

FirstSource

STAFFING

Welcome to the December issue of *The Source*. Please don't hesitate to send us your questions and comments at temps@fssny.com. Or take a look at our website for further information: www.firstsourcestaffing.com

Making the Placement Work

We all know that finding and retaining good employees is an important challenge for most businesses and organizations. This is why FirstSource Staffing, and the entire staffing industry, exist.

For years, FirstSource has focused on finding the right candidates by perfecting our screening and matching services. We aim for 100% customer satisfaction by sending you the right person for the job. But the simple truth of the matter is that people, their lives, and their interactions with other people, are unpredictable. So we have learned that in order to provide the highest level of service to our clients, FirstSource needs to focus on employee retention as well.

Sometimes a circumstance arises that interferes with the success of a great candidate at a position that could be a great fit for him or her. It might have nothing to do with work: the employees' mother develops a serious health problem, or the employee's childcare provider becomes unreliable. Or it could be a work related

Top Temps

Gordon J, Accountant
B.S. in Accounting
with 10 years of
experience, in for-
profit, non-profit and
government with
knowledge of multiple
accounting software
packages.
\$39.95/hr



Robert A, Executive Assistant
BA from a great school, 7 years general administrative
experience, proficient in Word, Excel, Powerpoint and
SPSS, with database management experience.
\$29.95/hr

Aisha A. , Administrative Assistant
Recent college graduate with strong skills in Word and
Excel and several years of office experience.
\$19.95/hr

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TIPS FOR THE INTERVIEWER

Describe the position to the candidate in detail. Ask the candidate if s/he is interested in the position and why, and which aspects of the position s/he is most and least excited about. Many candidates will answer with surprising candor, letting you know whether they are interested in the most important and challenging aspects of the job.



problem: the employee has a bad dynamic with a coworker or supervisor, or the employee is having trouble picking up one particular responsibility.

FirstSource Staffing has an innovative new solution to this wide range of issues that occasionally interfere with the success of our candidates. We have created a new Employee Assistance Program, and assigned one of our Account Executives, Melissa Orr, as Director of the Employee Assistance Program. Melissa is focused on working with candidates and employers *after* a placement is made to ensure that our clients are getting the great performance they expect from a FirstSource candidate.

In some ways, the services Melissa provides will be very similar to the services provided by Employee Assistance Programs at major corporations throughout the country. If unreliable child care is affecting an employee's attendance, she will refer the employee to a reliable, affordable child-care provider. If an employee is having trouble with a coworker, she will work with the employee to figure out how to handle difficult interactions and remain productive.

But Melissa is not just another employee assistance counselor. We are a staffing company and our people are our business, so her work is a top priority for the company. She will be proactive, checking with our employees about a range of common difficulties so that she can provide assistance before minor issues become obstacles to productivity. She will be responsive, working with our other Account Executives, or directly with our clients, to make sure their concerns are addressed. And she will be effective, making sure our clients get the productivity they need.