Recruitment Process

Agency: Washington State Department of Transportation (WSDOT)

Project Impact
The WSDOT improved the Recruitment Process, resulting in a decrease from 29 days to 9 days for the process that delivers candidates’ resumes to hiring managers for considerations.

A faster hiring process ensures that WSDOT can recruit top talent and provide uninterrupted services to the people of Washington.

Project Summary
In the past, hiring managers had to wait a full month before receiving the first candidate’s resume for consideration. Only then, could they schedule and conduct interviews, negotiate with the best candidate, and make a job offer.

We plan to reduce the process from 29 days to a target of 9 days, which we will do by the end of September.

To reduce the time of this process, the team:

- Created a strategic checklist to gather job application details without multiple conversations
- Long-term: install scraper software to distribute job applications to multiple websites (eliminates 100 minutes of touch-time per job announcement.)
- Short-term: allow interns to post job applications to multiple websites, which frees up recruiters for other work.
- Send candidates to the hiring manager daily instead of at the end of each job posting.

Project Results

Cost
Decreased recruiting expenses from $100,000 to $20,000 per year by using software instead of adding employees. → Cost avoidance.

Time
 Decreased days to hire from 29 days to 9 days. → Faster hiring process

Customer Satisfaction
Decreased the number of revisions needed on each job announcement, which reduces the burden on hiring managers. → Happier hiring manager

Project Details

Date improvement project was initiated: 3/15/2017
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Report reviewed and approved by: Keith Metcalf, Deputy Secretary, Secretary Of Transportation