

High-volume hiring challenges for food distributor solved with simplified solutions

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.

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,

About Addison Group

For more than 20 years, Addison Group has been a leading professional services firm specializing in talent solutions/staffing, offering a full suite of capabilities (contract, contract-to-hire, direct placement, and executive search) across multiple practice areas.

Areas of expertise:

- Finance & Accounting
- Information Technology
- Healthcare
- Human Resources
- Administrative
- 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*

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.

"Addison sourced top candidates in 24 to 48 hours, and our end-to-end process from submission to offer was five days."

The Addison Group Difference

We know great teams start with great people.

That means we focus on quality, not quotas. It means we're laser-focused on seeing candidates beyond their resumes to understand candidates' goals and ensure they align with your mission. And it means working with you to get detailed insights into your teams so we can find people who fit, not just who's available.

Through Addison Group, this client successfully introduced 10 new candidates across various teams and converted five of them into full-time employees, who continue to add value to the organization. **No one gets talent like Addison Group.™**

We'll do our best work, so you can do yours

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

Let's Talk.