


HOW TOTAL WORKFORCE SOLUTIONS SET YOU UP FOR *SUCCESS*



HAMILTON-RYKER[®]

TOTAL WORKFORCE SOLUTIONS



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A lightbulb is held in the center of the image by several hands. The background is a dark blue gradient with a faint image of a person's face. A vertical blue bar is on the left side.

01

How Total Workforce Solutions Set You Up for Success

The last year has seen many changes in just about every industry. These unprecedented times have created difficult scenarios for most aspects of running a business, including staffing. However, staffing considerations remain a pivotal part of a successful operation.

Your workforce is the lifeblood of your business. These are the people responsible for the products and services your customers and clients have come to associate with your brand name. You need to find the best candidates for your open positions and ensure they have the support systems they need to perform their duties.

This includes proper training and ongoing support. However, running a business often does not leave you with a lot of time to give these considerations an adequate amount of attention. Good enough isn't always good enough. And when it comes to hiring and training, any compromise will create problems down the road.

That's where Total Workforce Solutions come in. Hamilton-Ryker is able to streamline the processes involved with getting qualified people into your open positions. The speed at which you can move someone through the hiring process often has an effect on your potential for returns on your investment of time.

ARE YOU MAKING THE MOST OF THIS PROCESS?

Contingent employees are a great option for businesses that have an uneven workload throughout the year. Many industries see busy periods followed by slower periods. This means your workforce needs change. And instead of hiring and firing large amounts of workers throughout the year, you can work with a Managed Service Provider to get you the help you need.

Hamilton-Ryker provides Total Workforce Solutions to help you get the most from your labor pool. This can help you streamline your processes whether your needs relate to industrial or administrative staffing.



STAFFING:

Don't know where to begin when it comes to facing staffing challenges? Sometimes, the easiest step is just to start from the beginning.



WORKFORCE DEVELOPMENT:

Are you challenged to make the most of a small, essential team? It's possible to do more with less. Learn how to increase the value of your employees and your overall organization.



MANAGED SERVICE PROVIDER:

Does your workforce rely heavily on seasonal or temporary employees? Learn how Hamilton-Ryker helps manage various outside agencies and vendors.



TRAINING:

Proper training sets the basic infrastructure of a successful business. Learn how Hamilton-Ryker gets new-hires up to speed on the most essential skills necessary for any role, including Customer Service, Safety, and more.



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Staffing

Qualified and capable employees aren't always easy to find. In fact, it can take a while to find someone that can both fulfill the necessary duties and fit in with the rest of the team. Each day that these jobs go unfilled is a detriment to your bottom line. Either current employees work overtime to make up for the missing team member or they simply don't get the rest they need. Hamilton-Ryker helps keep your systems running by quickly locating talented recruits and getting them to work.

TALENT ACQUISITION

Posting open positions on job boards and weeding through applications can drain your time and energy. These expenditures can be better used for more productive tasks. Total Workforce Solutions takes this task off your hands. Hamilton-Ryker locates candidates with an appropriate skill set and navigates the hiring process for you. Our connections and existing talent pool provides a head start to finding the next member of your team.

LOWER RECRUITMENT COSTS

As we mentioned, it can take a while to find a new employee when you're starting from scratch. Time is money in the business world. There are a lot of steps a person needs to go through to move from a member of the general public to becoming a trained employee ready to work in your office or on the floor. Total Workforce Solutions expedites these processes. Sourcing, interviewing, onboarding, and managing new employees can be taken off your plate and allow you to focus on your business. Total Workforce Solutions engage candidates and employees which leads to higher rates of retention and success.

SCALABILITY

Nobody likes eliminating positions and letting go of employees. This is an unfortunate necessity when your business goes through varying seasons of need. Contingent employees eliminate this aspect of staffing your business. And when you get back to the busy season, there's a stable of workers ready to hop in and help out, eliminating the lag time and training that would be necessary if you were to search for a new employee.



03

Workforce Development

Even the best workers don't have every skill perfected. There is always something to teach and something to learn. Developing your workforce will help the employees that receive the training, but it will also create a better work environment for existing employees. Better communication and re-fined skills means established employees don't have to pick up the slack left behind by new recruits. This leads to better attitudes and worker retention.

INDUSTRIAL SKILLS

Assessing the skills of your employees helps recognize the areas in which your employees are excelling, and which areas need work. Hamilton-Ryker works with our clients to create an aptitude test to see how they can best help the employees to better contribute to the overall workforce. This helps create an environment where employees can increase overall productivity.

ADMINISTRATIVE SKILLS

This idea of assessing skill level also applies to areas such as secretarial-clerical, software skills, finance-accounting, customer service, call center, and more. Behavioral assessment tools help find the best way to encourage employees to work as a team and focus on the task at hand. This information helps inform staffing decisions and increase productivity.

BETTER POSITIONING FOR PERMANENT HIRES

Contingent hires are able to move into permanent roles when they become available. This is beneficial to both the employee as well as the employer. A fully-trained and job-ready employee eliminates any wasted time between a need and fulfilling the role. The company is also familiar with the employee and knows exactly what they're getting from their trained and experienced candidate.

A man with glasses is sitting at a desk, looking at a laptop. The background is a solid blue color with a vertical light blue bar on the left side. The number '04' is displayed in a large, light blue font, with the '0' partially overlapping the light blue bar.

