustration reduction (sizeable, but difficult to quantify)
- Greater accountability by all parties

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**603-319-8083**



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With the addition of the modified hiring process, the collaborative review of position descriptions as well as the modified SLAs, the client has seen a decrease in time spent in the hiring process by 30%, as well as an increase in the time-to-hire by four weeks and overall management frustration reduction.

## KEY BENEFITS

Our client was determined to change their interaction with the staffing industry. They no longer wanted their managers spending vast amounts of time qualifying people that should have been qualified previously. They wanted what they perceived as broken, fixed.

- Newly defined and collaborative hiring process
- Overall reduction of the quantity of candidates by 55%
- Overall increase in quality of candidates by 125%
- Time spent by hiring managers qualifying reduced by 45%
- Number of candidates interviewed per position within one and a half weeks increased by 60%
- Number of candidates hired within three weeks increased by 70%
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