

THE NUMBER OF QUALITY CANDIDATES SKYROCKETS THROUGH INCIPIO'S STRATEGIC HIRING PARTNERSHIP WITH ONE SOURCE LOGISTICS



One Source, a rapidly growing logistics company, initially engaged Incipio to address specific challenges in recruiting.

With a team of 47 employees and counting, One Source Logistics spent significant time recruiting and onboarding new employees internally. They needed to hire a full-time recruiter, either in-house or through an expert outsourced solution, and Incipio Workforce Solutions fit the need. The collaboration began with a focus on effectively and strategically advertising open positions. Over time, Incipio's role expanded to include crucial HR aspects such as drug screening, background screening, and creating a seamless recruiting and onboarding process. Today, the partnership has evolved to encompass both recruiting and outsourced HR services, with much more in store for the future of this partnership.

RECRUITMENT EXCELLENCE

Researchers state, "...top challenges facing recruiters in the logistics and transportation industry are a **lack of skilled candidates and competition for resources**" (Sense, 2023). That's where Incipio comes in to discover top talent and choose highly qualified candidates for One Source's hourly logistics positions. This initially started with implementing an applicant screening process that occurs before the interviews that the leadership team performs, ultimately saving them time during the interview process. Incipio's involvement initially centered around attracting top talent by pre-screening job applicants for One Source's ideal candidates. Incipio's team guided One Source to answer questions such as **"What is your target market?"** and **"What are you looking for in top talent?"** These answers helped Incipio determine what One Source would be looking for during a candidate interview. Having an actionable goal for what the One Source team is looking for in new hires allowed Incipio's team to focus on these specific attributes and characteristics to create a successful hire.



one source

Logistics. We get it. Done.



The partnership with Incipio brought about notable changes, including freeing up time for One Source's team to focus on essential tasks. The shift from hiring fringe individuals to recruiting candidates aligned with the company's values had a profound impact. One Source expressed confidence in Incipio's ability to hire individuals who would become long-term, valuable team members. This is possible through Incipio's continued investment and commitment to learning about One Source's values and what they are looking for in new team members. In addition, Incipio's team recognizes the value of finding candidates who are a good fit for a team's culture. Recruiters noted submitted applications that they felt would be an excellent cultural fit for Incipio. With most candidates coming from larger companies within this industry, Incipio needed to focus on other parts of a successful hire rather than solely the experience or skillset. The goal is longevity, believing that if the candidate is a good fit for the company culture, they can be trained to complete the work.



“Incipio is hiring our kind of people. They’re going to be lifers. For us, that’s what we look for. We went through a period of adding fringe people and felt the repercussions of that. Incipio has knocked it out of the park with the quality of the candidates.”

