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Recruitment in a Remote Environment

Presented by



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Agenda

- Transition to remote work
- Recruiting and onboarding remotely
- Training remote team members
- Managing remote team members
- Maintaining culture and engagement

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Transition to Remote Work

Recruitment in a Remote Environment

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Assessing Remote Locations –

No Geographic Limits?

- Individual state laws & regulations
- Payroll tax requirements
- Worker's compensation implications
- Poster Requirements for Employers (Employee Rights)
- Wage and Hour requirements around record-keeping, overtime, minimum wage, exemptions, pay frequency, etc.
- Determination of "Market" for compensation purposes

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Virtual Recruitment

- Evaluating technology to assist
 - Texting technology
 - Calendar technology
 - I-9 outsourcing
- Cost of technologies can sway to outsourcing or insourcing
- Every point of applicant contact is virtual
 - Each interview in the process is a video interview
 - Applicant Tracking System is critical to collect the required data and signatures to proceed through the process
- First mover advantage to attract and process the very best candidates
 - 24-hour first contact from resume submission is critical
- Ideal Candidate is a very broad definition
 - Culture fit is critical
 - Candidates are looking for more in a new job/career
 - We are looking for more in the ideal candidate



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Onboarding Team Members Remotely

Harnessing the Power of Remote Team



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Remote Onboarding

- Adjustments to post offer, pre-start date for virtual new hire
 - Completing new hire paperwork before start date
 - Staying in contact with weekly check-ins post offer, pre-start date to begin the relationship
 - Assisting with setting up equipment pre-start
 - Welcome sticker on the equipment box
 - Detailed instructions for system set up
 - All of this allows for new hire readiness to start working at 8am on Day 1
- Drug screen is completed by a testing partner located in the geographic area of new hire
- Background check process is virtual
- All HR Forms are fillable, and e-signatures permitted
- I-9 form is fillable, and a family member can complete while HR is on video call reviewing identification

WELCOME
TO THE
FAMILY



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Training Team Members Remotely

Harnessing the Power of Remote Team



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New Employee Training & Orientation

- All training is conducted virtually
- Use Microsoft Teams and Zoom for a trainer's view of the trainee's desktop
- Two-way video is critical
 - Observe body language and facial expressions
 - Enables real-time feedback
 - Enables role-playing
- Dedicated trainers and online learning platform provide identical training as was provided in-person
- Perform side-by-sides virtually
- Offer "Meet and Greets" with senior leadership
- Assigned a Mentor that works with them for several months
- 3 Week Check-In Survey with all new hires



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Online Learning Management System

- Use Provana IPACS to manage online learning
- Provides on-demand learning library for ongoing training and professional development
- Enables annual required training and ensures company-wide completion
- 150+ courses in IPACS currently
- Company specific and tailored reporting



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Technology Upgrades

- Added cameras for all team members
- Virtual check-ins can help new hires stay well-integrated
- Equipment is critical for engaged, productive remote team



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Managing Remote Team Members

Harnessing the Power of Remote Team

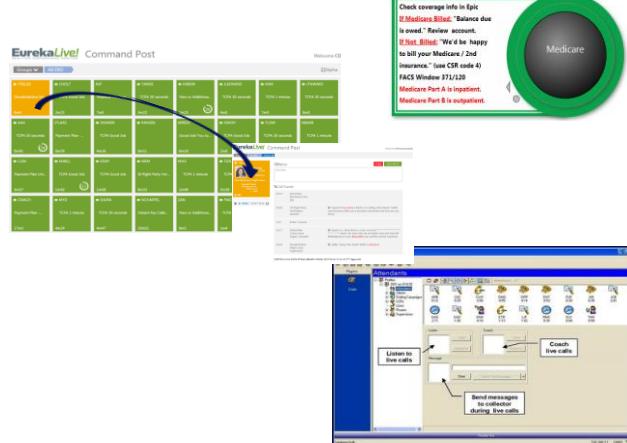


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Call Monitoring and Analytics

Real time speech analytics
consists of three main
components:

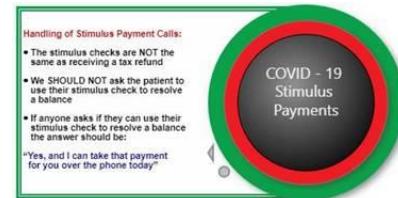
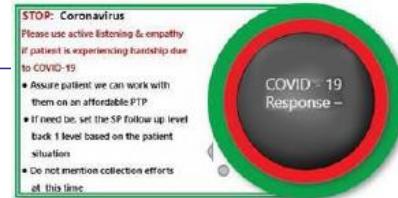
- Command Post (Supervisor View)
- Agent Assistant
- Artiva Manager



