



Our goal is to help you
retain talent and
reduce turn-over rates.

The Client

A full-service, not-for-profit financial institution, dedicated to helping their members and communities prosper. With \$6 billion in assets and over 325,000 members nationwide, this banking powerhouse is one of the largest credit unions in the nation. Their philosophy is to put people before profits, creating a standard of financial stability and well-being for members.

The Need

Recruiting and retaining exceptional talent- people with the skills, experience and work ethic employers need is an ongoing challenge. Nearly 30% of organizations rate “skill gap” as “extremely challenging”. Sourcing inbound and direct talent can be just as daunting, with attrition rates increasing. Timeliness and lack of communication between staffing suppliers and businesses is another challenging factor that can hinder successful business relationships. Additionally, contingent professionals should be up to date with industry standards and best practices.

The Solution

One of our key differentiators at Ascent is the vast network of talent and the innovation around the engine that sources it. With this distinctive formula that enables our recruiting team to seek out the top talent, we were able to provide candidates that are the best fit for this financial leader. Ascent also provides supportive resources to build and encourage a network of professionals, which increase retention. Our Engagement Management Team is the single point of contact for all contractors from onboarding through assignment end. **We engage with YOU and our PROFESSIONALS creating clear goals and communication that keeps everyone on track.**

In addition, we support our clients using design and build performance metrics. Data derived from email, surveys, call center and our website helps our teams gauge issues and complaints. Ascent Account Executives are directed to meet with contingent professionals on a weekly basis, preferably in person. Meetings review upcoming needs, resume submittals and interview processes as well as current contractors on assignment. As a result, recruiting can be adjusted, and issues quickly resolved. Our goal is to help you retain talent and reduce turn-over rates. This is essential because the average direct cost for a new employee (not including training) is \$57,968! Project completion depends highly on professionals feeling connected and prepared to meet industry challenges.