

Non-Exempt  
Hiring

Inbound Customer  
Service Reps

National  
Program

Available  
“On-Demand”

### Partnership Background

#### Position Types:

- Inbound Customer Service Representatives

#### Client Hiring Overview:

- Monthly class based hiring initiatives for 25 hires
- National hiring locations including rural, suburban and urban geographies

#### Client Hiring Challenge:

- Convergys was missing training class targets every month in several locations by 50%

### Pierpoint Solution

**Delivery Model:** “SWAT Team” responsible for supporting Convergys’ most challenging locations

**Delivery Objectives:** strategic sourcing and targeted screening, providing a robust pipeline of both active and passive candidates

**Focus for Difficult Markets:** UT, AZ, TN, TX, IA, Canada

**Recruitment Steps Owned:** Source to Schedule

- Source + Screen & Interview + Schedule

**Highly Scalable:** Scaled Delivery Team from 5 Resources to 15 in 1 Week

- **INTERVIEW TO OFFER RATIO: 60%**
- **CONVERGYS CLIENTS SUPPORTED: APPLE, CHRYSLER, DIRECT TV, AT&T**
- **HIGHLY SCALABLE: ABLE TO “TURN ON” WITH 1 WEEK NOTICE**
- **110% FILL RATE AND 100% START RATE**

