



HIGH-VOLUME RECRUITING SYSTEM BUYER'S GUIDE

The high-volume functions within your organization can be one of the most difficult to recruit in. Industries like healthcare, hospitality and retail can get hit hard with high turnover rates and a surplus of entry-level workers. Recruiting for a customer support center and other customer service functions can be a mess with canceled interviews and unprepared candidates running rampant!

Therefore, having the right recruiting software on your side is non-negotiable... and with thousands of platforms out there all touting to be the best, the buying process can get quite muddy with so many solutions to choose from.

This guide provides a clear overview of the challenges high-volume recruiters face, the solutions made available through recruiting technology and the key recruiting software features each organization should consider before selecting the right system for them.

High-Volume Recruitment Challenges

The Cut-Throat Reality of High-Volume Recruiting:

- ✓ Fill multiple positions per day
- ✓ Meet tight deadlines
- ✓ Bonuses-based on metrics
- ✓ Difficulty managing volume of candidates, overloaded
- ✓ Slow moving, complex interview and offer processes
- ✓ Can't jeopardize quality of candidates
- ✓ Pressure to engage and keep candidates engaged



- ✓ Provide positive candidate experience at all times
- ✓ Unprepared for intense competition
- ✓ Antiquated metrics
- ✓ Attracting unfit candidates



The large candidate pools for mostly entry-level jobs that high-volume recruiters source from can offer nearly unlimited choices, but must be constantly managed through the talent pipeline due to high turnover and candidate fall-off rates.

- Roy Maurer, SHRM Editor

Ask This of the Solution

All of the above can be managed with the right talent acquisition software to organize and streamline the entire high-volume recruiting process. Before you evaluate potential recruiting software, ask yourself:

- **How can talent acquisition software best serve us?** - Are you struggling just to get candidates in the door? Then a robust applicant tracking system focused on sourcing and job post distribution is your best bet. If a lack of candidates isn't your problem, but managing the influx of them is, then look for an ATS that provides scheduling and internal management for interviewing and screening functions.
- **How important is compliance?** - High-volume recruiting tends to happen in industries that also require tight compliance, like healthcare.



- **How many hires do you need to make and how?** Hiring 100 people for 100 different roles is different than hiring 100 people for 1 role. Map out your exact hiring needs in terms of roles/vacancies and the amount of people needed. Some high-volume recruiting solutions may tout they can hire multiple people at once, but might not have the capabilities you truly need say you were to hire 100 people for one specific role.
- **What is your price point?** - Applicant tracking systems are available at all price points. Don't be fooled by a large price tag and assume everything you need will be covered and vice-versa.

Key Features

With thousands of applicant tracking systems on the market, it's important to know exactly what your team needs to be most effective. Some applicant tracking systems may be more job-board centric while others are focused more around streamlining the hiring process. Ideally, it's best to find a system that covers all of the solutions you need.

However, first and foremost, you want to make sure the final system is the most robust and configurable in the areas you need most. At most, understand that many ATSs can handle volume, but finding the right system to align with your needs and price point is crucial.

Evaluate the following key features:

User-Friendly

Too complex of a system is detrimental to the entire process. Not every person on your team and every job applicant has the same level of tech-savviness and it doesn't make them unfit or unintelligent. Systems work differently for people depending on how they process information. An ATS that isn't easy to navigate will result in wasted time for everyone, and when people can't work with the system and the system doesn't work with them... they build a mental blockage towards the system.

- **Do This:** Invite employees from various departments to work within the systems you decide to test. Make sure to invite a mixed group of different ages and experience levels. Whether your company uses a centralized or decentralized process, you'll want to make sure the platform you select has an intuitive interface with little to no training necessary.



Seamless Application Process

The portion of the ATS that faces candidates is the online application portal. It must be well-received, easily branded to mimic your career site and technically functional. Testing capabilities and applicant sorting also must be considered. If the ATS is incapable of allowing the right candidates in and filtering the wrong ones out, then it's a no go.

- As many as **75% of qualified job applicants** are rejected by ATSs due to spurious reasons like incorrect resume formatting.
- In a test, one company created a perfect resume for an ideal candidate for a clinical scientist role, it scored a mere **43% relevance because** the ATS it was submitted to misread it.
- In another test, one large firm found that the resumes of **3 out of 5 of their top engineers** were screened out automatically by their ATS as not relevant.
- Almost **40% of recruiters** and hiring managers have not gone through the job application process on their own website to test it.

○ **Do This:** Actually TEST the systems you're looking to invest in. Just like the firm above tested the clinical scientist role, you should be doing the same!



Unified Communication

Communication within the actual system, integrated email accounts and even text messaging must be considered. Find a system that makes communication seamless and adopts today's existing communication patterns. Autocorrect, suggested words are just a few of the things that today's social and mobile communication have. The best system shouldn't make you feel as if you've gone back in time.

○ **Do This:** Invite employees from various departments to work within the systems you decide to test. Make sure to invite a mixed group of different ages and experience levels.



Social Media Integration & Sharing Capabilities

We don't even have to tell you how important social capabilities are in this day and age of recruiting, but in case you're wondering... a whopping 92% of US companies recruit through social media. Your system should be able to post and share via social networks. If it doesn't... then it's got to go!

- **Do This:** Take it a step further, and find a system that helps you leverage the multiple social networks with your recruitment team or employee base to further the reach of referral messaging.



Cloud-based & Mobile Capabilities

This is a given in today's cloud-based and mobile world. Mobile-friendly systems. Go for an ATS that is available via mobile app as well!



Candidate Experience Driven

94% of hiring professionals say their ATS has positively impacted their hiring process, yet **80% of candidates** disagree stating that the online hiring process is stressful. Look for an ATS that promotes a positive experience for your end users, the candidates. Key features that help foster a positive candidate experience give candidates the ability to apply, search and review their application status via their mobile phone. Bonus points if the system gives the candidate self-service options like booking their own interview!

- **Do This:** Do your research on review boards to see how other users view the systems you're examining. Capterra, Software Advice and even Quora might have something worth considering. For example: Taleo, a widely known ATS for high-volume recruiting is thought to not be living up to its users and candidates expectations, **according to Beth Hudson via Quora**.



Service & Support

60% of job candidates are unable to complete online applications due to technical issues. This will arise no matter which ATS you go with, but what matters is if you have the support and service team available to all users (recruiters and candidates).

- ☐ **Do This:** Research the ratings and reviews for the ATS support team. Also be sure to check service packages, fees and any other associated costs.

Other Features to Put On Your Wish List:

- ☒ Job Board Integration
- ☒ Keyword-based Shortlisting
- ☒ Interview Scheduling
- ☒ Interview Follow Ups
- ☒ Video Screening & Interviewing
- ☒ Talent Pool Organization & Archive Options
- ☒ Employee Referral Capabilities
- ☒ Real-Time Reporting
- ☒ Feedback Capabilities
- ☒ Automated Responses
- ☒ CRM Integration



Say Hello to the Oleeo Recruiting Enablement Platform

Experience the combined power of our **Recruiting Enablement Platform**. With automation and intelligence built in end-to-end, the Oleeo Recruiting Enablement platform is your enterprise recruiting technology solution, enabling you to make great and diverse hires faster and more efficiently than ever before.

