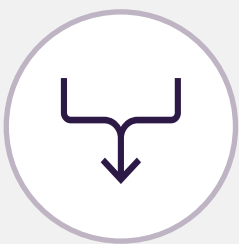


Piloting toward quality candidates with one of the world's largest aviation companies

AMS is proud to partner with our client who operates one of the world's largest networks of private aviation terminals, serving business and private aviation customers. Headquartered in North America, our client boasts hundreds of locations, and with a workforce in the thousands, provides world-class service in a number of countries across the globe.

As a fixed base operator (FBO), our client provides private aircraft with essential ground services like fueling, hangarage, maintenance, repair and overhaul. They deliver world-class amenities and facilitate red carpet arrivals, baggage handling, concierge assistance, catering and valet services.

Results



Reduced recruitment agency reliance from **43% to 23%**



Saved over **£500,000** in recruitment fees



Reduced candidate time-in-process from **110 days to 33 days**

The challenge

With over 160 bases across the USA and Canada supporting more than 1,800 hires annually, the importance of maintaining quality of hire and reducing attrition is paramount to our client. Getting this wrong, or experiencing delays, is not an option.

The client feedback was overwhelmingly positive:

“The time between candidate application submission to interview scheduling reduced from days to minutes. The end-to-end process also shifted additional tasks, such as offer creation, from managers to recruiters.”

The process focused heavily on compliance, ensuring our client compliantly captured candidate feedback. They continue, **“With support from AMS, our communication and responsiveness have improved tremendously, overall bringing in the highest quality of candidates we have ever seen.”**

The solution

AMS partnered with them to enhance their talent acquisition strategy and quickly initiated a knowledge transfer and training process, building a team equipped to handle routine hiring for 55% of the FBO openings. Working together, we brought best practices and highly trained resources to take over from the already existing recruiting team.

AMS rolled out a fully integrated high-volume technology system which is part of a best-in-class process and is supported by a fully trained team which handled all high-volume roles at the FBO locations. Our recruiters controlled the full TA cycle, from intake and requisition posting to talent attraction, recruiter phone screens, scheduling hiring manager interviews and extending offers. Current metrics show the average time from requisition approval to offer acceptance is 28 days.

While maintaining the current recruiting strategy, AMS enhanced the hiring manager experience and improved candidate quality by:

- Hosting an introductory call to discuss current openings, pain points and partnership
- Holding open houses in two key locations
- Scheduling weekly touch-base meetings with each hiring manager
- Partnering closely with the HRPB community
- Introducing consistent processes for recruiter screening and manager interview scheduling, reducing time commitment for managers



A|M|S

People powered partnership

The impact

This strong partnership produced outstanding results:

- Programmatic media candidate applications increased by 70%
- Time-to-fill reduced from 34 to 22 days
- Outdated systems were upgraded as part of technology transformation
- Initiated an international expansion to Latin America and EMEA
- Reduced the number of candidates who require review by approximately 500 within first week
- Increased candidate flow by 31%
- Increased interview to offer rates from 50% to 66%
- Targeted focus on aged requisitions, closing the top 8 oldest requisitions within first 2 weeks

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