ClearCompany

HOW A SEASONAL SKI RESORT IMPROVED HIRING
WITH CLEARCOMPANY

Big Sky Resort in Montana is known for giving skiers and riders access to more skiing than anywhere else in the United States, a mission which takes quite a few A Players to accomplish. With more than 5,750 acres of skiable terrain and resort amenities, Big Sky Resort conducts massive seasonal hiring each year. They needed a solution that provided a positive experience to new and returning employees alike, while keeping their internal team organized and compliant.

The Customer

Brian Berry, Director of Human Resources at Big Sky Resort was adamant about creating an easy and clearly defined experience for seasonal employees. Most important? Giving them the ease of arriving to a new area and providing a positive first example of the resort's culture. Additionally, after a previous workplace experience where essential employee documents were destroyed in a fire, Brian had seen firsthand the value of a paperless system.

Brian Berry
Director of Human Resources at Big Sky Resort

The Challenge

Similar to most other seasonal industries, temporary employees at Big Sky must reapply for their position each year and fill out new onboarding forms when they are selected. Managing everything on paper made this process difficult to track for both the hiring team and their candidates.

"When I started at Big Sky Resort, I was printing applications and putting them in each manager's folder. Half of the applications were never looked at or returned to myself. If eager candidates called about their application, we were unable to communicate the status which left us with a washy candidate experience. If a candidate was better suited in another area of the organization, but happened to be rejected for the one they applied for, they were removed from the process causing us to miss out on quality talent."

The ClearCompany Solution

Big Sky Resort needed to easily manage returning employee data while collecting new applications and giving their candidates a positive and seamless experience. ClearCompany's Applicant Tracking and New Hire Onboarding cleaned up their hiring process immediately and kept the most important functions secure through its paperless platform.

With ClearCompany, the status of every Big Sky application is easily tracked; allowing hiring personnel to communicate transparently to their seasonal applicants year after year. Candidates remain in the system and can be considered for other positions, which has allowed Big Sky Resort to proactively leverage and retain top tier applicants in their existing talent pool and move talent to where it's needed most, no matter what the season.

The Discovery

After Big Sky implemented ClearCompany, they noticed returning seasonal employees were apprehensive about the new hiring process. But once the employees saw the time savings during their hiring sessions, they were hooked! Using a more efficient hiring system showed Big Sky employees how the company values their time, satisfaction and contribution to the company. A smooth hiring and onboarding process leads to more satisfied employees!

The End Solution

Each season Big Sky reviews their hiring process with ClearCompany as they work on new developments. *"We ask our team members what information is useful and beneficial and our feedback has continued to be utilized by ClearCompany. Having a platform that grows with our organizational teams feels more like a partnership, rather than a software."*

The Results

After implementing ClearCompany's solutions, the amount of time for filing and finding documents for seasonal employees decreased, thus increasing efficiency throughout Big Sky's entire hiring process. As a result, new hire sessions were cut in half, shortening the time it took new hires to become acclimated to the new position and increasing new hire productivity.

Why ClearCompany?

Our seamless platform allows applicants to transition to new hires with just a few clicks; automatically deploying onboarding packets that can be filled out anywhere. Using smart forms means your returning employees can update any information that may have changed since the last season without needing to start from scratch.

ClearCompany has worked with Big Sky Resort to meet their desired outcomes and goals. Their Client Relationship Manager is always available with a quick solution should a pitfall arise.

"The continued improvements ClearCompany makes has me blown away!"

The ClearCompany Response

We love seeing success stories like this. ClearCompany strives to provide a platform that provides excellent experiences for both HR teams and their hires. Hearing that Big Sky is wowing applicants as well as improving processes for their Recruiters and Hiring Managers is proof positive that seasonal hiring does not have to be an administrative burden!

Sylvie Woolf

Director of Client Service, ClearCompany

Create the experience your candidates deserve with ClearCompany. Learn how!