



Building a Call Center from the Ground Up

Background

Our client is a global lifestyle brand recognized for its iconic footwear and apparel, embodying style, comfort, and performance. With a rich history spanning decades, their portfolio of brands inspires individuals to express themselves and embark on their unique journeys. While headquartered in California, they sought to expand their operations by establishing a new call center in Colorado.

Challenge

Recognizing the strategic advantages of a Colorado location, our client made the decision to open a new call center facility in Broomfield, CO, with the goal of housing 150 call center representatives. The challenge was to quickly and efficiently recruit and onboard a full team of qualified representatives to meet their ambitious launch timeline. They required a staffing partner that could provide both recruitment expertise and logistical support during the initial setup phase. Job Store was selected out of many in a thorough proposal process

Job Store Staffing's Solution

Job Store partnered with our client to provide a comprehensive staffing solution for their ramp-up:

- Dedicated On-Site Support - our On-Site Manager assisted with first day welcomes, on-boarding, and any questions/issues
- Early Support for Infrastructure - before the client's building was available, Job Store provided space and conference rooms for the client to work; we held planning sessions and interviews for key members of their team
- Rapid Recruitment and Onboarding - our team implemented a streamlined recruitment and onboarding process to support a positive experience for candidates and a rapid ramp up of staffing

Recognitions



Contact Us

Denver Corporate Office
303-757-7686
www.jobstorestaffing.com

Locations: Denver, Broomfield,
Aurora, and Colorado Springs

The Client's Results

- Successfully Hired 150 Call Center Representatives within 90-day period, enabling them to launch their new call center on schedule
- Served as the primary on-site staffing partner for over three years, providing ongoing support and expertise
- Demonstrated our commitment to the client's success by providing valuable resources, infrastructure, and community connections
- The client was able to quickly establish a fully staffed call center that successfully operated until broader business events led to the team working remotely