

# FirstSource STAFFING

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Welcome to the first issue of *The Source*, FirstSource Staffing's e-newsletter. We will pack each brief issue full of useful information for employers, job seekers, and the general public. We hope you all become regular readers.

Please don't hesitate to send us your questions and comments at [temps@fssny.com](mailto:temps@fssny.com). Or take a look at our web site for further information: [www.firstsourcestaffing.com](http://www.firstsourcestaffing.com).

## The Source

### Q&A with FirstSource President, Ben Thomases

Why should employers and job seekers work with FirstSource Staffing? *The Source* interviewed FirstSource Staffing President Ben Thomases to find the answers.

**The Source:** What makes FirstSource Staffing different from other staffing companies?

**Ben Thomases:** *We have a very personal touch. One of our current clients is an office manager who interviewed for a few positions through us before finding her current position. When she called to place her first temporary order, she said that she would never work with another staffing company, because we were the only people who really listened to her and cared about her career goals.*

**TS:** That sounds great for job seekers, but why should employers care about your personal touch?

**BT:** *First, good listening is the key to making sure you understand what employers want. We go beyond matching a set of skills with a set of responsibilities and make sure that the person is the right fit with the employer's culture and management style. Second, employees perform better when they are in jobs that are really right for them, and that they are excited to be in. Our associates (people we place on temporary assignments) often surprise employers with their energy and enthusiasm and hard work. I can't tell you how many times employers have placed an order for a week's worth of data entry, only to find that our associate finished it in 2 or 3 days.*

### JOB POSTINGS



#### School Manager (Permanent)

Oversee operations and finances at a brand new charter school in Brooklyn.

#### Customer Service (Temp-to-perm)

Contact customers and process orders at a printing company in Brooklyn.

#### Driver (Temporary, 6 weeks)

Shuttle company employees to and from work sites in Brooklyn.

### TIPS FOR THE INTERVIEWER

Make sure to ask follow up questions when candidates give answers that are too brief, too vague, or just unclear. The follow up question is the true test of the candidate's communication skills and you often find that they were trying to gloss over some unfavorable information with a vague or brief answer.



**TS:** A lot of employers avoid using staffing services, because they think they are too expensive. Why should a price sensitive employer use FirstSource Staffing?

**BT:** *A lot of employers overlook the hidden costs of NOT using a staffing service. If three managers share an administrative assistant, then all them will be less productive when that position is vacant. Every day the position is not filled, people being paid management salaries are standing by the fax machine to make sure the fax went through, or taking phone calls from telemarketers. That is costly. We can fill the position with a temp in just a few hours, and find a permanent fit for the position in just a few days. That is cost effective.*

**TS:** What types of positions can FirstSource fill?

**BT:** *We can fill a wide range of positions. Administrative positions run from mailroom to high level executive assistant positions. We also fill accounting and bookkeeping positions, customer service, IT, general management, maintenance and other labor positions, drivers, and the list goes on.*

### FirstSource in the News:

The success of FirstSource Staffing's unusual business model is profiled in the May/June issue of *City Limits*, in an article called *Social Change, Inc.* Here's an excerpt:

"Clients say they're highly satisfied with the service. 'They've been terrific,' says Sean Delany, executive director of the Lawyers Alliance for New York, a legal services organization that has used FirstSource Staffing seven times since November."