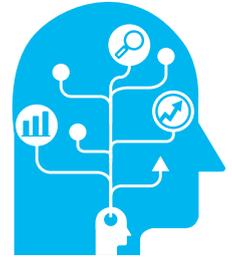


Volume Recruitment

Maximising Recruitment Quality in High-volume, Customer-facing Roles

We use a number of proven sifting tools which, when combined, help you predict the likely performance of candidates in your organisation.



KEY CHALLENGES

Managing Volume Applications

1/4 of recruiting teams are overstretched leading to a drop in recruiting standards.

Providing a Positive Candidate Experience

Almost 1/2 of candidates have been left with a negative view of the company following the recruitment process.

Getting the Right Fit

80% of companies have not adjusted their frontline hiring profiles to account for cross- and up-sell responsibilities.

Business Benefits

- We use a number of proven sifting tools which, when combined help you predict the likely performance of candidates in your organisation.
- Our approach cuts costs by reducing selection errors.
- We ensure a positive candidate experience to improve motivation, productivity, retention and brand reputation.

OUR VOLUME RECRUITMENT SOLUTION

What the best companies do:



Sources: CEB, Candidates are customers too, 2010; CEB Customer Contact Leadership Council, Unleashing service to sales potential, 2008.

Volume Recruitment

Key benefits

Unlike any other solution, our Volume Recruitment:

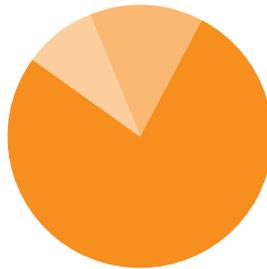
- uses the state of the art Universal Competency Framework (UCF), proven to predict the likelihood of success in volume roles.
- uses cutting edge multimedia technology to communicate the employer brand and provide a positive candidate experience.
- employs external benchmarks to provide insight on how your volume hires compare to your competitors.

Customer service is key

With pressure to remain competitive and cut costs, as well as increasing customer expectations, the way organisations approach customer interactions has become a critical differentiator. It is therefore essential for service led companies to ensure they have customer centric talent to engender trust, passion and commitment with their customers - truly living the brand - which in turn boosts business performance and reputation.

Q: Are your customers more demanding of customer service today as compared to a few years ago?

- Yes
- No
- Don't know



Hiring the right candidates and providing a positive experience

- Volume roles are critical to your organisation. As the face of the organisation, these brand ambassadors must create positive customer experiences to ensure on-going loyalty of customers.
- It is essential to provide an accurate view of the role to reduce employee attrition and minimise risk: poor appointments can impact customer satisfaction, increase customer churn, decrease productivity and even pose a risk to your organisation's consumer brand.
- Finding the right people for key volume roles requires a defined, objective and candidate friendly recruitment process to sift through masses of applications and select the best candidates to: drives sales, improve efficiency and reduce costs across the organisation.
- We define the required skills for the specific role and assess each candidate's ability and potential to perform at the highest level.

Testimonial

"Not only do we significantly reduce the time and financial costs typically attached to employee turnover, but our customised SHL talent assessment system also translated into millions of dollars in additional sales - by helping put the right person, in the right job."

*Head of Talent Management,
Swarovski N.A*

Contact Us to Learn More

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Source: Customer Contact Council research, 2012