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On Screen Coaching

- As the system hears key words, it provides on screen coaching in real time
- Disappears only after instructions are completed





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Representative Scorecard

Quality scorecard thresholds & WOW award bonus – value of 30 points

Working productivity for talk, update and wait time – value of 15 points

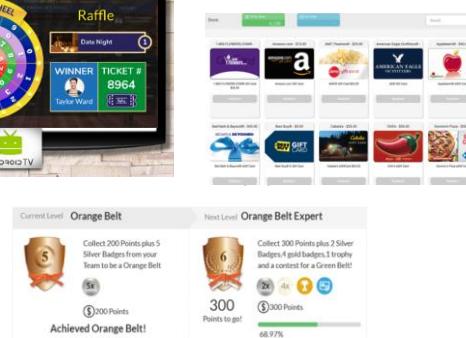
Calling productivity for inbound and outbound call handling, minus down time – value of 15 points



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Gamification

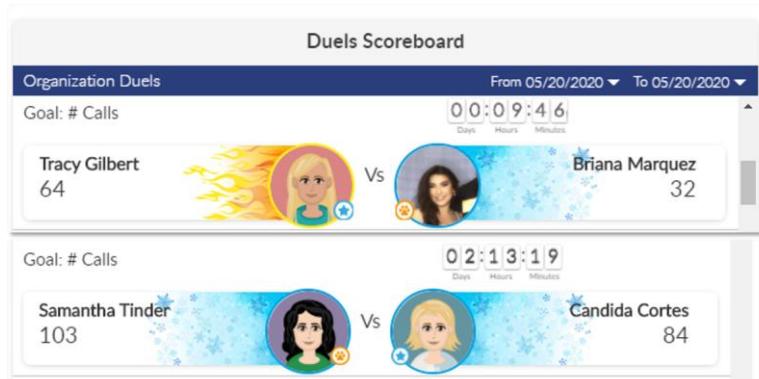
- Measure individual and team dashboard KPI's
- Earn points that can be redeemed for prizes
- Earn badges they can proudly display on their online profile
- Compete against teammates





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Gamification - Duels



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Maintaining Culture and Engagement

Harnessing the Power of Remote Team



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Communication

- Monthly Info Meetings have evolved online
 - Available live and on demand
- Expanded use of Teams and Zoom
- Expanded use of HR Self-Service functions
- Expanded use of Ambassador program with key front-line team members
- Updating our Vision and Values



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Measuring Communication

- Annual staff survey – Best Places to Work 6 Years in a Row!
- Internal communication survey results
- Provide feedback to each department with individualized survey reports
 - Feedback sessions are held with each department
- Success and action plans are developed and shared



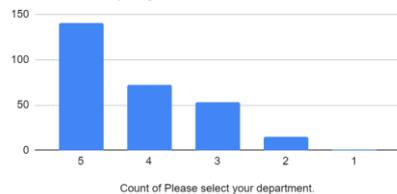


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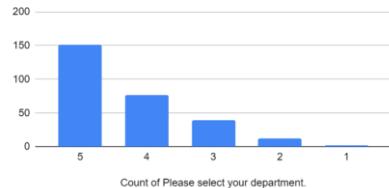
Measuring Engagement

Mid-Year Mini-Survey

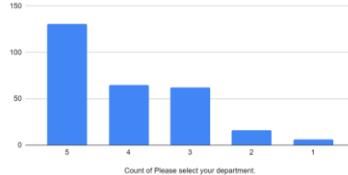
I believe the amount of communication I receive from the company is sufficient.



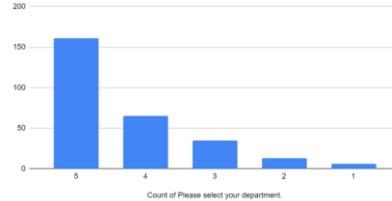
I believe the amount of communication I receive from my supervisor/manager is sufficient.



I believe the amount and type of training that is available to me is sufficient to do my job well.



I believe there is a family environment and team spirit at State Collection Service and the company does what it can to foster these.



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Creating Connection



Clearly identify communication channels appropriate for various scenarios (i.e. one-on-one chats, team meetings, phone calls, video calls, open forums for sharing of feedback and ideas etc.)



Encourage two-way communication – Communicate clear goals and expectations. Solicit honest feedback



Use video chat whenever possible



Keep a pulse on staff well-being and morale. Check-in frequently on the "human side"



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Coffee Break with State



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Virtual Team Building





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Halloween “This or That”



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Transitioning Traditions Online - Fundraisers





Summary

- Use technology to adapt processes for remote team members
- Set clear goals and objective measurements
- Communicate and connect
- Have Fun!



Questions?

Contact learnmore@stcol.com for additional information.



Thank you!

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