



Predictive Hiring
Technology

Predictive Hiring in a Pandemic.

*No interviews,
No CVs read.
Recruited on attitudes.*

*How a recruitment
team of two achieved
the impossible using
Expr3ss!*





7 days

To advertise, shortlist,
appoint and onboard

“In short, we hired 75 people within 1 week using this system, we did not interview a single person. We made offers of employment based purely on the results Expr3ss! provided us and once they accepted our offer, we then picked up the phone and spoke with the applicant.”

**Expr3ss! User
Resourcing Specialist**



485

Applicants applied
for the roles



Smart Shortlist™

Pinpoints Top 5 candidates



Recruited on attitudes with no interviews and no CVs read.

As one of Australia's leading superannuation funds with over 900 employees across multiple offices around Australia. The company prides itself on its ability to control and manage all administration and customer service in-house, resulting in increased efficiency. As such, implementing Expr3ss! Predictive Hiring Technology in July 2018 greatly aligned to their business structure to enhance their recruitment and selection efficiency.



5 or 4 Interview Stars

Instantly rank "Will Do" attitudes

At the end of March 2020, the Australian Federal Government announced a package of temporary superannuation measures for people facing significant financial hardship due to the pandemic. One of these measures allowed eligible individuals early access to their super of up to \$10,000 before 1 July 2020 and up to a further \$10,000 from 1 July 2020. Meaning, if eligible, individuals could access up to \$20,000 overall. With a fast approaching deadline, this small recruitment team was able to successfully onboard 75 new employees in seven days to assist with the influx of early release super applications they were expecting to receive from their members.

How did this large superannuation company enable finding high-quality talent at such short notice? The key lies in Expr3ss! a unique applicant tracking system (ATS) that utilises a predictive hiring algorithm allowing their resourcing specialists to identify the candidates that possessed the 'can-do' skills and the 'will-do' attitudes they were looking for.

"In the end we were able to source, screen and onboard 75 people within one week using the predictive hiring technology available in our applicant tracking system - Expr3ss!. With such a short timeframe we really needed to lean into the capabilities of the system. Not a single person was interviewed, instead, we made incredibly informed offers of employment based purely on the results Expr3ss! predicted. It was only after offers had been made did we speak with the successful applicants. It was an incredible outcome."

**Expr3ss! User
Resourcing Specialist**

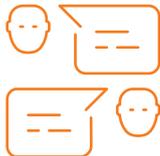


Effective and streamlined process using Expr3ss!

The team began by creating a tailored application form to assess candidates' "Can Do" characteristics. Targeted questions were used to identify applicants that met the very specific job requirements that were necessary for the role. These included questions surrounding whether applicants could commit to a specific start date and the temporary full-time assignment timeframe, the ability to attend a two-week on-the-job training at their Brisbane based head office, and whether they had the ability to work from home. The applicants also needed to provide their own office equipment and hardware. "It was not possible for us to have appointees working from the office due to our own COVID-19 restrictions"

41 targeted screening questions were used

The team then addressed the skills they were looking for: did the applicant have previous administration, office management or customer service experience? "We weren't necessarily looking for people who had superannuation experience, more so a customer service focus coupled with strong administration skills. We were also keen to identify applicants who could grasp new systems quickly and adapt to new environments and processes, as well as ensuring that they had excellent verbal and written communication skills."



Using Role Benchmarks and Interview Stars to assess candidates' "Will Do" Attitudes

During the one-week period our superannuation client advertised the 75 available roles, 485 applications were received within five days. "Expr3ss! allowed us to see which candidates fit the "Can Do" skills, and then the "Will Do" attitudes via the Interview Stars. Toggling between the integrated Role Benchmarks; the first Benchmark being Inbound Call Centre, and because, more importantly we were looking for people who had customer service experience, we also used the Customer Service and Account Clerks' Role Benchmarks."

Very specific characteristics were being sought after in applicants given the compassion and sensitivity required of the roles they would be performing; "as the majority of people who would

be applying for early release superannuation were likely to be experiencing financial stress, we needed applicants to be able to identify with what these customers might be going through, so key for this role was accountability - to pinpoint those applicants who would take responsibility and act correctly, be concerned for, and could appreciate the customer's situation and connect with them"

Having narrowed down the applicants who ticked all of the boxes from a "Can Do" and "Will Do" perspective, the team only reached out to those whose stated salary expectations met our budget indicated by the salary matching function within Expr3ss! "Given the short time frame, we didn't have the time to negotiate salary with applicants".

