



# Weststaff®

Focus on Contact Centres

*Who has successfully recruited  
250 candidates in a week?*

*Who has successfully reduced attrition  
from 32.7% to 15% for a leading  
telecommunications company?*

*“Weststaff is the vital link  
between HR and your Business”*



## PEOPLE

Weststaff understands that people are the primary resource that determines the success of a Contact Centre. At Weststaff we pride ourselves on our ability to manage all types of recruitment (from one individual to volume campaigns) and our innovation to attract, retain and motivate quality staff. Our dedicated Contact Centre consultants have access to a national database of experienced and available candidates.

- Outbound Sales Consultants
- Inbound Customer Service
- Help Desk Operators
- Quality Managers
- Trainers
- Business Development Managers
- Human Resource Managers
- Accounts
- Data Entry
- Receptionists
- Inbound Sales Consultants
- Telemarketers
- Outbound Customer Service
- Team Leaders
- Operations Managers
- Contact Centre Managers
- Sales Consultants
- Human Resource Coordinators
- Administration
- Personal Assistants
- Mail House Staff

We understand that the Contact Centre industry is a competitive market where finding the right candidate can be challenging. We focus on organisational fit, with the aim of retaining staff for the long term.

How do we meet these challenges?

Through our recruitment tools, which include:

- Telephone pre-screening
- Telephone role-play
- Psychometric testing
- Quiz online and various computer skills assessments
- Behavioural interviews
- Group assessments
- Benchmarking

Shortlisted candidates are pre-inducted onsite to ensure “cultural fit”. This limits a misfit in terms of expectations, as the working environment is communicated to employees upfront.





## RETENTION STRATEGIES

- Initial and post placement monitoring – first day induction and ongoing onsite candidate care.
- First day follow up - feedback reported to client.
- First week online survey - feedback reported to client.
- First month performance review.
- Weekly onsite visits and feedback sessions.
- Reward & Recognition programs.

## ACCOUNT MANAGEMENT

Feedback is provided to the client throughout the recruitment process. We can tailor all feedback to your requirements, whether it is a formal meeting or weekly reports covering attendance or performance.



## KNOWLEDGE

Our Contact Centre consultants are recruited from within the industry, increasing our ability to deliver service with sound understanding, experience and genuine interest.

## SERVICE AND SYSTEMS

Weststaff realises that most Contact Centres operate outside general office hours, as such we offer 24-hour, 7 days a week access to all our clients and candidates, ensuring we are available when you need us. Our comprehensive web-enabled database and extensive branch network ensures fast turnaround times for all orders, meaning no unnecessary downtime.

## TAILORED RECRUITMENT

Position Brief - We work with you to define the skills, competencies and cultural fit.

Advertising - If required, is tailored and targeted for maximum impact - always within your budget.

Testing - Skills, competencies and attitude testing using the latest Australian and New Zealand norms, under the direction of our in house Organisational Psychologist.

Reference Checking - Comprehensive Reference Checking is undertaken on all candidates.

Inductions - Covering Weststaff's requirements and yours.



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For further information contact 0800 436 756

[www.weststaff.co.nz](http://www.weststaff.co.nz)

