

# Call Center



**Delivering services that allow managers to focus more of their time on the company's core business needs.**

Advantage Staffing specializes in providing qualified people for a variety of positions to handle: Customer Service, eCommerce, Technical Help Desk, and Credit and Collections. While we have nearly a half-century of experience in this area we still talk and listen to managers and supervisors to gather a true understanding of each company's needs. We use the information from those conversations in the interview and selection process of each person to ensure we are providing associates that will contribute to the success of your organization from day-one.

## Workforce Flexibility

Adapting to changing business conditions is a trait all successful companies must possess. This includes the ability to manage workforce levels and skill sets to fit current business demands. Understanding the need to be flexible with your workforce, we provide service options that allow you to make adjustment easily. Our staffing services consist of:

- **Contingent:** Whether a hand-full or a hundred people are needed for two weeks or two months, we will find the people that meet your specific needs. We check references, evaluate skills, verify work eligibility, and conduct drug screening and background checks based on your requirements. Once on assignment we manage payroll and benefits for each associate and monitor their performance to ensure your satisfaction.
- **Temp-to-Hire:** Evaluate a potential new hire's abilities through a short term assignment before extending a traditional job offer. We recruit, screen and monitor the associate's performance while on assignment. At the end of the assignment we work with you and the associate to ensure a smooth transition to your payroll.
- **Direct Hire:** We deliver qualified talent to meet your specific needs, relieving you of the work associated with hiring team members who will contribute to your organization's success.
- **On-Site Workforce Management:** We provide exclusive staffing support, deliver qualified associates who meet your specific needs, allow you to effortlessly adjust your workforce to meet business demands, and relieve you of the work associated with hiring.

## Our Commitment

For a company to succeed it is important to have the right people in the right place. Advantage Staffing is committed to working with managers to ensure their office team is successful in achieving their productivity and customer satisfaction goals by quickly providing high quality associates and candidates to meet the company's specific needs.

Advantage Staffing delivers:

- **Speed:** Our team is continually recruiting skilled candidates for a variety of administrative and clerical jobs. With this pool of candidates, we are able to efficiently match candidates' skills to job openings allowing us to quickly get qualified people out on assignment or in front of you to interview.
- **Quality:** Knowing that a candidate has the skills required to successfully complete the job is vital to your company's success. For that reason we conduct skills evaluations in areas such as: data entry, listening, and outbound sales on each candidate to confirm they have the knowledge and abilities to successfully complete your job.
- **Performance:** Our job does not end once an associate begins work on assignment or is hired by a customer. Working with a customer's supervisors we monitor the associate for a period of time to help ensure the customer is satisfied with the associate.

## Focused on Your Business

Businesses usually hire people for one of two reasons, filling a vacant positions or increased workload. The process of hiring and managing traditional and nontraditional employees places an enormous strain on your time. Focusing on locating and selecting the best people to fill the company's needs pulls you further and further away from the company's core business needs.

Advantage Staffing manages the entire hiring process from recruiting candidates through the on-boarding of associates. We conduct skills assessments, basic safety training, and a work place orientation so you can be assured the candidates you hire will be productive from day-one.

Through our services managers are able to capture more of what they really need - time ,to focus on the company's core business needs.

## Advantage Staffing Regional Headquarters

For local offices, contact the nearest headquarters.

### West Region

20411 S. Susana Rd  
Suite L  
Carson, CA 92869  
310-884-9200

### W. Central Region

320 E. Southmore  
Suite 308J  
Pasadena, TX 77502  
731-473-5518

### N. Central Region

211 Grandview Dr  
Suite 225  
Ft. Mitchell, KY  
859-578-3300

### South & Gulf Coast

101 La Rue France  
Suite 101  
Lafayette, LA 70508  
337-237-4723

### East Region

322 Oak Street  
Suite 4  
Gainesville, GA  
770-534-6024

### Staffing HQ

328 DeSiard St  
Monroe, LA 71201  
318-324-8060

## Global Reach

**Advantage Staffing** is one of four worldwide business groups (along with Advantage xPO, Advantage Technical Resourcing and Advantage Professional) under the Advantage brand.