Success Story

University of Southern Mississippi

Challenge
Technology plays an integral role in education at the University of Southern Mississippi. With 16,000 students at the school, there are a lot of computers on campus and even more technical assistance requests. The I-Tech department needed entry level help desk representatives who could help USM students solve their computer problems.

Solution
Manpower partnered with the university to recruit candidates for this challenging, high turnover position. After developing an understanding of the university’s requirements, Manpower carefully screened all candidates using assessments for job-specific skills as well as work experience and key personality traits. Associates participated in an orientation about the help desk position and the university’s work environment before their assignments. Manpower continued to proactively recruit candidates for both short- and long-term help desk positions.

Results
Manpower filled the help desk positions with associates who were such a good fit for the work and the culture that the university hired several associates permanently.

Satisfaction with Manpower’s service led to an expansion of the relationship: The university counts on Manpower’s support across campus in Student Services, Undergraduate Studies and the Department of Residential Life.

Manpower is meeting the challenge of high-turnover and hard-to-fill positions on campuses across the country. We’re proactively recruiting in more than 800 offices nationwide, using our world-class assessments to find the right candidates for IT, administrative and light industrial positions in schools at every level. Whether you need temporary support or a more permanent solution, we can deliver associates well-suited and well-prepared to join your department’s team.

Find the right help for your help desk, with Manpower.
us.manpower.com

“Manpower’s commitment to finding the right person to fill our needs through screening, interviewing, and skill assessment has been excellent. Because of this we are able to make hiring decisions quicker and hire employees who are equipped to become productive staff members more quickly.”

Business Operations Officer, the University of Southern Mississippi