



# A PuzzleHR Case Study: Comprehensive Mid-Volume TA Solution

## **EXECUTIVE SUMMARY:**

Our client approached PuzzleHR in July 2024 for assistance filling a variety of roles at multiple levels, from entry to senior. The client utilizes PuzzleHR's Managed Talent Acquisition service, as their hiring needs are specific but not constant. Over the course of their relationship with PuzzleHR, our TA team successfully filled 21 positions across all role types.

## **THE PUZZLE:**

The client approached PuzzleHR for assistance filling a wide variety of roles, as they lacked the ability to manage multiple job requisitions simultaneously. Operating a specialty store means the client requires knowledgeable staff who can provide reliable customer service.

## **THE SOLUTION:**

The Managed Talent Acquisition solution provides a full spectrum of services, from job postings to candidate interviews, aimed at attracting and securing top talent with minimal operational effort from the client's end.

The client's staffing needs reflect the variety of skill sets required in retail operations, though their hiring rates are lower than many retail companies. They needed to find candidates for roles at a variety of levels, from store managers to cashiers. Over the course of their relationship with PuzzleHR, the TA team successfully filled 21 positions across all role types, demonstrating consistent recruitment across several levels and skill sets. The comprehensive Managed TA service model proved highly effective for the client's mid-volume hiring needs. The thorough TA service requires minimal operational effort from the client, allowing them to maintain focus on core business operations while Puzzle continues to source top talent.



## **Meet the Teams:**

### **Our Client:**

Our client is a well-established retail specialty store. They partnered with PuzzleHR in July 2024 for assistance in filling a wide variety of roles, including sales associates, cashiers, store managers, and customer service associates.

### **PuzzleHR TA Team:**

The client utilizes PuzzleHR's Managed Talent Acquisition service, as their hiring needs are specific but not consistent.

The Managed TA service is ideal for businesses looking to outsource the management of up to 16 job requisitions at a time. It offers a full spectrum of services, from strategic recruitment planning and engaging job postings to thorough candidate screenings and interviews, aimed at attracting and securing top talent with minimal operational effort on the organization's part.