

Essential KPIs for Staffing & Recruiting

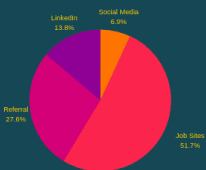
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1

Productivity Metrics

Productivity metrics measure the completion of key daily activities. Productivity metrics are useful to track how recruiters or teams are performing in executing daily tasks.

/ Interviews (weekly)
/ Emails
/ Phone Calls
/ Candidates Qualified
/ Open v. Filled Positions



2

Channels

Monitoring candidate source data can help identify the best channels for finding qualified job candidates.

Tip: Don't only pay attention to volume by Channel. Using a scoring method like Effectiveness Score, can help you understand what your best sources are.

Volume / Submissions by Channel

Conversion / Conversions by Channel

Effectiveness Score:
$$\frac{\# \text{ Conversions by Channel}}{\text{Avg. Channel Conversions}}$$

3

Efficiency Metrics

Efficiency metrics are useful indicators of the time and effort involved in important processes. They can be especially helpful to monitor stages that tend to delay hires.

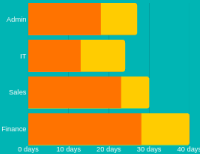
by Recruiter | by Job Type

Time to Fill
Date search start - Date position filled

Time to Hire
Date offer made - Date candidate enters ATS

Submissions per hire
Submissions / # Placements

Offer Acceptance Ratio:
$$\frac{\text{Total Offers}}{\text{Total Placements}}$$



4

Quality Metrics

Key Performance Indicators don't end when a hire is made. Quality metrics are valuable to monitor success of placements.

While quality metrics often require some leg work to gather information, they are important for new clients as well as returning ones, and they are worth the extra effort.

Net Promoter Scores can be calculated from simple satisfaction surveys with a ranking of 1-10.

Net Promoter Score:



Client Satisfaction Score:
$$\frac{\% \text{ Promoter Clients}}{\% \text{ Detractor Clients}}$$

Candidate Satisfaction Score:
$$\frac{\% \text{ Promoter Candidates}}{\% \text{ Detractor Candidates}}$$

Want your KPIs to have impact?

Make them visible.



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