

# Staffing Agencies:

What you should know as a job seeker



SelectOne  
People First.



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# Introduction

Staffing agencies provide several beneficial services. They advertise jobs for clients, recruit and screen potential candidates for these positions, and refer qualified candidates to the client for interviews and possible employment. As an employment resource, the staffing agency's value is matching individuals with the required skill sets to a client's labor needs. The candidates accessible to an agency represent a comprehensive pool of talent generally unavailable to most businesses.



# The Utility of Staffing Agencies for Businesses

Staffing agencies can fill hiring needs quickly, drawing from a collection of qualified personnel. Most agencies maintain an in-depth database of prospects, job-seekers ready to work. Thus, finding appropriate personnel to fill a client's permanent or temporary positions can be accomplished in short-order, days rather than months.

In this way, agencies save their clients considerable time and money meeting staffing requirements. Select personnel can be located and hired more quickly. Also, in the case of temporary hires, the staffing agency occasionally assumes responsibility for payroll, taxes, benefits, and other administrative processes attendant to these workers.

# The Value of Staffing Agencies for Job Seekers

Staffing agencies also offer considerable value for job seekers, for a variety of reasons.

They provide a viable employment option for people who have recently lost their jobs, those re-entering the workplace, or recent college graduates seeking to begin a career. They are also attractive to skilled professionals in a variety of industries who may not want to be tied to a single employer throughout their work life.

For those seeking a **temporary position**, acquiring work through staffing agencies:

- allows variations in job-assignments that generate innovative, energizing work experiences, while
- simultaneously providing a dependable source of income and
- the opportunity to take a few weeks off between work assignments, if desired.

*Staffing agencies also offer considerable value for job seekers.*



Perhaps more importantly, **direct-hire** through a staffing agency offers advantages of its own:

- **Clients:** The agency can have long-standing ties with clients, and thus be in a better position to understand the kind of people the client wants to hire.
- **Relationships:** This additional insight can direct you toward jobs better-suited to your skill-set, and away from firms and positions less amenable to your skills and personality.
- **Process:** Frequently, the agency's relationship with the hiring firm helps candidates avoid screening procedures the company may have in place for non-agency hiring.
- **Compensation:** In the case of compensation, the agency has considerable interest in obtaining the best pay and benefits available for the position, a condition to the candidate's advantage.
- **Networks:** Agencies have access to a wide range of great opportunities, often unadvertised elsewhere.
- **Insight:** Their overall market intelligence far exceeds the average job seeker, regarding the local job market and its opportunities.
- **Intel:** Agencies offer job seekers employment consultation, to help them find work most suitable to them.

The evidence strongly suggests that, in many ways, the association is mutually beneficial for both companies and job seekers:

According to the American Staffing Association's website, more than 90%\* of companies in the US use staffing firms, and 40% of employees looking for their first job or who are reentering the job market have done so by working with a staffing company.

Nevertheless, the individual seeking to use a staffing agency to find suitable employment has much to consider to make the most of the opportunity.

## Contacting the Staffing Agency

In most cases, once a staffing agency receives notice of job openings from clients, it looks through its own database of job candidates to ascertain if any qualify for these position(s). If no one in its database is appropriate or available, the agency searches for new job candidates, accepting applications for the open position(s).

At this point, each agency may engage an application process specific to its organizational priorities, depending on its strategic prerogatives and the industries it serves.

## Working with SelectOne

At SelectOne, our recruitment process is open, direct and efficient. It is always our intention to become your employment advocate. The business lines we job-search for include: accounting & finance, information technology, engineering & operations, and sales, general and administration.

We're available to provide job search services, should you seek:

- **Direct hire:** Full-time positions for C-suite and other executive positions through our retained or engaged search program, as well as placement services for all professional levels, via professional contingent search.
- **Temporary/contract staffing:** SelectOne can find suitable temporary positions for the entire range of business lines. Qualified professionals with specialized skills seeking challenging non-permanent assignments can benefit from our contract and project placement services.

