

# 10 Ideas for getting the most from your staffing service



Great staffing results don't happen by accident. They occur when HR professionals invest in creating the best possible relationship with a quality staffing services firm. If you'd like to hear more positive feedback about the temporary workers your company uses, consider these 10 ideas for achieving GREAT staffing results!

## 1 Temporary positions need a job description, too.

Job descriptions for your temporary assignments should be well-defined, prioritized, current and submitted in writing to your staffing firm. They should include your expectations in terms of the candidate's skills, abilities and experience, along with specific performance goals and the standards by which their success will be judged.

## 2 More lead time equals better candidates.

Give as much lead time as possible when placing orders with your staffing provider. This will optimize your chances of finding an ideal candidate for the assignment and may give you more than one suitable candidate to choose from. And when lead time isn't an option, let your staffing vendor know which skills and traits are most critical for the assignment.

## 3 Be mindful of services offering cut-rate deals.

People are your organization's most important asset. And that should include temporary employees. Treat temporary staffing as an investment, not an expense. Cheaper is not better. The last thing you want is the cut-rate service that typically accompanies cut-rate pricing. Go with a staffing firm that takes the time to fill your needs correctly.

## 4 Train your service rep.

Educate your staffing service on your organization's mission statement, goals, culture, history and current performance. Tell them what types of work styles or personalities will fit best in your organization. Familiarizing them with your company's needs and preferences will help them become a more knowledgeable extension of your HR department.

## 5 Take full advantage of your staffing vendor's resources.

Invest time to learn about your staffing vendor's full range of capabilities. A good vendor can not only provide qualified candidates, staffing flexibility and cost savings, but can also offer staffing expertise and employee relations support. For a complete picture, request a tour of their facility or a capabilities demonstration.

## 6 Set clear expectations.

Establish mutually agreed upon expectations for interaction with your staffing supplier at the beginning of your relationship. This can include development of an order-placing procedure, appropriate quality control checks and feedback methods. Setting expectations can ensure clear communication and expedient service.

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## 7 Benchmark performance.

Find out what type of tests candidates are required to take at your staffing firm. When candidates are referred to you, ask what their test scores are. Establish preferred scoring levels for placements within your company (you might even ask to have one of your internal employees tested to give you a benchmark for performance). In addition, encourage your temporary employees to take advantage of training available at the staffing firm.

## 8 Create a partner in your success.

Consider involving a staffing firm in your company's business planning. For example, you might include your staffing representatives in an annual meeting to plan staffing strategies. They can offer insight regarding the possible uses of strategic staffing to meet your needs for workload variations, new hires, and managing attrition. They can also offer valuable market data to help with employee retention.



## 9 Provide feedback.

Maintain an ongoing dialogue and honest relationship with your staffing contacts. Keep them abreast of changes in your company. Give them useful feedback on their service and the performance of employees placed. Meet regularly to obtain their input on what you can do to enhance interaction with them and ultimately improve quality service and placements.

## 10 Reward results!

High quality staffing firms focus on more than filling orders. They want to help you save time, save money, and make it easier to find the qualified people you need to get work done. While all staffing firms are not created equally, the good ones can be worth their weight in gold. When you find a vendor who does a great job, look for opportunities to enhance the relationship. Invite them in. Challenge them to help you solve problems. And see what you can do to reward their good results. Not only will you make your top vendor happy, you'll increase their commitment to your success.