The next stage was for the recruitment team to consider the applicants' employment history, yet not be constrained by it. "We weren't necessarily just saying "yes" to people who had customer service experience, more importantly we were looking outside the square when it came to selecting applicants with customer service skills, experience or behavioural strengths".

"The information we were able to obtain and evaluate at a glance from within Expr3ss! really helped us to quickly pinpoint which applicants we needed to focus our time on."

**Expr3ss! User
Resourcing Specialist**



Achieving Diversity with Expr3ss!

The feedback about our hiring approach for this hiring initiative has been notable.

The extended management team has complimented the recruitment team on how it was able to identify and onboard some really fantastic people into the business. The new hires were people from non-traditional backgrounds that may not have necessarily been shortlisted to hire in the past. These included people with backgrounds such as engineers, construction workers, beauty therapists and research assistants. The feedback by management extended to recognition of how well the recruitment team achieved the right cultural fit across all of the new hires.

Since these appointments, the company has received a customer service rating of 86% throughout the pandemic and 96% of their members gained access to their early release superannuation within three to five days.

Many of those appointed have since been offered extended contracts. These same appointees will also have the opportunity to be cross-boarded into other divisions within the company.

Insights that reduced bias and assisted decision making

For a company focused on getting the right people with the right skill sets and the right attitudes into its workplace quickly and efficiently as part of its strategy to achieve its business outcomes. Expr3ss! assisted in the appointment of 75 call centre employees to help meet the early release superannuation scheme demands it faced during COVID-19.

Expr3ss! allowed the internal recruitment team to think outside the square and reduce bias in the selection process. The focus was on who satisfies the "Can Do" skills, and who fits the "Will Do" attitudes with consideration of any relevant employment history to ascertain whether the applicant's experience aligned with what was required to have successfully fulfilled these compassionate roles.

Our client is an organisation that strives to be inclusive and diverse in the type of people it hires and has join its workforce. Expr3ss! with its predictive hiring technology provided the internal recruitment team with an opportunity to really identify people who tick the boxes from a skills perspective for this recruitment initiative, and more importantly would add value to the business from an unbiased cultural perspective as opposed to just being culturally aligned.

The hiring process, using the Expr3ss! method, has opened the eyes of many within management to have a greater appreciation of how, when reviewing an applicant's employment history, that review can unconsciously influence them as to an applicant's suitability for a role.



"Thank you so much for looking past my employment history and focusing more on me and what my capabilities are as opposed to the skill set that I bring."
remarked many of the candidates hired by this initiative.

"We've realised from this recruitment campaign experience that we do have the tools available to us within the Expr3ss! predictive hiring platform to be able to manage volume recruitment internally with a very thorough, respectful, reliable and efficient process."

**Expr3ss! User
Resourcing Specialist**



Human Resource professionals are alive to finding solutions that will remove the human bias that is inevitable when reviewing resumes. Expr3ss!, with its unique method and predictive hiring technology achieves this. The technology is inclusive of all the information in regard to who the person is, as well as their education and employment background.

SPEED OF HIRE WITH EXPR3SS!

The small internal recruitment team (a team of two) were under enormous time pressure to recruit 75 roles to meet the anticipated early release superannuation demand once the Australian Government's scheme was announced. The internal deadline set by management to fulfil these roles was one week. This deadline meant no complicated or unnecessarily lengthy recruitment process could be entertained by the team.

Regardless of the time pressure, the recruitment team wanted to ensure that they provided clear and respectful communication with the applicants, selected the right people for these compassionate, demanding and administrative roles, and onboarded them simply, quickly and efficiently. Expr3ss! technology facilitated all this.

“Being able to turn around such a large process, identify our quality applicants from such a large candidate pool and get people onboarded in such a short period of time is something I would not have been able to achieve without the use of Expr3ss!”

**Expr3ss! User
Resourcing Specialist**

The recruitment team knew what personal characteristics they wanted to identify from the Expr3ss! Checklist Reports - the personality traits they knew would meet the specifics of the role. “We simply used the integrated Role Benchmarks that are available within Expr3ss! There were no additional tools or systems that we needed to invest in, as Expr3ss! comes fully-featured and is seamless at the point of application and selection which enabled us to identify our best quality candidates.”

“The system has been able to achieve results that not even we foresaw when we signed up in 2018, it's been an amazing journey so far with Expr3ss! and continues to surpass our expectations”

**Expr3ss! User
Resourcing Specialist**





Predictive Hiring
Technology

**Just imagine how
much better your life
and business would
be with absolutely
awesome staff
in every role**



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