

West Corporation

west

An introduction to West and how we
work with the DWD



Agenda

- Who is West?
- What Does West do?
- Challenges
- Solutions Offered by the DWD
- Overall Experience with DWD



Who is West

- West is an international corporation with locations in the United States, Middle East, Canada, Latin America, Mexico, Asia Pacific, and Europe
- Established in 1986 and headquartered in Omaha, Nebraska
- 32,500+ employees strong
- Generated about \$2.6 Billion dollars of revenue in 2012



What Does West Do?

- West partners with Fortune 1000 companies
- We integrate with our partners becoming a transparent extension. Through this integration we facilitate the business to business contact for our partners.
- We work in many verticals, some examples are:
 - Telecommunications
 - Financial
 - Healthcare



What does West Do?

- We do the following items for our partners
 - Account management
 - Account Acquisition
 - Financial Services
 - Lead Generation
 - Account Retention
- Every position requires over the phone interaction
- All positions reside in one of our business locations



West in WI

- In WI West has 3 locations
 - Appleton
 - Wausau
 - Middleton
- All three locations are part of the revenue generation arm of West
- I am based in the Middleton location
- At this location we have 400 employees and growing
- We house 12 different B2B programs within this location



Positions at West

All full-time positions qualify for these benefits:

- Hourly base wage and monthly performance bonus
- Full time hours (40 hours/week)
- Medical, dental, and vision insurance (after 90 days)
- 401k (after 90 days)
- Tuition reimbursement
- Paid time off for the 6 major holidays (eligible day 1)
- Six days of PTO after 90 days and 16 days of PTO after your first year of employment



Positions at West

In addition to the benefits West also offers:

- Advancement opportunities
- Most programs have a Monday – Friday schedule
- No on the job travel
- Paid training



Challenges

- Being Unknown
- Rapid Growth
- Constant Hiring
- Diverse Positions
- Affluent and Educated Hiring Market
- Location



DWD Solutions

- On Site Recruiting – Monthly
- Career Fairs
- Online Postings
- Online Resume Mining
- Working with Veteran Representative
- DWD Partner Agencies – Forward Services, Job Corps, Work Smart



DWD Experience

- I work closely with personnel at both the Rock and Dane County locations
- I always feel welcome when doing onsite recruiting
- Both locations do ample advertising to ensure I will see candidates
- I am always given adequate room for my onsite recruiting
- Communication is constant from both groups
- Whenever I have an issue all I need to do is call or email and it is resolved quickly
- All staff have been very responsive to any of my needs
- The website is easy to use when searching for candidates and posting jobs



DWD Experience

- The website can be challenging at times due to timing out. Especially when a search comes back a lot of matches.
- The website doesn't seem to filter locations very well all the time.



Overall DWD Experience

- I would rate my experience overall at a 4.5 out of 5. I am very pleased with the results I receive.
- Most of the challenges I have run into come from online issues. I understand the limitations with the website and see them as common issues on other sites as well.
- I would like to see more candidates sent to me in between visits to the job centers
- It would also be nice to get a heads up if any large layoffs are known about from companies that match our industry.



Thank You!

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