

# Sourcing #theAteam



## Project Overview

Progressive Recruitment Specialist Limited (PRSL), a well-established regional recruitment consultancy, partnered with Ascensos - the world's leading independent customer management provider, to fill 27 call center agent positions within a timeline of 8 weeks commencing end of March 2023. Using its tried and tested Mass Recruitment Methodology, extensive online website – www.jobstt.com, and social media channels, PRSL orchestrated and supported the entire process, including sourcing and screening candidates, conducting multiple levels of interviews, performing background checks and the final hiring.

## How We Did It

Our dedicated team, comprising two Recruitment Consultants, a Sales Marketing Support Associate, and our Operations Director, adapted our robust Mass Recruitment strategy. Using our JobsTT platform and referrals, we engaged with over 500 interested candidates who were then taken through the various hurdle recruitment steps. We were mindful of the time difference, as the stakeholders were located in various time zones, and by meticulously planning and coordinating, we established meeting timings that respected everyone's working hours.



## Our Recruitment Strategy in Action

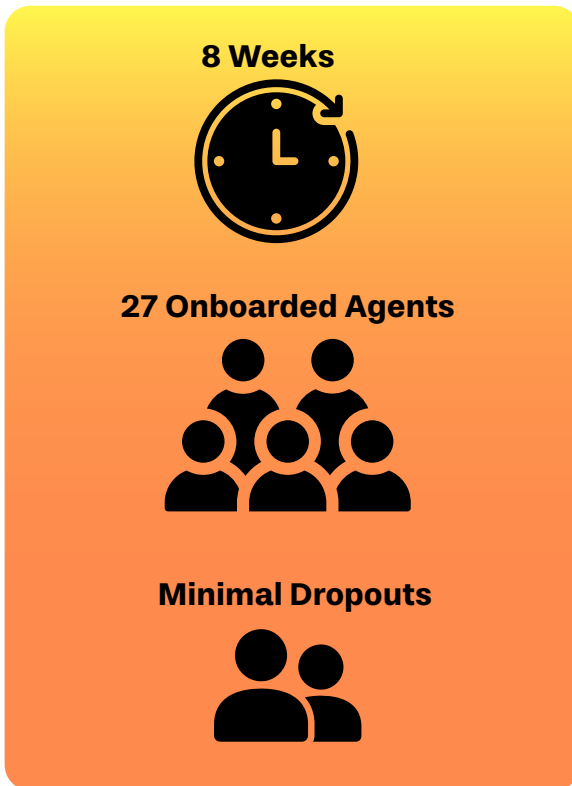
We implemented our comprehensive Mass Recruitment strategy that incorporated an in-depth review of resumes, targeted assessments, a three-tier interview process, thorough background checks, reference checks, and a robust programme management instrument shared amongst all parties.

Our focus was to ensure that we identified individuals who not only met the technical requirements but also shared Ascensos' values and ethos.

## The Results

The project was successfully executed and 27 Agents were on-boarded in May 2023 – ON TIME within 8 weeks, with minimal drop outs and re-work required. And as we publish this Case Study, Wave 2 is about to be completed at the end of August 2023 with a further 20 new hires. Only upwards and onwards.

This was due in the main to the great synergy between PRSL and Ascensos, their understanding of the required roles, and effective problem-solving strategies. The case study shows the importance of aligning talent acquisition strategies with business goals and adopting best practices to overcome challenges and meet objectives.



### From the desk of Richard King (Program Manager, Ascensos)

"We had a unique list of requirements when we approached Progressive to support with our recruitment program. As an international business looking to set up an Office in Trinidad, Pasha and Carolyn were instantly aware of the great opportunity ahead. We were able to forge a strong partnership and they gave us sound advice, support and guidance throughout the development and ultimately the delivery phase of our project.

Once the framework was in place, Wadikee, Tricia and the team stepped in, and worked seamlessly with our own inhouse recruitment team and our local Partner in Trinidad to select the right candidates. This was far from a run of the mill recruitment drive but as a result of the above we managed to bring in an exceptional team to start our new venture in Port of Spain."

At Progressive Recruitment Specialist Limited, we leverage our deep understanding of our client's needs, implement effective recruitment strategies, and surmount challenges to deliver the best quality talent. This collaboration with Ascensos reaffirms our commitment to our clients and our capability to manage complex, multinational recruitment drives.

When you partner with Progressive Recruitment Specialist Limited, you choose a recruitment service that aligns with your values and goals.

**You choose success. Choose PRSL - We Go Beyond A Placement!**

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