

# On-Target Recruiting of Collection Agents



## North America

### Business Issue

#### High recruit times and worker attrition in collection division

The collection division of a leading specialty loan servicing company had a high burn-out rate at the client sites which lead to high attrition within the contract centers. It also created challenges attracting and keeping the right talent. The client turned to Manpower for help.

### Solution

#### Create a targeted recruiting strategy

After reviewing the positions and the skills needed, Manpower outlined a talent strategy. A recruiting strategy was created that included social and traditional media, live events, partnerships and visibility within surrounding communities.

Manpower found the candidates who met the skill and personality profiles, conducted thorough interviews and presented them to the client for the next round of interviews, as requested.

The new agent training program was closely monitored to stay connected to the collection agents and to coach and nurture the talent.

### Results

#### Decreased cost, time to hire; increased performance

In the past, the client had repeatedly battled with slow recruit times and worker attrition. With Manpower's talent sourcing and interviewing expertise, the client was able to quickly build up more stable, high-performing group of collection agents.

The process with Manpower has become so refined that when talent is needed, the client simply asks for new hires to be sent directly to the training site. This saves the client time and money, and the on-target talent resulted in better performance and improved attrition.

