

# Waste Management Company Successfully Scales Customer Service Hiring with FlexTek

## About

- HQ: Dallas, TX
- INDUSTRY: Waste Management
- FLEXTEK SOLUTION: Placement Services

A fast-growing waste management company headquartered in Dallas, Texas operates across several regions, including Pearland, Poteet, and McKinney, Texas. The company specializes in residential and commercial trash hauling and landfill operations. Its growth strategy combines acquisition of smaller waste companies and organic expansion into new municipalities.

By late 2024, the company faced a critical challenge: rapidly scaling its customer service team to match its expanding operations while maintaining exceptional service quality.

Enter FlexTek to provide tailored staffing and recruitment solutions.

## The Challenge

The waste management company's growth created a pressing need for skilled customer service representatives, particularly as it acquired new municipal contracts in cities like small Texas cities. Initially, the company had:

- 6 open positions for customer service representatives.
- Limited internal capacity to recruit and onboard talent due to the high volume of operational demands.
- A need for efficient, high-quality hiring processes to avoid service disruptions.

Early recruitment efforts were met with challenges, including:

- Limited feedback loops on submitted candidates.
- Inconsistent timing of resume submissions.
- Difficulty identifying candidates with the right experience, cultural and operational fit.

## Results

- 1 in 3 candidates hired
- 0 turnover during the 13-week contract-to-hire period
- 10 CS reps hired, 5 more planned.
- Recruitment timelines aligned with operations to support aggressive growth.

## Solution

Since coming on board in October 2024, FlexTek has worked closely with leadership to refine and optimize the recruitment process. Jay Trott, a recruitment consultant with FlexTek, spearheaded the initiative, introducing several key innovations:

1. **Video Interviews:** To address the lack of immediate feedback, Jay introduced video-recorded candidate interviews, enabling hiring managers to evaluate candidates' communication skills and demeanor before scheduling in person interviews. This streamlined the decision-making process and ensured only qualified candidates proceeded to the next stage.
2. **Scheduled Resume Submissions:** Instead of sporadic resume submissions, Jay established a daily routine of sending resumes at 8:30 AM. This allowed hiring managers to review candidates systematically before their morning meetings.
3. **Enhanced Communication Channels:** Jay fostered a collaborative relationship with hiring managers, leveraging texting and direct communication for real-time updates. This ensured quicker responses and reduced bottlenecks.

## Results

The partnership between the company and FlexTek has yielded remarkable outcomes:

- **Improved Hiring Efficiency:** Through homing in on the ideal candidate profile, candidate acceptance rates improved significantly. For instance, in San Antonio and Pearland, 1 out of every 3 candidates submitted has been hired.
- **Zero Turnover:** Among the customer service representatives hired through this partnership, there has been zero turnover during the initial 13-week contract-to-hire period, a rarity in the industry.
- **Quality Talent Acquisition:** The company now employs 10 customer service representatives through the program, with plans to onboard five more in early 2025.
- **Process Optimization:** By aligning recruitment timelines with operational schedules, Jay and the team created a hiring machine that matches the company's aggressive growth.

“Their innovative solutions have been game-changers.

Most importantly, they’ve delivered high-quality candidates who stay and thrive. I can’t recommend them enough.”

- Director of Customer Experience

## Conclusion

FlexTek’s success with customer service hiring has laid the groundwork for an expanded partnership with the company.

Future initiatives include:

- Supporting the hiring of billing and collections staff, projected to begin in Q2 2025.
- Exploring opportunities to outsource recruitment for higher-volume field operations roles, such as drivers and handlers, to alleviate internal staffing pressures.

FlexTek’s partnership exemplifies the power of tailored staffing solutions in driving business success. By addressing immediate challenges with innovative strategies, the team has positioned this waste management leader to sustain its aggressive growth trajectory while maintaining excellence in customer service.

