



# HIGH-VOLUME HIRING CHALLENGES FOR FOOD DISTRIBUTOR SOLVED WITH SIMPLIFIED SOLUTIONS

## OVERVIEW

A wholesale food distributor in the Dallas/Fort Worth region was experiencing exponential growth and needed to hire quality employees at a high volume to staff their newest call center operations.

## CHALLENGE

A reputable food distributor was opening a new call center at the height of the pandemic to support their rapid growth across the country.

The client needed help from an external partner who knew the local market and could support high-volume hiring. Recruiting candidates willing to work onsite during the pandemic added to the challenge.

## About Addison Group

Addison Group is a leading professional services firm specializing in talent solutions, offering a full suite of capabilities across multiple sectors. We have a local presence in cities across the United States to find the perfect candidate for your open roles.

### Areas of Expertise:

- Finance & Accounting
- Information Technology
- Healthcare
- Human Resources
- Administration
- Digital Marketing

### Recent Accolades:

- *Forbes* | America's Best Professional Recruiting Firms 2022, 2023
- *Forbes* | America's Best Temporary Staffing Firms 2022, 2023
- *SIA* | Largest Staffing Firms in the US 2021, 2022, 2023

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## SOLUTIONS

Our established relationship with the client led them to reach out to our HR and Administrative practice for help adding 10 to 12 contract-to-hire customer service representatives for their new call center which evolved into Addison Group sourcing an additional eight to 10 candidates every three weeks.

We started by providing at least two candidates for each open role to ensure availability in case of any potential setbacks. Along with finding and placing candidates, we negotiated pay rates, constructed customized orientations and onboarding processes, and built an expedited conversion procedure. We repeated this approach every three weeks to provide candidates for upcoming onboarding classes. On average, we sourced top candidates in 24 to 48 hours, and our end-to-end process from submission to offer was five days. Throughout this project, Addison placed a total of 65 candidates with the client.

At the same time, the client was moving to a new technology system and needed talent to help transfer large amounts of data from the old system to the new one. Addison provided 10 data entry professionals and 10 administrative assistants to support this initiative. Initially 10-week contract roles, these exceptional placements were all converted to full-time employees.

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## WHY ADDISON GROUP?

At Addison Group, we always take the time to understand our clients' business goals and develop relationships that foster transparency and trust. As a result, our clients view us as an extension of their business.

We invest in providing candidates with a smooth hiring process. With this client, we were present for each candidate's first-day check-ins. It's this level of dedication toward a positive candidate experience that led this client to name Addison Group as their exclusive talent solutions provider for the remainder of the project.

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## READY TO TRANSFORM YOUR TEAM?

Our HR & Administrative Talent Solutions practice provides direct support with contract, contract-to-hire, direct hire, and executive search workforce solutions.

**Contact us today!**