



## CASE STUDY

# Meeting the Challenges of Pay Rates and Retention

Volt and this Southern California-based iconic lifestyle brand footwear designer and manufacturer have been working together since 2016, when we were selected as a staffing supplier for one of their largest distribution centers.

## The Challenge

When Volt first partnered with our client, we were tasked with staffing the second shift (Sunday through Thursday from 3 p.m. to midnight) at their distribution center in Santa Fe Springs, CA, during a very competitive hiring period. Employee hiring and retention was made even more challenging by the offer of only minimum wage.

## The Solution

 Volt believes in an honest, consultative partnership with our clients. In this way, we provided the client insight into the current labor market and together established a solution to attract and retain candidates. Our extensive quarterly business reviews provided our client with detailed statistics, including pay rates offered by other companies competing for the same candidates. The client worked with Volt to find a more attractive wage that would bring in additional qualified candidates and be more responsive to the market.

 Our approach proved so successful that, in following reviews, the client fully relied on our data to ensure their wages remained competitive. With these new market-comparable rates, many more applicants responded to each job opening. The quality of employees we could provide to the client increased, as did their willingness to stay in the job.

 As part of our solution, Volt implemented a comprehensive retention plan. A key component was conducting in-person interviews at our client's facility. Our onsite manager walked candidates through the facility to determine which ones were right to send on to the final interview. By doing so, we ensured that candidates would be the right fit for the opportunities offered, thereby providing a firmer foundation for longevity.

We also teamed up with the client to introduce several incentives tied to retention which proved very successful, and we continue to use them with this client.

## The Result

With wage increases and retention incentives, Volt is now able to attract and hold on to candidates to support this client/ We have seen a **steady increase in the number of hours employees spend on assignment and turnover decreased year-over-year from 66% to 16%**.

Volt's relationship with this client has proven so successful that, when they began the process of setting up a new facility in Corona, CA, they awarded Volt the contract to provide staffing. We now support our client's contingent staffing requirements for light industrial, administrative, and professional roles, as well as providing them with direct hire services. Between the Corona and Santa Fe Springs facilities, **Volt now recruits for 200+ candidates, rising to 400+ during seasonal demand for back-to-school and holiday periods.**