If your professional skills match these job categories and employment requirements, we will ask you to work with us, following these basic application parameters:

1. Visit our job board to search for a job that matches your interests.
2. We'll contact you should your work interests/experiences match current or future job openings.
3. Upon contact, a meeting with a SelectOne recruiter will be arranged at your convenience, to discuss employment possibilities. The recruiter will attempt to match your profile with currently open positions. Understand that the recruiter is a gatekeeper of employment opportunities. Although SelectOne is a no-pressure staffing organization, job applicants would do well to prepare for this initial recruiter meeting as if it were the actual job interview.
4. If an appropriate match develops, SelectOne will help you through the job application, interview and placement process. We pride ourselves not only on our wide range of corporate contacts in the business lines we serve, but also in our ability to get your resume to the companies in question, arranging personal interviews where you can talk about your skills, your aspirations, and the position you're applying for.
5. If you're not a match with any current job openings, we'll keep your resume on file, and contact you when a job that matches your skill set becomes available.






# What NOT To Do When Working With a Staffing Agency

Above all, don't embellish your occupational skills in order to land a job. This tactic is not only dishonest, but also works against your longer-term job success. If hired through false representation, the employer will soon recognize you're unqualified for the position; if this does not occur during the interview it will in the workplace, when it becomes evident you can't do what is expected.

This is perhaps more true for permanent positions than temporary. But in any case, the experience will reflect badly on you as a potential employee for other positions and with other companies. It also places the staffing agency in a bad light, potentially causing them to not only refuse placing you in the future, but perhaps also blacklisting your name, severely limiting your ability to acquire any job.

You will want an appropriate job placement. Make sure all your reports of work experience, occupational-related skills and references are entirely verifiable. In those cases, a staffing agency like SelectOne will be much better equipped to help find you the job you seek.



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# Finding the Right Recruiter

After contacting a staffing agency, you'll have a working knowledge of the basic ground rules governing your interaction with its personnel. You'll know better what to expect, including not only which behaviors generate hiring, but also what not to do.

Although professional staffing is essentially an honest, reputable and necessary business, not all agencies deliver what they promise. While we at SelectOne take pride in our ethical performance for both corporate clients and job candidates like yourself, it is advisable to ascertain:

- The agency's reputation in the industry.
- Its standards of performance, and expectations of job candidates.

Learn the specifics of these conditions. Something as simple as conducting a Google search of a staffing agency you think may be helpful to your job quest generates useful information about its application processes, as well as the companies and job positions it recruits for. If you find them suitable, try to establish a good relationship within the agency. Seek a dependable recruiter, one with a verifiable track record connecting candidates to positions most suited to their skills.



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# Interviewing Potential Recruiters

Working with the right recruiter significantly improves your chances of finding a good position. Just as the recruiter will interview you to develop an accurate understanding of your credentials as a viable job candidate, you should conduct one of your own, to ascertain whether this individual has the recruiting skills necessary to get you the job you seek.

Be appropriately professional and articulate, but don't hesitate to ask pertinent questions about the recruiters' qualifications and performance. Among the most important are:

- **Average # of submittals to jobs:** This details how many candidates the recruiter is submitting to each job. The higher the number of candidates submitted to each position the lower the chance that you will get the job.
- **Submittal to placement ratio:** Almost a grade score, this provides an accurate appraisal of how frequently the recruiter's efforts land jobs for candidates; the higher the average, the more successful the recruiter's efforts.
- **Exclusive/retained relationships with clients/knowledge of industry:** You'll want to work with a recruiter who maintains an affirmative, ongoing familiarity with a range of firms in your industry segment. This individual will possess reliable knowledge and insight about each firm's corporate culture, information that can help the recruiter guide you to the most appropriate job fit.
- **Track record working with company:** This factor ties in with the item above. A recruiter who frequently places job candidates with clients typically has a good relationship with the firm, and a dependable understanding of its operations and culture. These factors will help determine how well your skill set coincides with the company in question.

