

Lessons for Call Centers from the On-Demand Economy

Lessons from the On-Demand Economy

“On-Demand” or “Gig Economy” companies -- which rely on large workforces to provide services to consumers -- are in the driver’s seat when it comes to hiring talent. This number is growing rapidly: “With an estimated 34 percent of the American workforce currently in freelance or independent contractor jobs and as many as 40 percent forecast to be in those jobs by 2020,” according to research from Intuit.

In order to keep up and hire the best young talent, the call center industry must think like on-demand companies do. Here are ways your company can take advantage of the experiences of on-demand companies to grow and retain your employee base.

Break Down Your Process

Call Centers work with a variety of industries that have their own individual requirements for support staff. Getting rid of a one-size-fits-all screening process, leveraging modern technology and prioritizing what matters could not only help turnaround time but also improve your company’s bottom line.

At Checkr, our software-based approach allows you to prioritize the checks that are crucial to your business upfront, or gate your process to filter out unqualified hires. The background check is not a bulk process, and modern advancements mean that you can single out certain checks (for example, SSN trace or Motor Vehicle Record confirmation) to enhance your screening process.

Additionally, Checkr’s system utilizes software-based adjudication matrix in order to reduce friction and get qualified hires into the workplace faster. This method ensures a clear and consistent process, reduces turnaround time and gets workers into needed positions at a faster rate.

Charges		Misdemeanors	Felonies
Homicide	Intentional Homicide ⓘ	4 years	All
	Attempted Homicide ⓘ	6 years	All
	Unintentional Killing ⓘ	4 years	All
Violence	Assault & Battery ⓘ	7 years	7 years
	Child & Elder Abuse ⓘ	7 years	All
	Harassment & Threats ⓘ	7 years	7 years
	Abduction & Restraint ⓘ	7 years	7 years

Checkr Adjudication Matrix

Rethink Onboarding

It is easy to think of your employment screening process as a series of fixed events: apply, confirm, train, and get to work. But on-demand companies take advantage of combining the application and onboarding process to activate workers faster while improving the bottom line.

Checkr client DoorDash eliminated a crucial bottleneck in bringing on new applicants quickly by combining the application process with orientation videos. In addition to immersing applicants in company values and practices right away, DoorDash saves money by delaying a background check until the applicant reaches a time trigger within the orientation process.

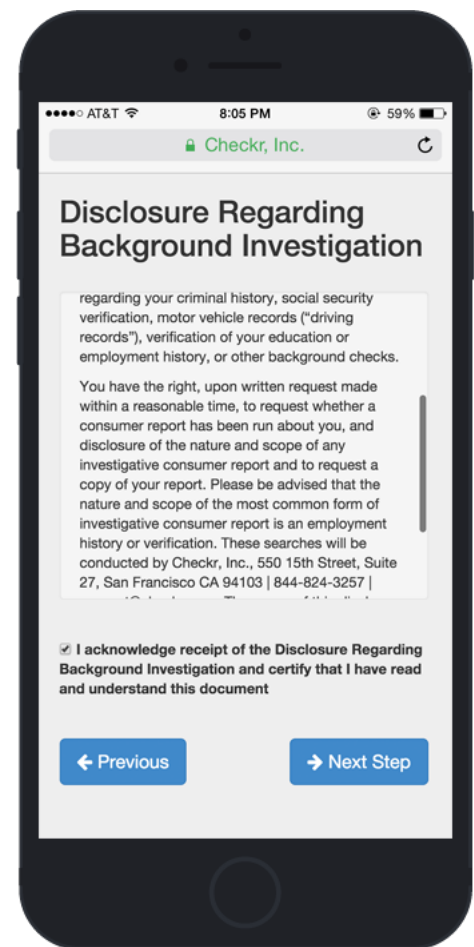
The call center industry relies on conditional starts to fill these gaps, but the flexibility of Checkr's automated process, their industry leading turnaround time, in tandem with training not only minimizes the risk of bringing on an applicant with those terms by reducing crucial mis-hires.

Embrace Mobile

If a job at your company can only be applied to via paper or computer, then you miss out on the Millennial talent that will boost the quality and longevity of your personnel. A mobile-friendly application is crucial in casting a wide net for talent, and one that all of our on-demand clients utilize.

44% of on-demand workers are millennials and studies from Pew Research showing that 99 percent of Millennials own a smartphone, compared to 78 percent who own a computer. Young, qualified talent is difficult to procure, and ignoring a significant amount number due to a non-mobile friendly experience puts your company at a disadvantage.

Mobile-friendly applications also eliminate the challenges with distributing paper applications, cutting waste and inconsistencies in your hiring workflow.



Conclusion

By modernizing your onboarding process in the way of Uber or Instacart, you can clear a pathway that helps new employees join your company quickly without sacrificing accuracy or quality.

Checkr's automated system is fast, making it possible for companies to make quick hires and get right to the onboarding process. By reducing your turnaround time, you can keep the attention of your young workforce and integrate your own branding and philosophy to ensure your work culture stands out.

Incorporating these key tactics will make you more attractive to essential demographics, so you can compete with cutting-edge companies .