

## CASE STUDY

# HD PROVIDES 66 CUSTOMER SERVICE AGENTS IN 4 WEEKS

### SITUATION

#### Summary

Our client, a third-party logistics company, needed to add 66 customer service agents (CSAs) in just four weeks to support holiday shipment delivery volume and maintain service levels with drivers and shippers.

#### Challenge

The company needed 36 agents for its 24/7 team (these positions include third shift, which is harder to fill) and 30 account scheduling agents. Plus, the roles were for the 4th quarter only; many candidates prefer long-term, temporary assignments.

### OUTCOME

#### Hire Dynamics' Solution

Members of our logistics workforce staffing teams met several times with the company's local management. And one of our staffing specialists shadowed the positions to understand them better. She learned what they needed in a CSA and the characteristics of those who excel in the positions.

#### The Results

We completed 114 interviews with 75 placements (including extra talent for backup). Our client not only maintained the previous holiday season's service level but exceeded it. After the holiday peak, the client hired 19 of our placements full-time!

*HIRE DYNAMICS HELPED ITS CLIENT SCALE UP ITS CUSTOMER SUPPORT TEAMS QUICKLY AS THEIR BUSINESS NEEDS DEMANDED WHILE ALSO IMPROVING RETENTION AND CONVERSION OF CONTINGENT STAFF. HD LED THE ENTIRE RECRUITING PROCESS, FREEING UP THE CLIENT'S INTERNAL STAFF TO FOCUS ON CRITICAL NEEDS.*

**Hire Dynamics** 

OPPORTUNITIES. FULFILLED.