

The Client:

A nonprofit global provider of educational testing, curriculum development assets and test prep products that develops, administers and scores more than 50 million tests annually.

The Challenge:

With several seasonally high-demand scoring centers, the client turned to Adecco to staff 1,300 reading assistants in five locations over a three-week time period - its most challenging fulfillment assignment.

Strategy/Solution:

The Scoring Center program involved the hiring of reading assistants for Advanced Placement exams administered to high school students, typically in May of each year, in several U.S. locations. During the implementation stage of the program, Adecco developed a strong partnership with the client, ensuring program consistency and standardization of processes.

The program was implemented through the following actions:

1. Worked with existing Team and Group Leaders to ensure the seamless rollout of scoring centers.
2. Recruited, screened, hired, trained and managed 1,300 temporary employees to fill reading assistant positions in the following locations: Cincinnati, OH; Daytona, FL; Ft. Collins, CO; Louisville, KY; and Kansas City, MO. In addition, interviewed and screened 75 graders for stand-by at the centers in case of illnesses from the swine flu epidemic.
3. Provided on-site management staff to manage temporary talent and handle any programmatic issues or concerns.
4. Conducted weekly status meetings with the client to review recruiting plans and address any changes in requirements and volume.
5. Adjusted the sign-in process to eliminate redundancies with Adecco managing the entire process and moved check-in locations closer to work areas.

Results/ROI:

The rollout of the \$1.2 million scoring center program permitted the client to reprioritize responsibilities away from the management of its temporary employees and consolidate staffing with one vendor.

Adecco's contract to manage the scoring center program was extended for the following year due to our ability to increase the fill rate to 97% from the client's historic 70% rate, with three locations reaching 100%.

Reading Assistant Position
Fill Rate Year-Over-Year

