



# Thinking About Using a Staffing Agency? What You Need to Know

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Using a staffing agency isn't the right choice for every business, but if you're considering working with one to meet your hiring needs, here's what you need to know about the process.

Finding talent remains a huge challenge for many companies. Reviewing applications, interviewing candidates and negotiating salaries all take precious time away from a business owner's existing obligations, which may end up hurting the business in the long run. That's why more and more employers are partnering with staffing agencies, which take a lot of the time and effort out of the talent search by providing their own workers for open roles.

## What can a staffing company do for you?

As employers increasingly turn to part-time, freelance and temporary workers to fill in their workforce gaps, staffing agencies have become a valuable resource for finding that talent quickly and efficiently. The following are just a few of the many benefits the right staffing company can offer your business.

**Fast hiring.** The job market has improved considerably over the past several years, and candidates now have the upper hand. This means the hiring process is longer and more difficult than in years past.

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Great talent becomes harder to find, and it becomes extremely time-consuming for managers to review résumés and conduct interviews, all while still being responsible for their day-to-day operations. Turning to a trusted staffing partner can save time and money. A staffing firm can prescreen and qualify candidates to ensure the manager is always interviewing candidates that are a fit for the role.

## Flexibility.

Companies are trying to be more productive and only have workers when they are absolutely needed. They need to find ways to make sure every dollar they spend is going to help the business. Temp staffing allows them to only have people when they need them, and those people are being productive.

Employers have realized that there is tremendous value in having a workforce that is fluid, a workforce that can be dynamically adjusted to meet their hiring needs on an ongoing basis. The flexibility of using a staffing agency became the primary driver in the push to bring on a workforce that can adapt with the ebb and flow of a client's business demands.

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## Reduced risk.

There are a lot of legal responsibilities involved with being an employer, like covering certain taxes, providing insurance coverage and following labor laws. From a financial and operational standpoint, hiring employees also comes with financial risks, especially if someone has to be fired or unexpectedly leaves. When you use a staffing firm, the company assumes many of these liabilities for you.

Staffing firms are generally considered the employer of record when it comes to the temporary associates that are placed, so ... staffing firm clients appreciate the fact that, for the most part, the staffing firm maintains full responsibility for the employees while they are on assignment.

## How does it work?

The major types of jobs that staffing agencies help companies fill: **temporary** (an assignment with a set start and end date), **temp-to-hire** (an assignment that's initially temporary, but is used to help an employer determine the temp worker's long-term fit with the company) and **direct hire** (a permanent position in which the staffing agency acts solely as a recruiter).

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The process of how staffing companies fill positions. If the agency doesn't have an existing employee who is a good fit for an open role, it will typically advertise the position on job boards and other places job seekers would likely look. From there, it will accept applications and conduct interviews and background checks, just as any other employer would. Finally, once the right candidate is found, that person will be hired as an employee of the agency (except in the case of direct-hire positions). The worker's paycheck and benefits, if offered, will be issued from the staffing agency, but the length of employment is determined by the client, White said.

## Common misconceptions

One of the most widespread misconceptions about hiring a staffing agency is that it's just too expensive to be worth it. Why pay extra in recruiting fees when you could just hire someone yourself? You might think you're saving money up front, but in the long run, using a staffing agency might end up saving your company money.

Many companies will only look at the agency's fees to determine the cost but typically fail to realize the value and savings they can provide, as well. Rowles said. Time to hire is an important factor when it comes to how much an open position can cost a company. The longer a position is open, the higher the cost due to a loss in productivity and diverting resources. Working with a staffing firm can help decrease the time to hire and help decrease a loss in productivity.

Our clients see the base pay rates they pay their employees, and then they see our bill rates and assume that we are making the difference as profit. Many forget that we have the same payroll taxes, unemployment and workers' compensation premiums that all employers here in Canada have.

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The other common myth about staffing firms involves the quality of their employees. Some companies may believe that workers who come through staffing agencies are only there because they couldn't get hired anywhere else. That's not necessarily the case — in fact, temporary employees are often overqualified for the jobs they're doing.

These workers decide to work temp jobs because they value flexibility or they are trying to get into a different field, or maybe they just want a big change and temp positions are often easier to land initially than permanent ones.

## Find the right company

Before you can start finding quality employees, you have to choose a staffing firm that's right for your business.

Make sure you're working with a reputable firm that takes pride in the employees it sends. That includes making sure that their employees have all of the proper credentials verified, including, but not limited to, reference checks being conducted. You also want to make sure that they are carrying the proper insurances, including general liability and workers' compensation insurance.

As with all business relationships, a staffing firm also needs to provide real value to you to be worth the investment.

Sit down with a staffing firm, and truly find out if they can bring value to your organization. Each employee's importance and cost associated with recruitment is amplified, so ... find a firm that treats and your organization as a business partner, not just a client.

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## Be clear about your needs

Good staffing companies want to help you find the best workers for your organization, and they won't be able to do that if you don't communicate clearly and thoroughly about your company, your position and the type of person you want for the job. Beyond discussing the basic responsibilities and required skills for the job, it is advised to outline your business policies (dress code, hours, breaks, etc.) to give the staffing firm representative an idea of your work environment and what kind of professional would succeed there.

When you feel you've clearly defined your needs, let the recruiter know. The author wrote. He or she will start the search immediately.

## Check over the legal aspects

Depending on the types of positions a staffing firm would be helping you fill, you should be sure that employment-related legal details, like worker classification and payroll taxes, are taken care of. For temporary and temp-to-hire roles, the staffing firm is the official employer for tax purposes, so the company you choose should confirm that the workers you use are, in fact, employees and not independent contractors, Leverant noted.

## Maintain a good relationship

It may take some trial and error to find the right staffing company for your business, but once you've found one that provides high-quality service and high-quality workers, stick with it. We advise to discuss new workers with your agency representative can help both you and the company with your future talent searches.

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## Are You Ready to Investigate?

Contact our company today to receive a free staffing consultation with one of our expert staffing consultants. We will assess your staffing needs and do our very best to assist you and if we can't help we will refer to a firm that will be a better fit for you.

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