

# Phillips Staffing finds a better way to wow clients

The power of ACT job profiling and WorkKeys® helps Phillips provide workers who are proven to be the right fit for their clients.

## RESULTS:



Reduced turnover



Higher productivity

from new hires

## WORKFORCE SOLUTIONS USED:



## Adding the assessment advantage

### PHILLIPS STAFFING'S BUSINESS CHALLENGE:

When Ed Parris became the new president of Phillips Staffing, he recognized the potential of using job profiling and assessments to help set Phillips Staffing apart.

Parris states, "It's a tool for providing the best available workforce to our customers, and it also says a lot about us."

He learned about career readiness certificates as chairman of the local Workforce Investment Board, and his experience as Corporate Director of Human Resources taught him about the challenge of assessing employees' workplace skills.

Now to get the company and clients on board.

“

If we know that [a] worker at a particular client company really needs a Bronze-level certificate to do the job, then it is ideal if we send that company only those workers who have that level or higher. The match is more likely to be a good one for the worker and for the employer.”

**Ed Parris**  
Staffing Group President

# Be a full-service assessment source

## THE SOLUTION

Phillips Staffing deployed ACT-authorized job profilers to work directly with area employers to analyze specific positions. A report was produced that identified skill levels related to specific work examples.

The following year, Phillips was named a full-service Career Solutions Provider, allowing the firm to administer WorkKeys assessments and provide National Career Readiness Certificates™ (NCRC®) at Phillips Staffing offices or onsite at an employer's location.

“

Our client companies appreciate the fact that hiring can be a more standardized, objective process, and they often report a positive impact on their bottom line in terms of reduced turnover and higher productivity from new hires.”

**Beverly Deal**

Workforce Readiness Director

## COMPANY OVERVIEW

Headquartered in Greenville, South Carolina, Phillips Staffing is a full-service agency that uses a consultative approach with client companies to offer staffing, payroll management, professional placement, and human resources consulting services. Its stated commitment is to provide employers and job seekers alike with the highest standards of service and partnership.

# Benefits for company and clients

## OUTCOMES

### PROMOTION CRITERIA

“Too many companies have relied on a promote-from-within approach based solely on work history and attendance. Individuals are promoted who just don't have the skills to succeed. [ACT] gives us the data and the tools to establish measurable skills criteria, and it gives workers an objective idea of what they need to succeed.”

**Ed Parris**

Staffing Group President

### REDUCED TURNOVER, GREATER QUALITY

“We offer as many value-added services as we can. The WorkKeys program is certainly one of those. We have evidence that this innovation has helped with safety, turnover, productivity, and quality issues. We're a big believer in what this can mean for our clients' success.”

**Ed Parris**

Staffing Group President

## ACT WORK READY COMMUNITIES

### PITT COUNTY

Pitt County is proudly one of the ACT Work Ready Communities, a collection of businesses leveraging the NCRC to close the skills gap and strengthen their region's economy.

See what other counties are work ready at [www.workreadycommunities.org](http://www.workreadycommunities.org).