Cheat Sheet:
Starting the conversation with an IT staffing service

The choice of a staffing service provider will affect your company for years to come. So, it's important to put as much focus on them as you would on a senior executive or management hire.

Here's our list of questions
you need to ask in the first conversations with a potential staffing partner.

Average time to fill a position:
- Ask to see their performance metrics in this area
- Have them walk through their process from job listing to final hire

Internal turnover rate:
- You will want to know if you can expect to consistently deal with the same people on your account.
- They should beat the national average for tech recruiting firms.

Communication policies:
- They need to stay in touch with you and keep you apprised of the entire process.
- They also act as your representative to job candidates, so they shouldn't be leaving anyone hanging.

Process for finding new candidates:
- Ask how they expect to be able to find people that you can't find yourself.
- Find out their strategies for convincing a passive candidate to interview.

Background checks:
- How extensive are their checks into a person's application and résumé.
- If you work in certain industries, you may want to inquire about drug screening.

Soft skills and teamwork:
- Ask how their process identifies soft skills like work ethic or a positive attitude.
- Have them give examples of how a person's background or experience demonstrated good soft skills.

Developing a staffing plan:
- The staffing service should be able to help you assess current and future staffing needs.
- Ask about their experience in supporting the development of full staffing plans for projects, departments or your entire company.