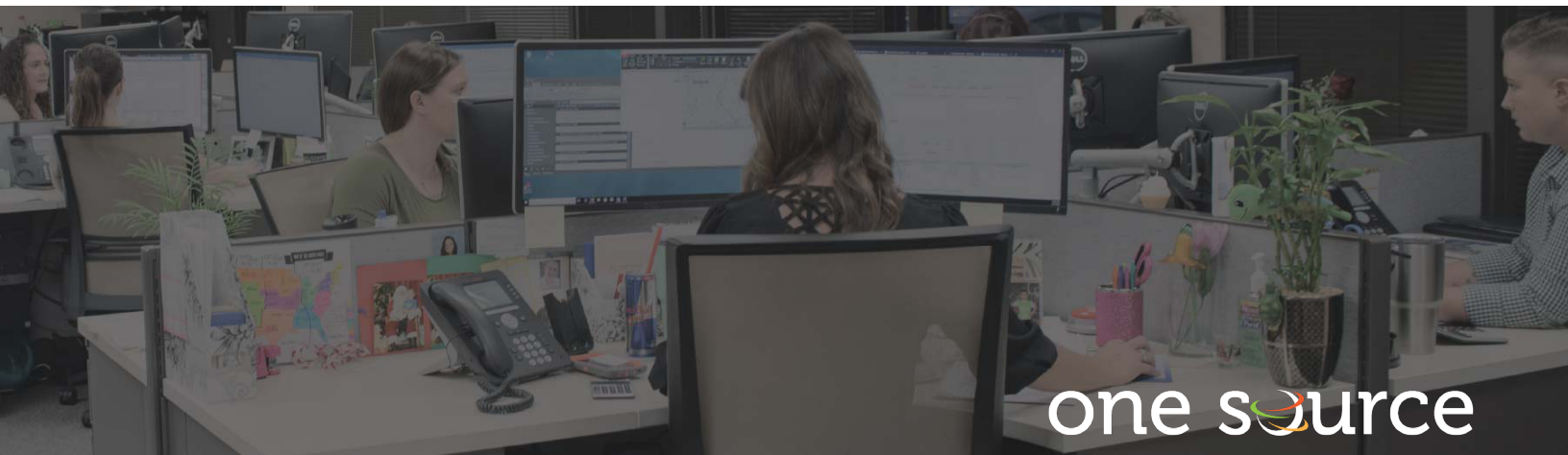
- Chuck Shipley, CEO/Owner, One Source

OVER THEIR 4-YEAR PARTNERSHIP, Incipio has been able to aid in the constant improvement of One Source's processes through growth within the company. Before Incipio was hired, the One Source team hired **1 person for every 5 they talked to**. Since then, Incipio has decreased that number, hiring **1 in every 3 people that they recruit**. In addition, One Source has been able to better determine what team members are the best fit for their organization. Rather than hiring to fill a seat, they have been able to revamp their hiring and onboarding process to better serve and grow their business. For example, when there was a need to change a position internally and find an excellent candidate quickly, Incipio did not delay in beginning this process to ensure a successful hire, ultimately contributing to One Source's overall success. By removing bias, taking a deeper look at their resume, determining if the candidates would be an excellent cultural fit, and embodying an open mindset, Incipio has brought in candidates who have found their permanent careers.

HR TRANSFORMATION

One Source's one-person accounting and HR department experienced significant improvements under Incipio's guidance. Due to the increasing growth that One Source was experiencing, HR services were added to One Source's workforce solutions efforts after the One Source team observed the benefit of outsourced services, including restructuring the talent attraction to retirement and offer processes, a benefits package, and redefining what employers are looking for and then finding that for them. These additional services allowed for a more comprehensive approach and focus on their HR department, preventing their team from being stretched too thin and creating a workplace environment that attracted the employees their team was looking to hire.

Based on the feedback that current employees, new hires, and potential candidates shared, Incipio implemented a new benefits package. **As the partnership progressed, Incipio assumed responsibility for drug screening, background screening, and creating a recruiting and onboarding process. Automating payroll and PTO processes, updating the employee handbook and PTO policy, and implementing a Salary Survey and an Employee Referral Program brought these functions in line with industry standards and allowed the organization to be set apart in its industry.** The result is a streamlined and efficient system that saves time and ensures that candidates align with One Source's values and requirements to provide the best work experience possible. Incorporating these changes contributed to a more effective and compliant HR operation.



EXPERTISE AND UNDERSTANDING

Due to Incipio's wide variety of experience, the Incipio team has developed a deep understanding of One Source's values and what the company seeks in its team. They are open to listening and challenging current systems that may not be working to improve upon them and make them beneficial for the company. One of the ways that Incipio specifically works with One Source to meet their needs is by attending in-person meetings twice a week to talk with team members and provide assistance where needed. Their commitment and seat at One Source's table have enabled Incipio to consistently deliver candidates who align with One Source's unique workplace culture.

It has been said, **"Success in the logistics industry depends on people"** (Johnston, n.d.). Incipio's true collaboration, responsiveness, receptiveness to new ideas, and focus on One Source's return on investment (ROI) have allowed for an increase in top talent within their organization and the implementation of successful HR strategies to ensure that team members are supported long after they are hired. With their diverse experience and skill sets, the Incipio team can offer a variety of industry experience. With a drive for constant improvement and the ability to challenge outdated processes to inform new ways of thinking, Incipio's recruiting and HR services have taken One Source Logistics to the next level.



“They’re great at recruiting & hiring. We’re experts in logistics and not HR or hiring and recruiting. It’s a huge benefit to have an expert in that field.”

- Chuck Shipley, CEO/Owner, One Source

ONE SOURCE’S COLLABORATION WITH INCIPIO showcases a journey of addressing specific recruiting challenges to establishing a comprehensive partnership encompassing recruiting and HR services. **The transformative impact includes streamlined processes, HR automation, and the assurance of hiring individuals who are not just suitable for the role but align with the long-term goals and values of the organization.** Incipio’s expertise and responsiveness have positioned them as a valued partner in One Source’s ongoing success.

If you’re looking for an **outsourced recruiting** solution that tackles discovering top talent with intentional, effective strategies and solutions, Incipio Workforce Solutions is the team for you. From writing job descriptions, posting jobs, online networking, and applicant screening, our team of experts understands what it takes to develop your dream team. Like One Source Logistics, **HR needs** may arise as well.

NO MATTER WHAT SOLUTIONS YOUR WORKFORCE SEEKS, OUR TEAM HAS YOU COVERED.



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