



28

STAFFING MANAGEMENT QUESTIONS

GROWTH

No issue is more core to executives in the staffing industry than growth. Sure, it's about selling more, but it's also about candidate engagement, exceptional service and having access to the right information about your clients and employees.

DRIVING TOP-LINE REVENUE

1. Do you have complete visibility into the sales pipeline and expected revenue?
2. Is your team able to collaborate together on accounts, whether in the office or in the field?
3. Do you feel your sales team is highly productive with mobile access to all of the account data they need, from wherever they are?

TALENT SOURCING & CANDIDATE EXPERIENCE

4. Do you effectively track where your best candidates are coming from and what recruiting investments are most effective for you?
5. Are your recruiters able to quickly post jobs to a variety of job boards with a click of a button?
6. Are you able to provide your candidates and employees a paperless and user-friendly onboarding process along with self-service platforms that keep them easily connected to you?

CLIENT ENGAGEMENT

7. Do your systems and processes offer the flexibility to configure your solutions to match each client's unique data and reporting needs?
8. Does your entire staff have access to the data they need to create a seamless and cohesive client service experience?
9. Are you regularly measuring satisfaction for each client and by branch location?



RISK

ACA compliance. Safety. Workers' comp. Skyrocketing benefits and unemployment costs. The staffing industry becomes more complex each day and mitigating risk has become a strategic priority for most staffing executives.

ACA COMPLIANCE

10. Are you seamlessly and accurately:
 - Tracking service hours and insurance offers for 1095 reporting?
 - Documenting waiver reasons for strategic decision making beyond this year?
 - Tracking breaks in service to ensure you are mitigating COBRA expenses and potential issues?

WORKERS' COMPENSATION & INSURANCE

11. Do you have the ability to seamlessly:
 - Enact your Return to Work program?
 - Communicate and notate records for your front office staff?
 - Monitor comp claims by branch and client?
 - Manage assignments based on risk and historic comp claims?
12. Are you able to mitigate unemployment claims through a consolidated review of all employee activity, including attendance, availability calls, interviews and submittals?
13. Are you paying thousands of dollars for a stand-alone I-9 document service that still requires time from your team to verify and process?
14. Is your staff spending hours inputting data into the E-Verify system that you already have electronically?
15. Are you worried about late or untimely E-Verify and I-9 processing?

VISIBILITY

The staffing business has become more competitive than ever. The difference between profit and loss can depend on minute variances in performance. The most successful staffing agencies keep close control over their key metrics.

BRANCH PRODUCTIVITY

16. Can you instantly rank office performance based on:
 - Fill rates?
 - Revenue and gross margin?
 - Average days to fill?
 - Temporary Associate turnover rates?

INDIVIDUAL EMPLOYEE PERFORMANCE

17. Do you know who your most effective sales person is?
18. Do you know your revenue per desk?

FINANCIAL METRICS & BENCHMARKS

19. Do you know your revenue per internal employee?
20. Do you know the gross margin contribution for each team member?
21. Can you easily review average billings, A/R and days to pay for each office?
22. What is your gross margin per client (inclusive of workers' comp and unemployment claims)?

PROFITABILITY

Management Consultants say that revenue is vanity and profit is sanity. With the rise of VMS, RPO, MSP and even online staffing, pressure on margins has intensified. To maximize profits, staffing executives must have daily insight into profitability trends and the KPIs that signal eroding margins.

MAINTAINING MARGINS

23. Are you able to monitor margin trends by client, branch and service coordinator?
24. Are you providing additional services and creating value for your clients that enable you to justify a higher rate than your competitors?
25. Are you integrating all of your staffing-related vendors, such as:
 - Cash cards
 - Benefits
 - Tax credits
 - Background screening
 - Skills and cognitive testing
 - Time clocks
 - Job boards and more to streamline the process and drive greater efficiency?

PROFITABILITY ANALYSIS

26. Are you able to identify your most and least profitable clients?
27. Do you have insights as to what is causing decreases in profit margins for a specific division, branch or client?
28. Do you have complete visibility into your profitability and performance across all of your business entities within the same system?

WANT ONE ANSWER FOR ALL 28 QUESTIONS?

Learn how Avionté's staffing software solution has addressed these questions for countless clients across the industry.

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