



CASE STUDY

Successfully Qualifying Candidates for Client's Call Centers

A multinational technology company that designs, develops, and sells consumer electronics awarded Volt the opportunity to provide contingent staffing. We established a vendor-on-premise solution for their call center facilities to support their customer service and technical support positions.

The Challenge

The client was encountering two problems when trying to find best-fit candidates:

- The call center positions required the candidates have pre-existing hardware and software knowledge
- Due to name brand recognition, candidates had a “star struck” attitude, but not necessarily the willingness to perform the job.

The Solution

Given the higher-than-average turnover rate in the call center industry and the cost of replacing a worker, our program team focused on improving two sourcing tools by updating them to be more client-specific. We collaborated with our client to review and update our assessment testing. As a result of our review, we:

-  Developed a series of multiple-choice questions that were specifically related to our client and the position the candidate was applying to. This allowed us to accurately test a candidate's IT capabilities and familiarization with the client's hardware and software.
-  Added more behavioral-focused questions to determine the candidate's preparedness to join a high-profile client culture.

With both improvements in place, Volt's on-site program team had better tools by which to identify candidates that were a best-fit and set them up to succeed in a position with the client.

Additionally, the test was administered by Volt at the client's facility using a client tool. By having the candidate complete the test on-site, we could monitor how well the candidate was able to navigate the test using the client's products.

The Result

Through the two changes made, we measured the following improvements:

-  **75% increase** in successful candidates in the first 90 days of implementation.
-  **10% increase** in number of employees successfully completing their assignment.
-  Year-over-year decrease in performance-related attrition.

HIGHLIGHTS

We credit our success to having a tenured on-site program team averaging 16 years supporting this client. Taking a strategic and collaborative approach, we structured our contingent recruiting and hiring processes to mirror the steps our client completes for their internal hires. Adopting the same hiring standards and expectations as our client has provided Volt's recruitment team the ability to make hiring decisions on behalf of our client. In fact, **we have been able to fill positions where our client's internal recruiters have struggled.** Our success with this client is a testament to our ability to quickly adjust processes and reveals our continued commitment to the client and our candidates.