

JOB DESCRIPTION FOR STAFFING SPECIALIST

TITLE:	Staffing Specialist	PROFIT CENTER:	Various
REPORTS TO:	Branch Supervisor/Manager	EEO CLASSIFICATION:	Administrative Support
PROFIT CENTER NAME:	Various	FSLA:	Exempt

SUMMARY

The Staffing Specialist is responsible for: 1) delivering high quality service to customers and temporaries by matching skills of temporaries to customer needs, 2) developing and retaining business by providing outstanding customer service, and 3) performing a variety of administrative tasks that support the overall mission of quality performance and service.

PRIMARY FUNCTIONS

- Obtain detailed assignment information from customers and utilize it to provide effective customer service
- Interview and assess applicants using the Performance Selection System to evaluate their qualifications for assignments
- Administer the training of temporary employees to upgrade their skills for assignments
- Fill customer work orders with qualified temporaries
- Monitor temporary employee attendance and performance using the phone and performance surveys
- Troubleshoot to resolve the problems or complaints of customers and temporaries
- Coach and counsel temporaries to ensure quality performance and job satisfaction
- Implement company award programs to recognize the good performance of temporaries
- Conduct outside service calls to ensure quality customer service and expand business
- Conduct outside service calls to reactivate inactive customer accounts
- Make skill sourcing telephone sales calls to acquire new business
- Present e-solutions, Surge assessments and training programs to customers in order to secure or maintain their business
- Present On-site, Vendor Management and Payroll consulting services to appropriate customers in order to secure or maintain their business
- Recruit temporary employees to form a pool of applicants for high demand skill areas
- Answer telephone to provide desired information for customers and temporaries
- Maintain customer and temporary employee records to ensure completeness and accuracy
- Follow company policies and procedures for all staffing and customer activity
- Complete company reports to log the week's sales/service activities
- Must maintain 1500 billable hours
- All other duties that may arise to ensure successful operation of the company

SECONDARY FUNCTIONS

- Process and assist with unemployment claims of temporaries as directed by the Unemployment Department staff
- Complete Workers' Compensation, insurance, accident and OSHA forms of temporaries as instructed by the Workers Compensation Department staff

QUALIFICATIONS

- High School diploma or equivalent required; some college coursework or equivalent business experience preferred
- At least 1-2 years previous customer service or appropriate business experience a plus
- Ability to access areas where needed people, information or equipment are located
- Ability to understand and accurately apply basic math skills
- Proficiency with Microsoft Word, Excel, PowerPoint, Outlook and Internet
- Ability to make competent use of work related equipment and materials
- Ability to remember information (e.g., policies, procedures) or locate resources to find information as needed
- Ability to travel to various locations (e.g., customer sites, other company offices) as needed
- Ability to communicate effectively and tactfully with others
- Ability to work with other team members as well as independently
- Ability to shift back and forth between two or more tasks
- Cooperative, team-oriented, patient, calm under pressure
- Ability to arrange things in certain order (e.g., alphabetically, numerically)
- Ability to produce results within an autonomous environment, within company guidelines and have the flexibility to identify and respond to changes in priorities
- Strong written and verbal communication skills
- Ability to provide excellent customer service to all clients (customers and employees)
- Ability to advise, counsel, guide and influence the opinions and decisions of others (e.g. customers and employees)
- Ability to analyze and evaluate people, data and things to determine courses of action