

A HRM CASE STUDY

HRM's Office Support business looks here, there and everywhere for PA's who can support executives who need to be here, there and everywhere.

THE CLIENT

This client is a leading provider of data, server and storage networking infrastructure solutions. Founded in 1994 the company's HQ is in California and they have offices throughout the world.

THE NEED

Having placed a number of key positions with this company, we were the first agency they approached to help them recruit a Customer Care Specialist. This was a difficult role as the right candidate had to come from a high innovation background. Following an in-depth CNA (Client Needs Analysis) with the HR Manager, we had a clear picture of the specific aspects of the role and the background that the ideal candidate would come from.

THE SOLUTION

For roles such as this, three core search techniques are essential: (1) database search, (2) industry specific advertising (3) networking and referrals. Using these techniques we shortlisted ten candidates, five of the strongest were put forward for consideration by the client. Three were selected for first round interview. The interview process involved two stages; first round with the Customer Service Manager, and stage two with the HR Manager and Managing Director. Those interviewing were highly impressed with the high quality of the candidates presented. Two days after the second round interview an offer was made to one of our candidates, who was delighted to accept. Feedback from the client is extremely positive, not only is the placed candidate highly productive and efficient, but also an excellent relationship builder with key customers.