

# Appraisal Management Company

### Challenge

The delivery of fast, accurate service is the cornerstone advantage for one growing appraisal management company. The company provides comprehensive appraisal services to banks, brokers and mortgage companies through its nationwide network of 20,000 licensed appraisers. Its contact center is critical to service delivery. At start up, the company needed to quickly staff its contact center with qualified representatives who could take incoming orders for appraisals and answer service questions.

### Solution

The company chose Manpower for its proprietary contact center assessments, which simulate actual work in the contact center environment. Manpower rapidly recruited a large talent pool, then administered its own assessments as well as the appraisal company's assessments. After identifying 60 candidates for the customer service representative position, Manpower presented them for permanent hire by the appraisal management company.

Since the successful contact center start up more than one year ago, Manpower maintains a flexible workforce of up to 45 customer service representatives at the company. The temporary-to-permanent hire arrangement allows the company to observe each representative's performance before extending a job offer. Manpower also provides approximately 20 associates in positions in quality control, sales and human resources to accommodate the company's variable workload efficiently.

### Results

With an on-demand talent pool of qualified contact center candidates, the appraisal management company can quickly and accurately process orders for appraisals, and manage its workload cost effectively. The company has filled more than 200 permanent positions through Manpower's permanent placement and temporary-to-permanent staffing solutions.

In contact centers nationwide, Manpower is placing associates with the skills and experience to deliver better call handle times and higher customer satisfaction. Moreover, Manpower's Call Center Practice delivers comprehensive workforce and operations management services that result in measurable improvements in productivity, attrition levels, service quality and cost control.

[us.manpower.com/contactcenter](http://us.manpower.com/contactcenter)



Manpower®

545,000  
new customer  
service  
representative  
jobs are expected  
to be added  
through 2016.

- Bureau of Labor Statistics

*Appraisal Management  
Company*

*Location: Indianapolis, IN*

*Industry: Financial Services*