- **Does the recruiter do personal or phone interviews:** Phone interviews may offer you a suitable introduction to the recruiter and her/his performance style, but are not a replacement for face-to-face personal interviewers. Be wary of recruiters who assert a phone interview with them is all that's needed to get your a job.
- **IT/Social media familiarity:** Information technology has become an integral component of hiring processes for most firms, so your recruiter should demonstrate sufficient competence enacting company/job searches, and similar IT applications. Moreover, social media platforms -- LinkedIn, Facebook, Instagram, Twitter, etc. -- have become major conduits of sourcing job candidates. Seek recruiters capable of implementing effective IT job searches.
- **Confidentiality:** It is ethically questionable for recruiters to share your personal information without your knowledge, or submit your resume to companies you haven't been informed about. While this may simply be a recruiter recognizing a good prospect for all involved -- yourself as the job candidate, the hiring firm, and the agency -- it can also be a form of unprofessional opportunism. That is, the recruiter may be delivering your resume to any firm that has a job opening, regardless of its relevance to your own skill set, in an effort to boost personal performance ratings and company fees. Don't work with this individual.

Find out recruiters' competency in these areas, before selecting one to represent you. Networking with your social media platforms and business connections can help you learn more about which agency is right for you.



# Common Misconceptions

Just as there are certain behaviors you shouldn't exhibit during your recruiter (or job) interview and subsequent meetings, it is important to understand the reality of the staffing agency experience. It is good to know about the following matters to eliminate common misconceptions that can interfere with both your expectations and job search:

- **Time commitment with recruiters:** Recruiters should be willing to talk with you periodically until they can find you work, but their time is not unlimited, and some meetings may be short. Remember, a staffing agency's basic objective is filling open positions for clients; even the most helpful recruiter is not a career counselor.
- **Candidate fees:** Most agencies profit from client fees; there is generally no cost to the job seeker.
- **Only low-paying temporary positions available:** Although the staffing profession is largely identified with temporary work, a range of full-time, direct-hire positions are typically available with agencies offering more than just temporary staffing services. For instance, SelectOne frequently places personnel in direct-hire positions as part of our core service offering.
- **Confidentiality concerns:** Staffing agencies have an ethical responsibility to protect and maintain the confidentiality of all the sensitive job candidate data they access during recruiting/hiring processes. Ask the recruiter/agency about this; find another firm if you are not satisfied with the response.

Understanding the truth about these misconceptions should improve your relationship with the agency and recruiter, and your job prospects as well.



## Fees

At SelectOne there is no cost to the candidate for placement. As with our competitors, the client pays search/recruiting fees directly to the agency. Job candidates have no part in search fees.

Client fees vary according to search service, and include:

- **Retained search:** So-called because of the upfront retainer paid to launch a search for upper echelon (C-Suite) executive personnel. Payments typically are made in installments, and are non-refundable.
- **Engaged search:** Another kind of executive search, this format generally requires at least part of the total fee paid in advance by the client. However, this payment is refundable to the client if a suitable candidate is not hired. Total costs are a percentage of the hired employee's annual base salary.
- **Professional contingent search:** The recruiter/agency is only paid after a candidate has been hired by the client.
- **Temporary/contract staffing:** The client typically pays the agency an ongoing hourly rate for the temp's services, for the duration of the employee's stay at the client.

## Conclusion - SelectOne

This eBook discussed normal job search expectations and experiences with a staffing agency, typical throughout the industry. SelectOne offers job seekers several crucial and beneficial differences.

SelectOne's primary goal is to proactively fill a client's open positions. Our recruiters use their expert knowledge of the job market to place qualified personnel in positions our clients need to fill. Our team has 100+ combined years of experience doing this, while maintaining the highest ethical standards in all aspects of interaction with both clients and candidates like yourself.

Since our clients pay us to identify the best qualified personnel, our organizational success depends upon their ongoing satisfaction. Over the past 10 years, the SelectOne team has repeatedly met client expectations, building a reputation for excellence among both clients and candidates.

SelectOne's business processes have changed in response to the technological transformation of the workplace; we're a leader in social media recruiting and hiring. However, our operational philosophy has remained true to best practice business ethics and building trust with our diverse client/candidate base.

We know our success depends on our ability to gain trust with great people who want us to help them reach their goals. This is the purpose that drives our business every day. Your job search will be expedited by SelectOne's expert recruiters, dedicated to finding the optimal solution and right job for you.

We take the high road. Become one of the great people who have found work through SelectOne. And it costs you nothing.



# Contact Us

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