

United States: Banking Technology Services



Challenge

More than 500 contact center representatives are the front line of client service for a Midwestern firm that provides check processing and electronic funds transfer services. The industry leading firm serves 8,000 clients worldwide, with annual earnings of \$1.7 billion. Attendance issues and a 70% turnover rate led to declining productivity. The firm needed to improve its ability to find and hire right fit candidates.

Solution

Manpower implemented a temporary to permanent staffing solution designed to increase recruiting success by:

- Developing a “top performer” profile to use in recruiting based on the firm’s culture, contact center environment, and client service expectations
- Employing proprietary contact center assessments, PhoneSkill™ and Teleskill™, so candidates could experience a simulated version of daily work before the first day on assignment
- Sharing contact center best practices, which guided the firm in improving its policies on lull time

To address retention concerns, Manpower partnered with the firm to transition the top talent to permanent positions.

Results

Manpower’s workforce strategy resulted in a 60% reduction in turnover in two years. More than 30% of the temporary contact center agents were hired as permanent employees in the second year. Morale has risen, and attendance rates have increased, resulting in a more consistent level of service for the firm’s clients.

In call centers across the country, Manpower is building a workforce of associates with the skills and experience to deliver better call handle times and higher client satisfaction. Our industry tested assessments simulate call center work so we can identify right fit candidates. Our recruiting and onboarding techniques mean lower attrition, and a substantial talent pool for permanent hires. When your call volume exceeds your capacity, Manpower is there to help.