Decade-Long Retail and Distribution Talent Partnership Results in Decreased Time-to-Fill and Increased Savings of $3.5M

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Situation

Our client had highly decentralized hiring needs among new and existing store locations. The recruitment process was manual, paper intensive and technology was not being leveraged. Talent acquisition was heavily dependent on retailer management resources who were pulled out of their core roles.

The HR strategy of First In/First Out did not foster "A " talent level recruitment, and enterprise average turnover was at 85%. Exit Interviews were performed on a limited and inconsistent basis, and overall, there was a lack of metrics and reporting.

Solution

Dedicated RPO delivery team aligned by new & existing store location

Strategic sourcing utilizing market demographics analysis and analytics, social networking, community groups and competitor mapping to drive high quality candidate flow

Customized web, video & phone screening with behavioral interviews to identify "A" talent

Blending of technology and personal touch to create a superior candidate experience and measure performance

New Hire CARES and Exit Interviews to identify root causes of turnover Mutually developed SLAs & performance metrics

RETAIL

Results

 92% show rate to scheduled interviews Mass Hire events vs. 73% pre-EG, exceeding fill rates at every store

 $3.5 million in cost savings resulting from 29% improvement in early-stage turnover improvement and a decrease of 25% in annual turnover

 Increased interview to offer ration from 43% to 79%, while decreasing average time to fill from 30 days to 10 days

 25% retention improvement across enterprise = $58.2 million savings!

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