

# How to Hire the Best Staffing Agency

7 QUESTIONS TO ASK BEFORE HIRING  
A STAFFING AGENCY

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# 7 questions to ask before hiring a stang agency



1. What expertise do you have with recruiting in my industry?



2. How do you measure your client satisfaction and what is your most recent satisfaction score?



3. What was your turnover rate for internal sta last year?



4. What is your most recent satisfaction score for your permanent and temporary placed talent?



5. What current trends and recruiting issues should I be aware of?



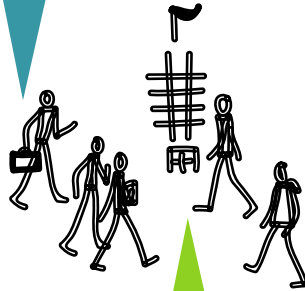
6. Do you expect your rates to be higher, lower, or about the same as other agencies I may consider?



7. What are your expectations of me in this partnership?

**3 million**

**TEMPORARY EMPLOYEES**  
GO TO WORK EVERY DAY <sup>1</sup>



**35%** **OF U.S. COMPANIES**  
**USED A STAFFING AGENCY**  
IN THE PAST 12 MONTHS <sup>2</sup>

In today's ever-changing business environment, many companies find it's no longer a question of whether or not to implement a flexible workforce strategy, but rather which staffing agency or agencies are best to partner with when building and executing that strategy.

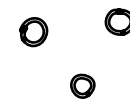
Leveraging more than a million survey responses over the last decade, Inavero has identified 7 questions to help hiring managers, procurement professionals, and senior HR leaders choose the best staffing agency to meet their needs.

# 1 ■ What expertise do you have with recruiting in my industry?

Inavero research has shown that while an ability to effectively match technical skills and culture t are critical, it is the stang agency's knowledge of your industry that is oen most important.<sup>2</sup>

Does the agency attend your industry events?  
Have they lled positions for your competitors?

If they aren't one of the key contributors to your industry, nd an agency that is and partner with them instead.



# 2

## How do you measure your client satisfaction and what is your most recent satisfaction score

One of the most reliable indicators of future performance is past performance. Ask stang agencies to provide you with their most recent client satisfaction score and how they compare to competitors.



Don't just accept 3 testimonials from the stang agency, anyone can find 3 people that love them.



Inavero's Best of Stang is the nation's only award that recognizes staffing agencies that receive remarkable reviews from their clients. The 2016 Best of Staffing Client Award winners have all achieved a minimum Net Promoter Score of 50%. On average, winning agencies are nearly three (3) times as likely to be completely satisfied with the services provided compared to those working with non-winning agencies.

# 3 ■ What was your turnover rate for internal sta last year?

Partner with an agency that has low turnover of their internal sta so that you can build a long-lasting relationship. It's important that your account manager and recruiter know you, your business, and your industry. This is tough to accomplish if they leave the stang agency.



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Inavero and CareerBuilder joint research found that in 2012, 32% of stang agency clients had a dierent contact at their primary stang agency compared to the year before.<sup>3</sup> The best agencies should have internal turnover signicantly less than the most recent industry average of 21 percent.<sup>2</sup>

# 4

## ■ What is your most recent satisfaction score for your permanent and temporary placed talent?

A staffing agency with happy people working for them is invaluable. Dissatisfied permanent and temporary employees who are working for you are twice as likely to quit their job early.<sup>3</sup> These types of avoidable disruptions are painful and costly for you and your team. Gauge the satisfaction of permanent and temporary employees currently working for a staffing agency by viewing testimonials, reviews, and satisfaction scores.



The industry average Net Promoter Score for permanent and temporary employees working for a staffing agency is 24%, those who earned Inavero's 2016 Best of Staffing Award for talent satisfaction achieved a minimum of 75%.

