

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

Transition to Remote Work

Recruitment in a Remote Environment

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
- First mover advantage to attract and process the very best candidates
 - 24-hour first contact from resume submission is critical
- Cost of technologies can sway to outsourcing or insourcing
- 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
- 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



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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



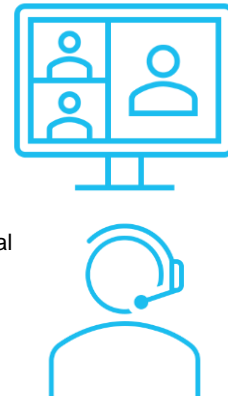
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Training Team Members Remotely

Harnessing the Power of Remote Team

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



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

Call Monitoring and Analytics

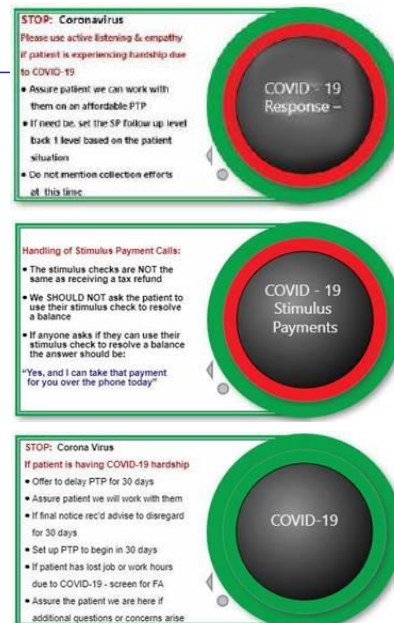
Real time speech analytics consists of three main components:

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



On Screen Coaching

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



Representative Scorecard

[illegible]

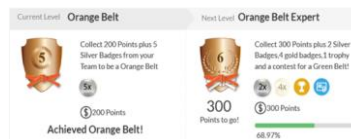
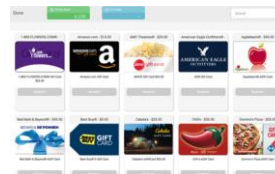
Quality scorecard thresholds & WOW award bonus – value of 30 points

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

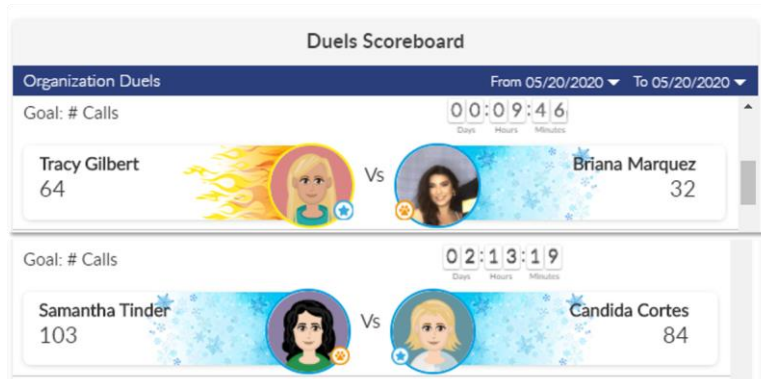
Calling productivity for inbound and outbound call handling, minus down time – value of 15 points

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



Gamification - Duels



Maintaining Culture and Engagement

Harnessing the Power of Remote Team

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

Measuring Communication

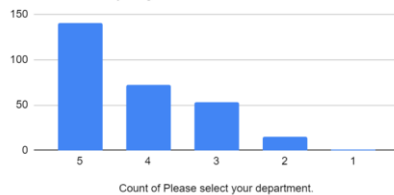
- Annual staff survey – Best Places to Work 6 Years in a Row!
- Internal communication survey results
- Provide feedback to each department with individualized survey reports
 - Feedback sessions are held with each department
 - Success and action plans are developed and shared



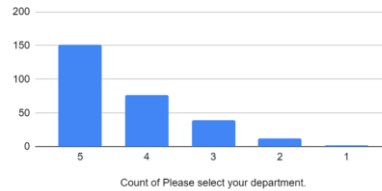
Measuring Engagement

Mid-Year Mini-Survey

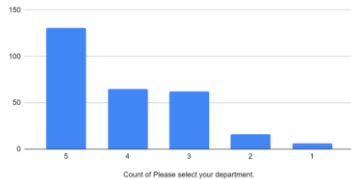
I believe the amount of communication I receive from the company is sufficient.



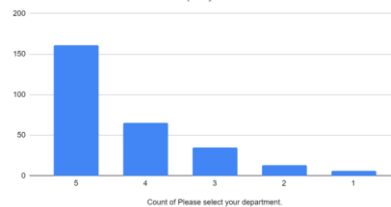
I believe the amount of communication I receive from my supervisor/manager is sufficient.



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.



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"

Coffee Break with State



Virtual Team Building



Halloween “This or That”



Transitioning Traditions Online - Fundraisers





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Summary

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



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Questions?

Contact learnmore@stcol.com for additional information.



Thank you!

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