

Case Study

Legal Non-Profit Org Reduced Hiring Costs and Turnover



A not-for-profit organization, which will remain anonymous, committed to providing access to legal resources for a region in Canada unable to access them on their own. With 300 employees and a vital mission to help families in need with family law, child welfare, domestic violence, immigration, youth, and criminal defense, its personnel must be committed to the company's mission and have the skills to keep client cases moving forward efficiently. A significant part of its model is rooted in call center and administrative support to help effectively serve its clientele.

The organization's need for well-qualified legal and administrative professionals combined with its not-for-profit business model meant that quickly hiring the right people was crucial for saving money and maximizing impact in the community. They could not afford to waste money and time hiring candidates that didn't work out in the long run.

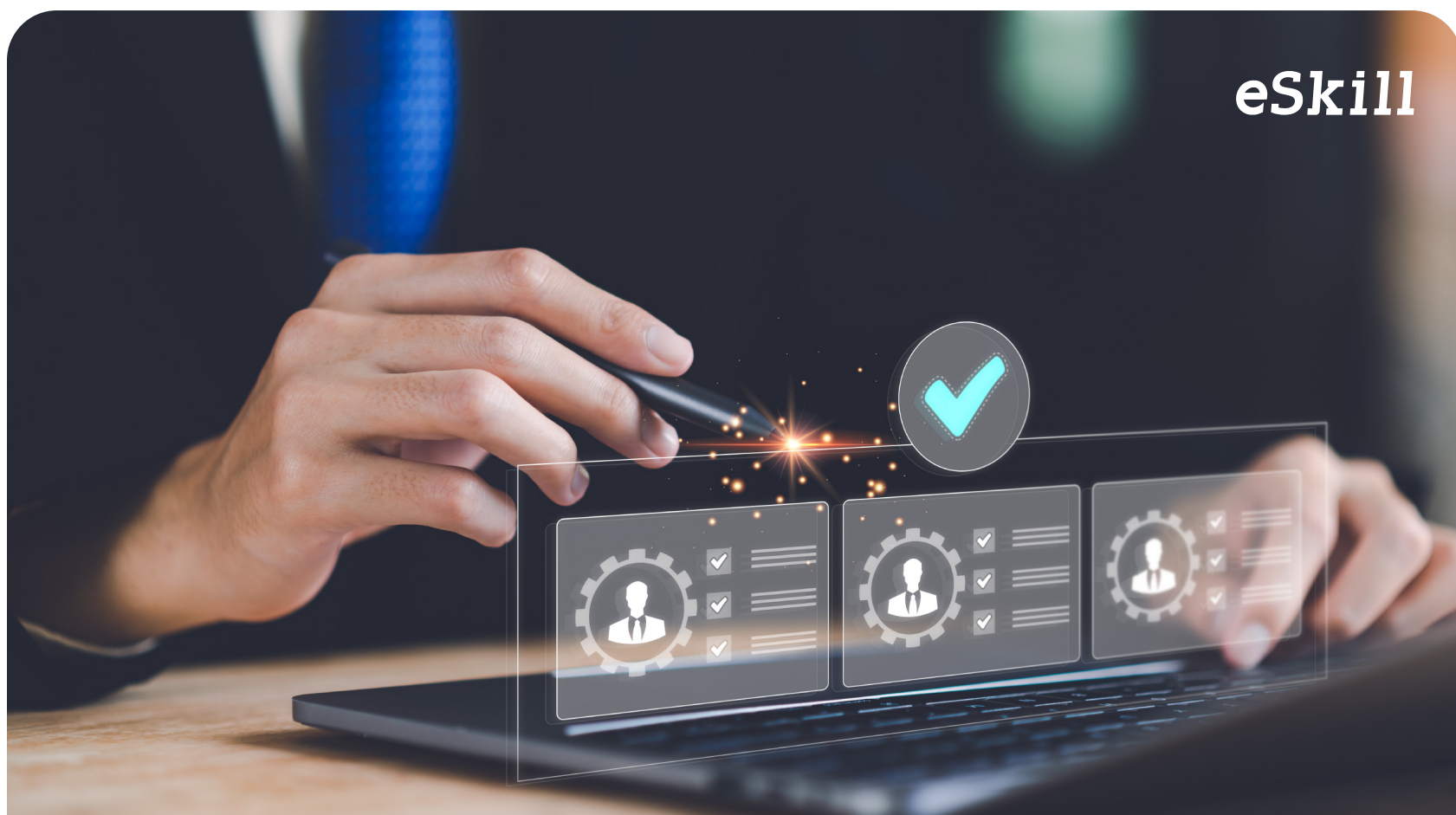
The Situation

The organization was stuck in a pattern of hiring people who seemingly had the skills for their new roles, only to discover significant skills gaps after the hiring process was completed. This slowed down internal processes and cut into budgets with unanticipated training and mis-hires. It was also detrimental for its clients, as internal inefficiencies significantly affected clients' livelihoods. Hiring mistakes cost both money and mission integrity.

The Solution

[eSkill's pre-employment assessments](#) and skills tests gave the organization the resources to close the skills gap and grow its team with the right personnel. From recruiting and hiring the right people to decreasing screening time, attrition rates have fallen, and its hiring process is much more successful.

Applicants are allowed 30 to 40 minutes to complete their skills tests and assessments, depending on which they're required to complete for the role.



The Results

Since implementing eSkill's assessments and skills tests, the organization received a return on investment in just six months.

The reasons and indicators include:

- ◆ With better intelligence about which candidates would fit, they were able to eliminate 25% to 40% of candidates during initial screenings, saving time and resources interviewing candidates that didn't fit.
- ◆ This resulted in an immediate 15% decrease in hiring costs.
- ◆ It also resulted in a reduced turnover rate of more than 25%.



HR Business Partner, Non Profit Organization

Since using eSkill, we have been able to select better-qualified candidates to proceed in our recruitment competitions based on the capability to assess certain skills and abilities during the eSkill assessment process.



Please [request a demo](#) to learn how you can leverage eSkill's hiring assessments to effect better recruiting outcomes, speed hiring and save resources.