

# Improved Talent Acquisition Practices for a Pharmaceutical Solutions Corporation

A pharmaceutical solutions corporation is committed to delivering service excellence by monitoring performance-based metrics to yield customer satisfaction. Ultimate Staffing Services is recognized for developing strategies that align with a company's key values and superior outcomes. In this visual case study, we'll explore how our staffing solution delivers on performance expectations and standards of quality for this company.

## Partnership Overview

A pharmaceutical solutions corporation that serves thousands of members and healthcare providers utilized several staffing suppliers to support its call center staffing needs. Given the nature of the business, this corporation was committed to conducting business in compliance with all state and federal laws. The challenge was recruiting and retaining talent that met both government standards and fit their fast-paced, yet friendly workplace culture.

### Niche Positions

Pharmacy Benefits, Pharmacy Technicians (certified & non-certified), Prior Authorization Technicians, Customer Service Representatives, Escalation Representatives

### Other Requirements

- Medical experience or certifications, if applicable
- College degree
- Professional-level experience and/or attitude
- Pass drug and background checks

Ultimate Staffing Services quickly identified several challenges with this company's program: inconsistent job profiles, lack of due diligence on hiring pre-requisites, and unprepared temporary employees. When temporary employees didn't meet precise performance-based metrics, they either quit or were terminated. We recognized opportunities to improve the program, and set new standards in talent acquisition and orientation procedures.

## Ultimate Solutions

- **Retooled Recruiting Sources:** Researched new recruiting sources to uncover the best talent to fill niche positions
- **Improved Assessments:** Implemented Provelt!® assessments to ensure applicant skills matched the corporation's requirements
- **Strengthened Orientation/Training Process:** Developed a curriculum and handbook for company's two-week orientation period to ensure Ambassadors received high marks

## Additional Added Value



Proprietary methodology to understand each hiring manager's unique perceptions of candidate quality



Proprietary timekeeping and reporting system with Expedite®



Improved Ambassador engagement with perks, benefits, and incentives

## Remarkable Experiences

- 1 **Value**  
Using our recruiting best practices to implement a strategy that quickly uncovered and assessed qualified and PTCB-certified candidates for this client's niche positions noted above
- 2 **Knowledge**  
Understanding our client's requirements—skills, culture match, employment standards and strict timelines—while following established processes
- 3 **Proactive Recruiting**  
Watching changes in federal and state laws to ensure compliance while, in general, anticipating trends in recruiting
- 4 **Satisfaction**  
Client appreciates consultative partner and proactive approach to "make it happen" to improve the lives of people we interact with
- 5 **Longevity**  
After 21 years of service, Ultimate Staffing anticipates future needs and proactively recruits for potential job requisitions