



Applicant Accommodation Call Center Support Service

Service

Provide 24/7 accommodation support service for applicants requiring online job application assistance.

Why?

To simplify, reduce cost, get results, and minimize risk to make your applicant accommodation process fully operational.

What We Provide

- 24/7 accommodation service line for applicants who need an accommodation to apply online
- Off hours coverage
- Trained call center professionals
- Monthly Reporting
 - Contact information
 - # of calls
 - Referral Source - (Job Boards, internet search, campus, agency, etc.)
 - # of submittals
 - # of jobs applied
 - Length of call
 - Completion of voluntary Self ID form
 - Accommodation needed (if disclosed)

Benefits

- Track recruiting efforts
- Real time submittal of applicants
- Minimize risk and liability
- Successful completion of application
- Deliver compliance reporting including Self ID form
- Provide full access to job seekers who require an accommodation
- Reduced cost

Methodology

- Define the requirements
- Design the narrative and flowchart
- Develop a custom approach for consistent quality, successful, pleasant experience for all
- Deploy ensuring all objectives have been met
- Evaluate process to ensure client satisfaction

Cost

- Monthly Flat Fee

info@hirepotential.com or 888-590-8808