

Top 20 Recruiting and Hiring Solution Requirements for both Hourly & Salaried Workforces

When companies are evaluating Talent Management Systems to address their recruiting and hiring needs, it is critical to understand key requirements across different workforce types – in particular, accommodating the differences between Hourly and Salaried positions. This paper breaks up the solution requirements into:

- Top 10 Overall Requirements
- Top 5 Hourly-Specific Requirements
- Top 5 Salaried-Specific Requirements

Specific requirements for Hourly vs. Salaried are really driven by distinct differences in the processes for recruiting and hiring each workforce type:

	Salaried	Hourly
Candidates Per Position	>25	<5
Hiring Process Elapsed Time	One Month	One Week
Number of Interviews per Hire	5+	3 or less
Annual Hires per Hiring Manager	<3	150
Employee Turnover	25%	>85%
Application Process	Requisition Based	Always Taking Apps
Data Supplied by Candidate	Resume, References	Application, Tests, References
Location / Management of Hiring Process	Centralized	Decentralized

Source: Aberdeen Group

Top 10 Overall Requirements

- 1. Seamlessly Branded Career Website.** The career website should be seamlessly branded and fit into one's company website. It should *not* pop-up a new window because this may be completely blocked by a pop-up blocker or even if it not blocked, it creates a discontinuous experience for the user and results in reduced applicant flow.
- 2. Role-Specific Interfaces.** A recruiter may require an interface with more power-user capability; a hiring manager usually needs a simpler streamlined interface; while senior managers or executives typically need to predominantly access reports. The right interface must be available for each user.
- 3. Pre-Screening by Job.** Different jobs have different requirements, and it is critical to be able to screen candidates based on pre-screening questions that are relevant for each specific job.

- 4. Reporting across the Entire Workforce.** Consolidated reporting across the entire workforce is critical in order to understand key workforce trends, satisfy EEO and OFCCP requirements, and analyze source effectiveness.
- 5. Integrations that are Developed and in Production.** Select a system that has demonstrated success with each type of integration that is required – HRIS, Background Check, Tax Credit, and so on. For example, if Background Check is critical, do not select a system that has not done Background Check integration before.
- 6. Onboarding.** Efficient onboarding of employees will save time, reduce costs, minimize errors in transcription, and enable employees to become productive more quickly. In particular onboarding can be a great source of savings for companies that are engaged in high volume hiring. Moreover, onboarding will help companies with I-9 compliance by enabling companies to electronically track accurate completion of I-9's.
- 7. E-Signature.** Using E-Signature can expedite the hiring and onboarding process as well as dramatically reduce cost and minimize errors. Without E-Signature, companies cannot fully automate and are still stuck with some paper processes.
- 8. Email Correspondence.** Sending correspondence by email creates a better experience for candidates. They get a faster response, which improves your image and it also saves cost for the company – it creates a win-win.
- 9. Seamless Upgrade Process.** Many companies have had difficulty with hiring management or applicant tracking systems where they get stuck on an older version of the software. Companies should select a system that has a seamless upgrade process for keeping all customers on the same version of the solution.
- 10. Web 2.0 Interface.** For companies selecting a solution today, a Web 2.0 Interface is a valuable requirement. Capabilities such as auto-field completion without refreshing the browser page can save users time and add up to significant efficiency gains over the course of the year. More importantly, when competing in today's competitive hiring labor market, providing each applicant with a better experience will translate to more completed applications and fewer 'drop-offs.'

Top 5 Hourly-Specific Requirements

Companies that have more than 70% of their workforce as Hourly employees that tend to submit applications for hire should consider the following 5 items as critical:

- 1. Non-Requisition Process.** Due to the high-volume nature of hourly positions, trying to implement a process that requires constantly opening and closing requisitions would create a significant resource drain. Therefore, a requisition-less process is critical for high-volume hourly hiring, at least for the highest volume positions.
- 2. Assessment Engine & High-Volume Selection.** Also, due to the high-volume nature of Hourly hiring, Managers cannot afford to spend as much time interviewing each candidate. This makes it critical to be able to administer validated, legal assessments that can help score candidates to help determine how they will perform against job duties and how likely they are to turn over. It is also critical to be able to mark rejected candidates or former employees that were fired as ineligible for rehire so they do not clog up the applicant pipeline.
- 3. Location-Based Hiring.** Capabilities such as Zip Code and Regional searching are critical to companies that have a large number of locations. Applicant Pooling also helps by creating local pools of applicants that can be reserved for a particular location initially and then released to a broader set of locations based on the need for applicants. Companies with multiple locations should purchase a system that can be configured to show a unique landing page for each location. This landing page should be setup as the home page for a kiosk in that location and should show all the jobs for that location by default.
- 4. IVR & Kiosk Options.** While the number of Hourly applicants having Internet access has grown dramatically, many Hourly candidates still apply by walking into a location and many still prefer to call in for a job. For companies looking to maximize applicant flow, it is critical to at least have the option for on-premise Kiosk devices and telephone-based access (IVR technology) to cast a wider net and drive increased applicant flow.
- 5. Position Management.** For high-volume hourly positions, it is important to be able to quickly and easily manage which positions are being hired at which locations. These positions are usually "always on" position where the locations are always looking for candidates because they have a steady level of turnover in those positions.

Large Salaried Workforces

1. **Requisition.** Most companies use requisitions to manage their Salaried positions. They are required in order to get approval for positions, to track a pipeline of candidates for each position, and to track filling of positions. For most companies hiring predominantly Salaried employees, requisition functionality is a critical requirement.
2. **Resume attachment.** Salaried candidates typically have a resume already prepared. This contrasts with many Hourly candidates who are typically completing an application rather than submitting a resume. For companies with large numbers of Salaried hires, it is absolutely critical to have a system that can handle attachments of resumes. The candidate has typically spent significant time organizing and formatting the resume, so the ability to attach this document in its original form is valuable.
3. **Parsing of Resumes.** In addition to allowing resumes to be attached, a system that is suitable for hiring Salaried employees should also be able to parse the resume and pull out critical information such as name and contact information. By extracting this information, it saves the candidate time during the application process and can increase applicant flow.
4. **Candidate Database Search.** Candidates for Salaried positions usually have very specific skills and capabilities. So when a company receives a good resume, it is valuable to save that candidate's resume for future recruiting purposes, even if the company does not have a relevant opening today. In order to effectively tap into its database of saved resumes, a company must be able to search that database on particular keywords when recruiters are looking to fill a specific position with specific skill requirements.
5. **Posting Management.** When it comes to hiring for Salaried positions, companies are constantly turning requisitions on and off based on their specific needs for candidates in particular functional areas with particular skill sets. This requires the ability to manage job postings – both to third party job boards as well as to a company's corporate career website. The ability to easily post and remove job postings depending on open and closed requisitions is an important requirement.

About Deploy Solutions

Deploy Solutions, Inc. provides companies with a competitive advantage in the marketplace by optimizing performance in recruiting, hiring, and retaining top employees. The Deploy Enterprise Talent Suite™ is a proven solution that improves the quality and performance of the workforce, reduces the cost of talent acquisition, and supports regulatory compliance. The company draws upon flexible technology, deep domain experience, and a comprehensive approach to HR metrics and analytics to drive measurable results for its customers. Deploy provides talent management solutions to a diverse and prestigious list of customers, including: Wal-Mart, Sheetz, Securitas Security Services USA, Hess, Flying J, Wawa, The Pantry, Wakefern (ShopRite Stores), Tire Kingdom, FedEx, American Electric Power, and many more. For additional information, call 877-GO-DEPLOY or visit www.deploy.com.