

# Case Study: Talent Acquisition Management Program



## BACKGROUND

A division of facilities in the Midwest sought a Talent Acquisition management solution to lead its existing Talent Acquisition team. The model developed blended both client and Cross Country's RPO Team assets to achieve greater recruitment outcomes.

## PROGRAM DESIGN

- Prior to the launch of the program, Cross Country's RPO Team completed a Recruitment Process Analysis to identify areas of opportunity for improvement by the Cross Country's RPO Talent Acquisition Manager.
- This included conducting an assessment of current resources, defining metrics to be used in performance standards, establishing baseline performance standards, and aligning team members with those goals and recruitment outcomes.
- Created a model that increased the pool of potential new FTEs to the individual facilities by leveraging the resources and methods of a staffing agency at a more affordable rate.
- Removed excessive administrative functions from the realm of a recruiter's responsibility to facilitate and improve candidate flow.
- Cross Country's RPO Talent Acquisition Manager also focused on the development of passive candidate sourcing methods, improving time-to-fill results, and developing partnerships with local resources to attract candidates to the facility.

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- A key focus in delivering the results below has been relationship management with hiring managers, introducing them to the improved process, and developing a partnership with the recruitment team.
- All client processes and regulations were administered and executed by client staff.

## PROGRAM RESULTS

- Increased hires by 86 percent in the first 150 days.
- Client was significantly below the national average cost per hire of \$4,129 (SHRM, 2016).
- Streamlined and improved division talent acquisition process through implementation of a Cross Country RPO Manager leading the client's talent acquisition team.

Contact us today to discuss a Recruitment Process Outsourcing solution customized to your specific needs. Contact us [online](#), or by phone: 800.678.7858