

PARTNERING *with a* Staffing Company

Staffing companies serve as extension of HR departments

As new technology surfaces and mergers and acquisitions become prevalent in the insurance and financial services industries, there is an increased demand to meet customer expectations in a timely manner. As a result, employment in operations support, customer service, accounting and project management continue to grow.

Staffing assistance is no longer a periodic human resource (HR) issue but rather a cyclical pattern where insurance and financial services companies must consistently fill open positions to address the peaks of their business cycle. HR departments may struggle with locating the right candidate in a specific time period versus handling other job responsibilities. In order to maintain a leadership status in these industries, many companies utilize the resources and expertise of a staffing company to recruit qualified candidates.

For 25 years, Aerotek® Inc., a leading provider of technical and professional staffing, has successfully provided customized recruitment solutions to a wide range of industries and clients.

Aerotek Professional Services

Aerotek Professional Services®, a division of Aerotek, has a long history of fulfilling the staffing needs of insurance and financial services companies. Aerotek uses a combination of proprietary recruiting technology, extensive networking and a comprehensive screening process to select the right candidates.

As a full-service staffing partner, Aerotek has an exclusive staffing partnership with a leading diversified insurance and financial services company based in San Antonio that offers a wide range of insurance, mortgage and investment services to financial institutions, businesses and consumers.

In working with this company since 2001, Aerotek has expanded its services from staffing one department to assisting in the centralization of the company's overall staffing needs. Aerotek works closely with the company's HR department to identify hiring needs and has developed a detailed understanding of each position by meeting with managers and shadowing employees. Aerotek's benefit to the company has not only been the rapid turnaround of skilled applicants, but also its ability to locate bilingual candidates and employees with flexible schedules to accommodate the company's varying work shifts.

Quality candidates in a timely manner

Aerotek consistently provides the San Antonio-based company with qualified candidates for contract, contract-to-hire and direct hire positions such as customer service representatives, insurance processors, data entry processors and client service coordinators.

The company's HR department operates under a cyclical staffing pattern,



experiencing an influx in staffing needs to grow and replenish its customer service team, and fill its new hire training classes. The company relies on Aerotek to staff positions with a few days notice, sometimes requiring up to 30 candidates a week. On a regular basis, Aerotek averages 25 employees with this company. This long-term working relationship has evolved into a mutually-beneficial partnership of high productivity with relatively low maintenance.

As demonstrated by its relationship with this and other companies in the insurance and financial services industries, Aerotek understands the staffing needs of this industry and works closely with each client to deliver the right candidate.

For more information, visit www.aerotek.com.

