TEAM ENGINE

INTEK
CLEANING & RESTORATION

How Team Engine simplified one cleaning company's hiring process, helped them respond to qualified applicants faster, and created efficiencies in communicating with a tech-resistant workforce.

AT A GLANCE

Challenges

- Continuously hiring for growth & turnover
- Managing & responding to applications on multiple platforms
- A decrease in walk-in applications due to the pandemic
- Connecting with applicants on the phone
- Tech-resistant workforce

Outcomes

- Reduced time to hire by 50%
- Reduced time to contact applicants from 3 days to <24 hours
- Eliminated time wasted on phone tag to setup pre-screenings, interviews, etc.
- Regular contact via text message with field workers who rarely visit the main office

We grew from 125 to 165 employees since we started using Team Engine in less than a year. Previously, our highest yearly gain was 10. We were hiring as fast as we were turning over. Finding good people and keeping good people has vastly improved since implementation!

Sunny Holtz
HR Manager
Intek Cleaning & Restoration

OBJECTIVES

Sunny was using a variety of methods to source candidates and had to independently manage applications within each source. Tracking was inefficient, which caused her to be too late to respond to good candidates. Calling as her primary source of contact was also not proving effective due to individuals screening calls from a number they didn't recognize, not setting up their voicemail, or simply not checking their voicemails and emails..

SOLUTIONS

Like most HR managers, Sunny has a lot on her plate. Because of Team Engine, she can get all of her daily recruiting done in less than 30 minutes, whereas it used to take her hours. With Team Engine's hiring dashboard, Sunny now gets a quick update on what's changed since she last logged on, and gives her instant visibility to applicants from all sources.

When Intek noticed a decrease in walk-in applications due to the pandemic, leadership was concerned about reaching their blue-collar demographic online. Team Engine helped Intek pick up the slack by making sure they were quick to respond to the online applications they received with text message automations. Further, Intek found more qualified and engaged applicants with Team Engine's Smart Filters, which removed unresponsive or unqualified applicants from the pool altogether. It also quickly replaced their walk-in applicant traffic by allowing them to source from a new, broader set of audiences by posting jobs in less competitive spaces online (like on social media) and by leveraging Team Engine's employee referral automations.

Sunny was also experiencing challenges in communicating with her tech-resistant workforce. After having little success with a generic texting software tool, she was elated to find that Team Engine addressed some of the key obstacles she encountered using texting software to engage her workforce. She now has the ability to to manage text message conversations from her computer, while also eliminating the maddening chaos of group texting.

MOST-LOVED FEATURES

Texting With Job Applicants

Texting with job applicants has eliminated the time-consuming, back-and-forth process of connecting on the phone.

Employee Referral System

Employees receive a link to complete a short referral form, then Team Engine automatically starts a conversation with the referred candidate and tracks who referred whom.