

Nomination: 8039

The ResultsCX US Talent Acquisition Team

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

ResultsCX

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

The ResultsCX US Talent Acquisition Team

Category

E01 - E10 Team > E09 - Recruiting or Talent Acquisition Team of the Year

Team Submission Format

Written Answers

a. Briefly describe the nominated team: its history and past performance (up to 200 words). Required

The ResultsCX US Talent Acquisition Team has undergone a remarkable transformation, evolving from a team struggling to meet basic hiring needs into a world-class growth engine supporting global expansion. Recognizing the inadequacies of the traditional recruitment model amidst a challenging hiring landscape and a global pandemic, the team embarked on a transformative quest.

The journey began in June 2021, marked by a pivotal shift. The team moved away from a generalist approach and restructured their operations into three core functions: [REDACTED] This paradigm shift allows them to access deep expertise at every step of the recruitment process, infusing it with innovation and thought leadership.

But the team's focus wasn't solely on internal optimization. [REDACTED FOR PUBLICATION] The game-changing automation empowers candidates, identifying best-fit jobs, facilitating seamless completion of their application and assessments online, and streamlining the end-to-end candidate journey [REDACTED]

This unwavering commitment to candidate experience is a core tenet of the team's success story. The restructuring took six months to implement fully, and the results have been nothing short of remarkable.

b. Outline the team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Since January 2022, the ResultsCX US Talent Acquisition Team has surpassed all expectations by consistently achieving fill rates of 100% or higher for 28 consecutive months. The team's success goes beyond mere numbers, exceeding hiring goals and transforming into thought leaders within the industry. This newfound influence has sparked several innovative initiatives that exemplify the team's commitment to driving continuous improvement, surpassing expectations at every touchpoint.

• ReferCX (launched May 31, 2022): World-class, digital-first employee referral program [REDACTED]
[REDACTED FOR PUBLICATION]

• TA Times (launched November 1, 2022): A publication dedicated to sharing best practices, celebrating team accomplishments, and fostering connections among global Talent Acquisition team members. [REDACTED]

• NHO EX (launched April 6, 2023): [REDACTED]
[REDACTED FOR PUBLICATION]

• Additional 2023 initiatives: Site sourcing strategies customized to local conditions, military partnerships, quality of hire and process enhancements, 360 Feedback, and Onboarding Ambassador among others [REDACTED]

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

The team's fill rate of 100% or higher for 28 consecutive months is particularly noteworthy in the BPO industry, where meeting year-round hiring demands is a perpetual challenge. At the core of the team's recruitment process is our client's vision for the ideal candidate—a blend of specific behaviors, skill sets, and experience levels that align with the client's culture and performance goals. The team carefully tailors recruitment strategies to create a unique candidate profile that authentically reflects each client.

[REDACTED] The team's steadfast commitment to excellence, coupled with the strategic transformation journey, have led to high-impact outcomes, positioning our organization for sustained success.

By consistently exceeding hiring goals, the team has also unlocked valuable resources to develop innovative programs like NHO EX and ReferCX. These initiatives have significantly boosted our employee experience, in turn elevating referral rates and slashing new hire attrition.

REDACTED FOR PUBLICATION

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

- [REDACTED]

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