

# Successful Staffing: Find the People You Need

## Finding experienced, service-focused people for your teams is challenging and time consuming, especially given today's stiff competition for top talent.

If you offer a hybrid work model, your new administrative staff must be comfortable with working both in the office and at home, perhaps in the same week. They also need a flexible mindset and a commitment to mastering new tools, workflows and tasks, without compromising the level of quality and responsiveness your participants expect.

Your IT recruits should be able to help you find solutions to your service, quality, compliance and security challenges through the application of modern toolsets: software, hardware devices, cloud or hybrid deployments. They should also know what processes and procedures will best protect your data from cyberattacks. Having a track record of excellent vendor relationships is a plus.

Hiring HR and benefits executives presents other challenges. It can be difficult to find executives who have the right specialized expertise in employee benefit plans, including regulatory compliance and participant communications.

How can you be sure the talent you evaluate will bring what you need to the table — and that the salary you offer for each role is competitive in both your industry and the job's geographic location?

## Seek assistance from those with HR, benefits and IT expertise

For more than 30 years, Segal's Administration and Technology Consulting (ATC) Practice has helped clients find the right people for hundreds of open administrative, IT and executive positions at all levels.

Our comprehensive approach to conducting successful searches encompasses these systematic steps:



Create detailed job descriptions & ads.



Set compensation levels using our industry knowledge & database.



Place ads to reach a diverse candidate pool.



Search candidate databases to identify those who fit the role.



Review all submitted resumes.



Screen of applicants to identify top candidates.



Provide an interviewing guide for your recruitment team.



Check finalists' references and backgrounds.

Our ATC consulting team, which includes nationally recognized subject matter experts, has in-depth, hands-on knowledge of the unique administrative requirements of both employee benefit plans and your industry, which can considerably expedite the recruitment process and provide candidates that can make an immediate and lasting impact.

We've helped clients to recruit individuals in a full range of positions:

- Executive directors
- HR VPs/total rewards leaders
- Fund administrators
- Information technology directors
- Chief financial officers/Directors of finance
- HR directors
- Benefits directors
- IT network administrators
- IT database administrators
- Member service representatives
- Claims processors
- Administrative support

To increase your organization's ability to keep the talent you hire, we'll work with you to establish a formal onboarding process. Experience has shown that employees who have a positive onboarding experience are less likely to leave.

## Strategic staffing

We're also ready to help your organization develop an overall staffing strategy that meets your needs. We'll work closely with you to:

- Assess your staffing levels based on productivity metrics and organizational goals
- Develop a succession plan for each key role
- Develop an appropriate organizational structure
- Create a plan for training and developing staff
- Review and, if necessary, revise your organizational culture to better match future labor force needs

To learn more about how ATC's practice can help you recruit HR/benefits leaders, IT and administrative staff and develop a staffing strategy, please get in touch.

### Contact us



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