



# A PuzzleHR Case Study: High-Volume Retail Recruitment Success

## EXECUTIVE SUMMARY:

Our client approached PuzzleHR for assistance with hiring a high volume of retail employees. The Talent Acquisition team stepped in, providing the client with a recruiter through the Dedicated Recruiter Service. Over the course of the relationship, the dedicated recruiter filled 315 positions, averaging 33 days to fill a role.

## THE PUZZLE:

Like many companies in the retail industry, our client's hiring needs span multiple levels of retail operations, including both part-time and full-time positions. Their recruiting needs include sales associates, forming the foundation of their customer service teams, and leadership positions, including retail supervisors, assistant store managers, and store managers.

## THE SOLUTION:

Due to their substantial hiring volume, the client selected the dedicated service model that offers the highest level of hands-on support tailored to their specific objectives and organizational needs.

The PuzzleHR Talent Acquisition team worked quickly and efficiently to begin filling roles. Since the beginning of the client relationship, the TA team successfully filled 315 total positions across all role types. The client hires consistently, averaging between 10 and 20 new hires each month. The Dedicated Recruiter Service streamlined the hiring process, with an average fill time of 33 days across all positions, ensuring minimal disruption to store operations. The relationship continues to thrive, with the client committed to ongoing service to keep up with their hiring needs.



## Meet the Teams:

### **Our Client:**

Our client is a high-volume retail specialty store, meaning consistent staffing is essential to maintaining customer service standards and operational efficiency. They have been successfully partnered with PuzzleHR since August 2023.

### **PuzzleHR TA Team:**

The client utilizes PuzzleHR's Dedicated Recruiter Service. Tailored for organizations seeking a personalized recruitment approach, this service assigns a designated talent specialist to manage the entire recruitment cycle.

From job posting creation and compensation analysis to candidate screening and conducting interviews, including the final offer or declination letters, this option offers a hands-on approach to meeting specific hiring objectives.