



TRC Solutions Add Up to Streamlined Hiring and Stronger Retention for Financial Services Call Center

The Challenges

THE CLIENT: The Call Center Division within One of America's Leading Collection Agencies

TRC's client was having challenges meeting high volume demands and retaining their call center employees. The client identified a need for a customized hiring process, support filling training classes, and an increased graduation rate for the training classes. TRC implemented a new hiring process that saved the client significant time and money, increased training class fill rates, improved graduation rates by 18%, and significantly reduced turnover.

TRC'S Solution

TRC builds solutions unique to the customer's success.



Analyze market data to determine necessary wage increases to improve retention.



Interview each supervisor to determine their leadership style and considerations for successful employees.



Implement CSR behavioral assessments for candidates and leaders.



Develop a hiring process that eliminates the client interview stage.



Improve retention rates through successful client and talent matching and ongoing management.

The Results



TRC Increased

the training class fill ratio to 96.4%.



TRC Increased

the graduation rate from 62.3% to 80.5%.



The Client Has Saved

approximately \$1.28 million working with TRC versus hiring directly.

The Full Story

The Challenge

TRC's client was having challenges meeting high volume demands and retaining their call center employees. The client identified a need for a customized hiring process, support filling training classes, and an increased graduation rate for the training classes. TRC implemented a new hiring process that saved the client significant time and money, increased training class fill rates, improved graduation rates by 18%, and significantly reduced turnover.

The Solution

- 1. Analyze Market Data.** TRC works with the client to pull market data to determine the necessary wage increases they should implement when hiring employees to increase retention.
- 2. Conduct Supervisor Interviews.** TRC interviews each client supervisor to assess their leadership style, thought processes, and definition of a successful employee. Each supervisor is given a score, and based on a candidate's "score," they are matched to a supervisor or specific program. The goal is to place talent with a supervisor who shares similar work habits and communication styles to increase success chances. TRC also developed a behavioral assessment, which each supervisor completes in order to obtain better employee matches.
- 3. Implement CSR Behavioral Assessments.** Candidates are also given a CSR Behavioral Assessment during the interview process. They are asked a series of questions to determine critical thinking skills, what they're looking for in a leader, problem-solving skills, and more. Based on those results, a hiring determination is made. While a candidate may not be a match for one team or leader, they may be a match for others now or in the future.
- 4. Develop a Streamlined Hiring Process.** TRC worked hand in hand with the client to develop a streamlined hiring process that eliminated the client interview stage and allowed TRC to handle each candidate's full sourcing and selection process. Doing so enabled TRC to meet the client's high volume hiring needs while saving them significant time and money.
- 5. Improve Retention Rates.** TRC significantly improved employee retention rates due to successful client and talent matching and ongoing management. The client also expected TRC to fill training classes at 100% and graduate 85% of the training classes we started. Finding the right talent and conducting the employee and supervisor matching program enables TRC to do so. The client trusted TRC as the "experts" to identify the talent who would stay long term, which we accomplished in Atlanta, GA, prior to implementing in Montgomery, AL and Augusta, GA.

WHY TRC

We partner with businesses to design and develop strategies through various Talent Acquisition Audits. With over 50 years of combined experience championing our unique recruitment process, we ensure companies are only sent the absolute best candidates in the market.

The TRC team always rises to the occasion and gets us the very best talent to fill any open positions. They also always respond back promptly to any inquiries we may send over.

- Atlanta Manager

