

SUCCESS STORY

Recruitment Process Outsourcing Enables OFCCP Compliance

Business Issue

The service division of an industry-leading food service equipment manufacturer met the needs of its business and government customers nationwide with 1,700 highly-trained field service representatives. Recruiting for the 90 branch locations was handled by branch managers, who found it difficult to attract qualified candidates for the technician positions. The company's HR team sought to centralize talent acquisition to gain recruiting efficiencies and Office of Federal Contract Compliance Programs (OFCCP) compliance.

Solution

ManpowerGroup™ Solutions created a customized end-to-end Recruitment Process Outsourcing (RPO) solution that streamlined recruiting.

The solution focused on centralizing processes, implementing an applicant tracking system (ATS), and analyzing and documenting industry and branch-specific licenses and requirements. Additionally the ManpowerGroup Solutions RPO team worked to communicate and engage the branch managers in the process which included initiatives to increase diversity and introduce new standards for metrics and reporting.

“ We wanted to ensure our OFCCP compliance and also remove recruiting from our branch managers' workloads. Through our partnership with ManpowerGroup Solutions, we've been able to meet our goals. ”

—DIRECTOR, HUMAN RESOURCES



Results

Program results include:

- » Standardized HR data management and data storage process in compliance with OFCCP
- » Increased efficiency
- » Reduced hiring costs

