



# CAREERBUILDER AND INAVERO 2015 OPPORTUNITIES IN STAFFING OFFICE/CLERICAL SECTOR KEY TAKEAWAYS

## REFERRALS ARE THE NO. 1 WAY TO JUDGE A FIRM'S QUALITY



Referrals continue to be the top way client (91%) and candidates (84%) judge the quality of a staffing firm.

## REHIRING: THE UNTAPPED GOLDMINE



Only 1 in 3 (35%) office/clerical sector placed candidates are rehired.

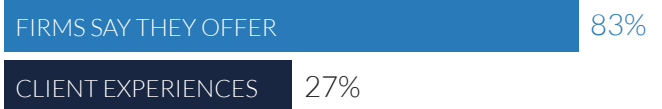
## PERCEPTION GAPS: EXPERIENCE VS. REALITY

Respond to client emails/voicemails in two hours:



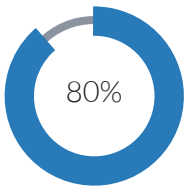
**GAP: 19%**

Direct candidates to additional resources to help in their search:

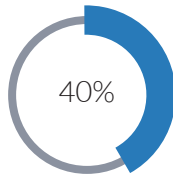


**GAP: 56%**

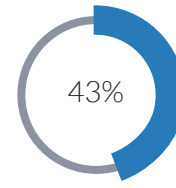
## CANDIDATES' CHANGING PERCEPTIONS OF THE APPLICATION PROCESS



Length of typical application is the same or longer



Responsiveness of hiring managers has gotten worse

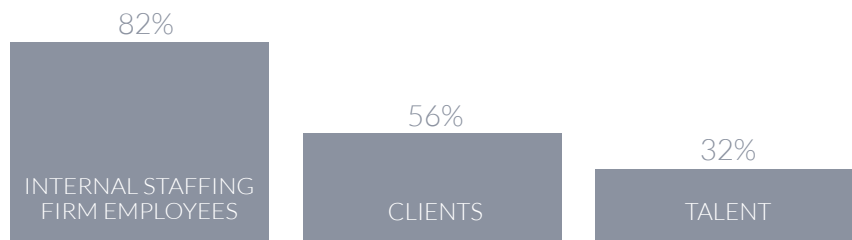


Amount of human contact has decreased

## CLIENTS AND CANDIDATES ARE MOBILE - ARE YOU?

A nonmobile-optimized website negatively impacts perceptions of a staffing firm:

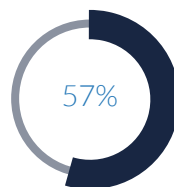
Only **48%** of office/clerical staffing firms **know** whether they have a mobile-optimized website.



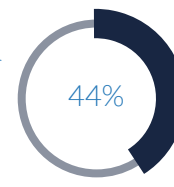
## REACHING OUT TO CANDIDATES

**4x** Average number of times office/clerical candidates are contacted by recruiters per month

## LOOKING FOR THEIR NEXT JOB



57% of candidates begin looking for next job before end of current assignment.



44% of candidates contacted by recruiter before end of current assignment.



CAREERBUILDER™



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