04

Managed Service Provider

Managed Service Providers (MSPs) are specialized agencies that companies can use to procure workers and facilitate other tasks. These agencies are experts in the processes of interviewing and onboarding new workers to best fulfill the needs of their clients when needing volume and different skill sets.

MSPs offer a variety of services to their clients beyond procurement of employees. They also provide human resources services such as conflict resolution, performance reviews, compliance overview and much more.

Companies that have previously made use of staffing agencies can benefit from the services of a Managed Service Provider.

Cost and risk are two major considerations when it comes to staffing. MSPs are experts at controlling these factors. Contingent workers need to be vetted to make the risk of hiring them as low as possible. And the processes by which these hires take place need to be streamlined in order to minimize cost.

Any hiring program that lacks oversight, thorough procedures, and minimal cost are liable to benefit from Managed Service Providers.

HOW IT WORKS

Managed Service Providers work in conjunction with clients as part of a contingent workforce program. This includes the various aspects of working with temporary staffing, freelance workers, independent contractors, and payroll employees. The client will generally have a contingent workforce team and the MSP will work along with them.

Managed Service Providers generally interact with their clients as a team. A project manager oversees a group of specialists assigned to particular tasks. They work to streamline the processes and keep an eye on the details to ensure nothing slips between the cracks.

This can take the form of each specialist paying attention to specific roles that need to be filled for their clients. They oversee the process of finding and interviewing potential employees. They then follow up with administrative personnel to ensure all paperwork is filed accordingly. Payment of contract employees is generally done through a staffing agency, which is overseen by the Managed Service Providers.

BENEFITS

Talented employment prospects are the first benefit MSPs can provide. Hamilton-Ryker has a long list of potential employees that have either been previously assigned to other projects, or have been vetted for applicable capabilities and reliability. Immediate access to quality workers is a great asset.

This makes the processes involved with staffing much easier for the employer. Documentation and ability to track expenses is also provided by an MSP. This is incredibly important for a company to have a realistic view of their profit margins and what they are gaining from MSP services.

These metrics and reports will show the company that the money they spend on labor through an MSP is generally much lower than they would spend with a full-time employee. The services of these employees are often not needed on a long-term basis so it helps the company to be able to fulfill the role with a talented worker throughout the necessary periods.

VENDOR MANAGEMENT SYSTEMS - AN ELECTRONIC SOLUTION

Alternatively, some companies may choose to go the digital route with a Vendor Management System (VMS). The multi-layered process of identifying, recruiting, and hiring qualified professionals is managed in an easy-to-use system that boasts some of the best satisfaction scores in the industry. These systems offer reporting and tracking methods for contractor time and expenses, as well as the option for expense reports and timesheets to be processed and approved online.



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Training

A great worker won't be a great employee without the proper training. It can be tempting for an employer to speed this process along in the hopes of getting the employee into their position so they can start contributing to the overall productivity. Improperly-trained employees, however, can be a great detriment to a company. Total Workforce Solutions takes the time to ensure the employees have all of the necessary information and tools to properly perform their duties.

SOFT SKILLS TRAINING

This is an often-overlooked aspect of training that can have great benefits. Soft skills help create a more positive work environment through improved interpersonal and communication skills.

This includes areas such as:

- *Effective Communication*
- *Conflict Resolution*
- *Workplace Violence*
- *Performance Behaviors*

SAFETY TRAINING

Industrial staffing can put workers into potentially dangerous situations. However, proper safety training gives everyone the best chance of performing their work duties while remaining healthy.

Taking the extra time to stress the importance of safe practices can save an employee from making a drastic mistake. Hamilton-Ryker provides a Safety Awareness Program as well as a Risk Manager and a Workers' Compensation Specialist to monitor all claims, track trends, and identify problem areas. The benefits of this extra attention can be seen in the health of the employees and the mitigation of lost time for the business itself.

HAZARDOUS COMMUNICATION TRAINING

The associates from Hamilton-Ryker view our Chemical Hazard Training Program video, as well as completing Safety and Compliance Training as requested by the employer.

This could include information on topics such as:

- *Bloodborne Pathogens*
- *CPR*
- *First Aid*
- *Haz-Mat/Haz Com*
- *Lock Out/Tag Out*
- *Reasonable Suspicion*
- *Safety and Compliance Training*
- *Workplace Violence*

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The Hamilton-Ryker Difference

Total Workforce Solutions gives you every necessary tool in the toolbox to create a productive and cost-effective workforce. This is done through strict attention to detail, an insistence on quality candidates, and continued improvement of processes.

Working in an industrial setting often involves operating machinery that when performed correctly produces the same product every time. Working with people is very different. Hiring and training takes an entirely different set of skills. These procedures can take a lot more time if you aren't experienced in finding the best candidates for a position and teaching them the necessary skills to complete their tasks.

Total Workforce Solutions provide the necessary support to keep your operations running smoothly with as little downtime as possible. Your needs aren't static. Your workforce needs to reflect your current needs. Contingent employees provide many benefits that can give you the edge in hitting your goals.

Contact Hamilton-Ryker to see how we can strengthen your workforce. Expert attention to staffing and training can set your business down a profitable path.