

FlexTek Reinvents Plastic Recycling Company's Recruiting and Hiring Operations

About

- HQ: Houston, TX
- INDUSTRY: Recycling
- FLEXTEK SOLUTION: Outsourced Solutions

A leader in the plastics recycling industry encountered operational and HR challenges during a period of rapid growth and transition. The company's unique operational needs created opportunities for strategic improvements in recruiting and hiring processes.

Situated in rural Texas, the company's geographic location also presented recruitment challenges. These opportunities were amplified when the company was acquired by a larger waste management company, bringing additional resources, expertise, and potential for growth under new leadership.

The Challenge

When FlexTek first engaged with the company, the recycling innovator faced several workforce challenges:

- Lack of HR team and structured HR processes resulted in disorganized staffing efforts and budget misalignment between recruiting and approved roles.
- High turnover rates and inability to replace employees in a timely manner disrupted operations.
- Hiring processes led by recruiters less experienced in manufacturing environments resulted in a lack of qualified candidates and hires.

Located in a small Texas town, the company needed a recruitment strategy tailored to the local labor market. The investment by a larger company provided new opportunities to enhance HR and operational systems, requiring a seamless integration with new management.

“FlexTek’s ability to provide consistent, high-quality hires, to meet our demand, has been invaluable.”

- Recycling Solutions
General Manager

Solution

FlexTek implemented targeted solutions focused on operational efficiency, hands-on support, and relationship building.

Key initiatives included:

- **Strategic Recruitment and Hiring:**
 - FlexTek established processes to increase candidate outreach and sourcing to meet the volume goals required for a successful candidate-to-hire funnel.
 - Candidate location mapping ensured realistic commuting distances, reducing process fallout and improving retention.
 - Weekly FlexTek onsite visits built credibility with management and operations teams, fostering collaboration and trust.
- **Process Efficiency:**
 - Implemented a formalized process for new hire Reqs to ensure alignment with budget approvals and prevent unauthorized headcount increases.
 - Introduced a centralized system to streamline candidate approvals, feedback, and decisions.
 - Standardized interview guides and manager training sessions to provide consistency and improved hiring practices.
 - Created standard interview timeslots to streamline candidate scheduling.
 - Security teams integrated into the interview process eliminated logistical barriers to in-person interviews for candidates.
 - Onsite drug testing expedited onboarding.
- **Operational Consulting:**
 - FlexTek created a strategic headcount plan for the company’s 2025 operations.
 - FlexTek designed a 24/7 operational model to replace the company’s five-day, eight-hour shift structure, with detailed scheduling, headcount and budget planning.

Results

- Interviewing 60-70 applicants per month
- Meeting hiring goal of up to 15 per month.
- Full hiring manager engagement.
- 24/7 workforce operations plan.

“Their onsite presence and work ethic have built a level of trust that allows us to focus on operations while they manage our HR needs”

- Recycling Solutions General Manager

Results

FlexTek's partnership with the company has delivered measurable improvements:

- **Effective Hiring Funnel:** Recruitment funnel volumes improved, with recruiters able to make the number of calls needed to reach the number of candidates to consistently fill hiring needs, despite normal falloff through the process. The team now meets hiring goals of 12-15 employees monthly by sourcing and managing applicant volumes of 60-70 interviews per month.
- **Improved Manager Engagement:** Full participation of all hiring managers in standardized processes fostered accountability and collaboration.
- **Enhanced Operational Readiness:** The comprehensive 24/7 operational plan is ready for deployment.

Conclusion

FlexTek's partnership with this recycling leader highlights the unique value the company provides as both HR and recruiting operations consultants. Established relationships and proven methodologies position the company to continue leveraging FlexTek to mature its recruiting and HR performance.

By emphasizing innovative solutions and delivering measurable results, FlexTek plans to strengthen the partnership and support growth within the organization.