

AN EMPLOYER'S GUIDE TO STAFFING AGENCIES

There are many staffing companies to consider for your hiring needs, but be aware that not all staffing agencies operate the same. No matter what industry you're in, utilizing staffing firms has a variety of benefits to offer—more qualified candidates, seasonal hiring flexibility, and the ability to try out an employee before making a hiring commitment. If you're looking to start a partnership or looking to switch to a new staffing agency, we've compiled a list of questions that employers should ask before signing up with a staffing company.

QUALIFICATIONS

How long have you been providing candidates for these types of job openings?

You'll want to ensure that the firm has proven experience to provide the talent your company requires. Do they focus on your specific industry? Are any of their Recruiters TSC or CSP certified by the American Staffing Association? Make sure the staffing company has a team of recruiting specialists with knowledge of the positions you are seeking to fill.

COST

How much will it cost my company?

Know the difference between a markup, bill rate, and direct hire placement fee. Choose an agency with a clear fee schedule so that you know exactly what you can expect to pay for the services provided. Some agencies include additional fees for non-standard screening costs within the markup, so always ask what is included in the standard markup rate and what isn't.

UPFRONT FEES

Are there any upfront costs to get registered?

More likely than not, it will be free for employers to get started with a staffing agency. You'll want to find out if there is a sign-up fee to get registered, if credit checks are a part of the process to get started, or any hidden fees that may come about during the initial implementation process to get started with the staffing company.

TURNAROUND TIME

How long does it take to get an employee started?

The time frame for successfully finding an employee is going to vary based on current candidate pool and your specific needs. Make sure quality resumes are of utmost importance over quantity. Depending on the job type, level, and difficulty will factor into the turnaround time. Most importantly, Recruiters should request your prompt feedback on the resumes presented in a timely manner to shorten the hiring cycle.

SCREENING

What types of screening do you provide?

Find out what screening and vetting techniques are used to source for qualified talent. Make sure their screening strategy aligns with your requirements, and depending on the type of workers and your preferences, the level of screening, testing, and depth of background investigation may vary.

PROCESS

What is your hiring process for finding talent?

By clearly understanding your needs and the requirements of the position, search and recruitment efforts will begin immediately. Qualified candidate resumes will be presented to you to select from and interview. Continuous recruitment is essential in order to build the best candidate pipeline for top talent. Hiring processes vary, so be sure to ask what their specific methods are.

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CONVERSION HOURS

How long until I can hire a temporary employee?

Temp-to-Hire is a proven method to determine whether an individual will fit into your working environment and allows you to review a candidate's performance before making a hiring commitment. After the completed trial (temp-to-hire/contract) period, you may have the option to hire the candidate onto your payroll with no additional fees. Usually the period is **approximately 3-6 months** until you can convert the employee full-time, but always inquire about their specific policy.

BUYOUT FEE

How much is a buyout and what is your procedure?

Inquire about any fees incurred if you were to hire the employee before they have completed the required number of hours to be eligible to convert. To request a quote for how much the buyout fee would cost, simply contact the agency and they will ensure employee eligibility and hours remaining to prepare the quote. This should be a fairly seamless integration that is intended to be a smooth transition for the employee, staffing agency, and the client company.

GUARANTEE

Do you offer a replacement guarantee?

In the event you are unsatisfied with the candidate provided (either for temp/contract positions or direct hire placement), the staffing agency should attempt to find a replacement candidate for the same position at **no additional charge** to your company.

PAYMENT TERMS

What are your standard payment terms?

How often does the agency pay their temporary employees, and how often you are invoiced for the services provided? Standard terms are usually weekly or bi-weekly payment to the temp employees, and clients are usually invoiced weekly. Invoices may be considered past due if not paid within the agreed upon terms. Late fees may apply. Typical methods of payment are credit card, ACH, or check.

CONTRACT

What are your contract terms?

When a good contract is in place, both you and the staffing firm will find the process much more pleasant and effective. It's purpose is intended to be fair to both the staffing client and the staffing firm, and should be relatively short and easy to understand. The **responsibilities of each should be clearly specified**. Review and ensure compliance with federal and local laws with your legal counsel. Make sure your hiring requirements are communicated and annual **contract terms** are clearly specified.

DISCOUNTS

Are there any available discounts?

Cost-savings is an important factor to calculate. Find out if there are any discounts to take advantage of- whether it be volume, early pay, or seasonal promotional codes- there may be some additional savings, all you have to do is ask!