

CASE STUDY

HIRE DYNAMICS TOOK OVER RECRUITING FOR A TIME AND SHOWED COMPANY MANAGERS HOW TO RECRUIT AND TRAIN GREAT TALENT ON ITS OWN

Problem

A small family-owned and operated retail liquidator decided to grow its business as an e-commerce seller. It used family and friends from its beginnings, including its warehouse/distribution center. Yet company managers didn't know how to train current employees in needed new skills and while it wanted to hire additional personnel, didn't know how to do so quickly and well.

Result

We partnered with this company to help it grow sustainably and profitably. The suggestions we offered the company, coupled with the temporary logistics talent we provided them and training we provided internal employees on logistics best practices (discussed below), have resulted in the company hiring and training all of its personnel on its own.

Summary

A boutique retail liquidation company decided to move into the e-commerce sector. It started as a family-and-friends operation but quickly found that it needed outside help yet had a hard time recruiting and training talent--particularly its distribution center -- to keep up with customer demand for products.

BUT PERHAPS THE MOST IMPORTANT THING WE DID FOR THIS COMPANY WAS ENSURE ITS CONTINUED GROWTH AND SUCCESS ON ITS OWN: IT NO LONGER USES OUR LOGISTICS STAFFING SERVICES – OR ANY OTHER STAFFING COMPANY'S – AND HIRES AND TRAINS ITS DISTRIBUTION TEAM MEMBERS ITSELF.

Challenge

Current employees balked some at having to work harder. "Outsiders" hired at the beginning of the company's quick growth spurt also felt the pay was too low and so turnover was high. The company's owners were worried they wouldn't be able to sustain the company's growth.

Hire Dynamics' Solutions

- We put together local market wage data and advised the company to raise its pay by 10 percent and ultimately by 20 percent.
- We helped the company put together a more structured shift schedule.
- We recruited experienced temporary warehouse associates to help the company with its growth spurt.
- We advised the company to provide more structured training to new team members. It promoted one of its current employees, and we trained that individual in distribution work best practices and then trained current/new employees in those best practices
- The company raised its rates according to our local market pay rate research.
- It changed its training practices.
- The company hired better quality talent.
- Ultimately, it increased its revenue by filling orders faster (and keeping clients happy), as well as decreasing its overtime costs.