



## CASE STUDY

# Thinking Outside the Box to Support Onboarding Tasks

Supplying electricity and natural gas to 680,000 customers in three Pacific Northwest states, an American energy company hired Volt in 2009 to provide contingent staffing across all skill sets, with the majority of candidates needed to fill niche IT and engineering positions in the Spokane, WA region.

## The Challenge

The onboarding process was time consuming for the client's hiring managers and presented Volt with an opportunity to collaborate with the client to update an inefficient process. The solution would need to remove hiring managers from the administrative tasks associated with onboarding and the revised process would have to improve the candidate's experience their first day on the job.

## The Solution



Through an in-depth collaborative needs assessment workshop, Volt documented the client's onboarding process, identifying job-related versus administrative-related tasks. We developed standardized procedures that were customized for each department. Volt took ownership of the administrative tasks, which freed up the hiring managers to focus on the job-related tasks. For example, the hiring manager was able to step away from supporting the onboarding once the job offer had been accepted and through the deployment of the candidate.



The second part of the solution focused on the candidate experience. We ensure our candidates are satisfied with the job placement because then they are much more likely to remain throughout their assignments rather than seek other employment. On their first day, we met each new hire at the facility and provided:



- Facility badge
- Full tour of the facility
- Work station equipment fully operational and set up correctly
- First week's calendar schedule



At the end of the first day and first week, Volt's program team checked in with the new hires to answer any questions and/or to address any concerns. Thereafter, the program team regularly checked in with the new hires throughout the term of their assignments.



## THE RESULT

Our client's hiring managers are now focused on job-related tasks and candidates receive a more hands-on, positive experience. Volt's program team is continually seeking ways to improve all contingent staffing processes for the client. For the past five years, our client has conducted an annual comprehensive scorecard review of all its suppliers. Volt has won each year, receiving recognition in the client's internal communication newsletter as well as lunch with the client's senior leadership.