# 5 ■ What current trends and recruiting issues should I be aware of?

Choose a stang agency you trust as a strategic advisor for your company. Your agency should provide you with useful and enlightening information that makes you smarter, even before you hire them. Did you learn anything new the first time you met with them? If not, continue your search.





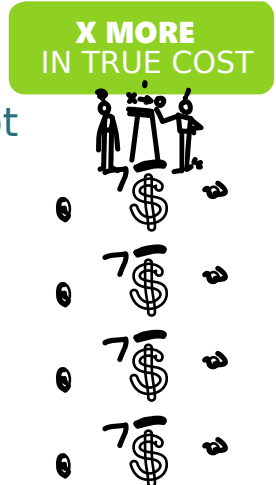
# 6

## Do you expect your rates to be higher, lower, or about the same as other agencies we may consider?

Don't just buy from the agency with the lowest price or markup. It's important to make an informed decision based on value, and not solely on cost. Inavero research shows that if your organization makes a bad hiring decision it will cost you up to 4 times more than if you had just hired a strong agency with expertise in filling your needed position.<sup>3</sup>

If an agency is higher in cost than their competitors, they should be able to explain and illustrate why.

Pay for concrete value and true differentiation, not clever marketing or a persuasive sales pitch. Choose a strong agency that provides you with permanent and temporary employees you can't necessarily access yourself and invests in training them.



# 7 What are your expectations of me in this partnership?

A high-performing relationship with a stang agency won't happen without your investment of time and resources too. Partner with a stang agency that you trust enough to allow them the access they need to learn about your business and culture. The success of a partnership is rooted in valuing each person involved—clients, job candidates, and the hired stang agency. With this commitment in place, hiring a stang agency and developing your flexible workforce strategy can be a transformational component for your organization's growth, flexibility, and sustained success.



# What's next? Select a stang agency.

Inavero's Best of Stang is the nation's only award that recognizes stang agencies that receive remarkable reviews from their clients. The online searchable directory identifies the best stang agencies in the U.S. and Canada.

Visit [www.bestofstang.com](http://www.bestofstang.com) to view the winners.





## SATISFACTION SURVEYS MADE SIMPLE.

Inavero administers more staffing agency client and talent satisfaction surveys than any other firm in the world. Inavero's team reports on satisfaction surveys from more than 500,000 staffing agency clients and talent each year and the company serves as the American Staffing Association's exclusive satisfaction survey partner.

Inavero's Best of Staffing® is the nation's only award that leverages third party validated survey responses from staffing firm clients and placed talent. Best of Staffing winners are featured on BestofStaffing.com - the central online hub for businesses and job seekers to search by location and industry to find the best staffing firms to call when they are in need.

For more information:

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Agencies that won the 2016 Best of Staffing® Client Award earned the distinction based on the strength of more than 100,000 surveys. Participating staffing agencies were required to survey all clients they had worked with during a recent consecutive 3 month period, using the Net Promoter® Score (NPS) methodology. Net Promoter Score is calculated by taking the percentage of clients who rate their likelihood to recommend the staffing agency with a score of 9 or 10 (promoters) and subtracting the percentage who rate the staffing agency a 6 or lower (detractors). A minimum response rate of 20% (with at least 15 responses), 500 responses per brand were required to ensure the score's validity.

### Sources

1 American Staffing Association: Staffing Industry Statistics

(<https://americanstaffing.net/staffing-research-data/fact-sheets-analysis-staffing-industry-trends/staffing-industry-statistics/>)

2 Inavero and CareerBuilder Research: 2014 Opportunities in Staffing

(This report is no longer available online. Email [info@inavero.com](mailto:info@inavero.com) for more info.)

3 Inavero and CareerBuilder Research: 2013 Opportunities in Staffing

(This report is no longer available online. Email [info@inavero.com](mailto:info@inavero.com) for more info.)

4 Inavero and CareerBuilder Research: 2015 Opportunities in Staffing (<http://opportunitiesinstaffing.com/>)