

## Global Financial Services

### Challenge

A department manager from a global financial services provider was in the midst of creating a new team for a collection department and needed 15 agents urgently. The contracts lengths were undetermined at the time, but after the 3 months probation period, a full time job would be offer to the best agents. At the same time, they were also launching a new product and needed a team of 15 office clerks and data entry specialists. Half of the staff will be for daytime shift and the other half working in the evening.

### Solution

Having served this client for almost 10 years, Manpower understood the financial work environment, and the type of candidates that would be successful for these projects. However, responding within a short period of time with top talent would not be easy. Manpower's refined process of screening and qualification enabled us to determine the ideal candidate profile for both departments.



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Manpower's  
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Industry: Financial Services

Manpower also implemented several change management best practices:

- Comprehensive communication with associates, and extensive orientation about their upcoming employment with Manpower
- Regular, ongoing discussions and updates with the company's internal management team
- Development of tailored marketing and operational pieces to facilitate communication
- At project end, both teams conducted a joint debriefing session to discuss lessons learned

### Results

Within 2 weeks, Manpower had all the associates ready to work, and they were deployed immediately to the client site. Due to the success of the recruit, several more associates would be screened and assessed and a total of 25 associates started successfully within a month.

Manpower is an active partner to many of Canada's Tier 1 & 2 financial institutions along with other financial services organizations. Our clients in this field have turned to Manpower to help address variable labour requirements and quality personnel. Manpower's network of clients and candidates stems from our solid reputation in Canada linking quality candidates with exceptional companies since 1958. We operate a large financial services centre focused solely on the financial services market, and placing candidates in all roles and capacities.

Solve your recruiting and retention challenges, with Manpower.

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