

Banking Technology Services



"The duties of individuals placed by Manpower include close interaction with our client's customers, so outstanding communication skills are essential. We are pleased that the quality of employees placed with our company has met this critical expectation. Manpower clearly understands that our success translates into theirs, and they work dependably to bring the best experience possible to our relationship."

Senior Vice President,
Banking Technology
Services Call Center

*Banking Technology Services
Location: Midwest
Industry: Banking and
Financial Services*

Challenge

More than 500 contact center representatives are the front line of customer service for a Midwestern firm that provides check processing and electronic funds transfer services. The industry leading firm serves 8,000 customers worldwide, with annual earnings of \$1.7 billion. Attendance issues and a 70% turnover rate led to declining productivity. The firm needed to improve its ability to find and hire right fit candidates.

Solution

Manpower implemented a temporary to permanent staffing solution designed to increase recruiting success by:

- Developing a "top performer" profile to use in recruiting based on the firm's culture, contact center environment, and customer service expectations
- Employing proprietary contact center assessments, PhoneSkill™ and Teleskill™, so candidates could experience a simulated version of daily work before the first day on assignment
- Sharing contact center best practices, which guided the firm in improving its policies on lull time

To address retention concerns, Manpower partnered with the firm to transition the top talent to permanent positions.

Results

Manpower's workforce strategy resulted in a 60% reduction in turnover in two years. More than 30% of the temporary contact center agents were hired as permanent employees in the second year. Morale has risen, and attendance rates have increased, resulting in a more consistent level of service for the firm's customers.

In contact centers nationwide, Manpower is placing associates with the skills and experience to deliver better call handle times and higher customer satisfaction. Moreover, Manpower's Call Center Practice delivers comprehensive workforce and operations management services that result in measurable improvements in productivity, attrition levels, service quality and cost control.

us.manpower.com/contactcenter