

City of St. Albert, Alberta

Implemented an Applicant Tracking System to Simplify the Hiring Process



Client Background

As Northern Alberta has grown more populous, so has the City of St. Albert. Founded in 1861 just northwest of the provincial capital, Edmonton, over 60,000 people now call St. Albert home.

Serving its residents entails keeping municipal organizations fully staffed with the best people the city can find. That's why St. Albert uses the cloud-based Applicant Tracking System (ATS) Njoyn.

The Challenge

Before the City of St. Albert came to the conclusion that they required an ATS, the City recruitment coordinator, Diana Rankin explained some of the challenges they were facing in their recruitment process:

- Sending requests to recruit included using a nondescript form that looked identical for every department in the city.
- The requests were going to various departments, that were in different buildings for approval and signatures via courier.
- Recruiters were handling over 300 applications and tracking them on Excel spreadsheets.

There was a lot of manual labour that was involved in the hiring process and so they decided it was time to migrate over to Njoyn's Applicant Tracking System to simplify and improve the process.

Case Study Summary

The City of St. Albert was facing many challenges in their hiring process, from receiving up to 300 applications per position, to hard copy resumes and lengthy manual approval processes. The HR department was often overwhelmed which resulted in the delay of hiring and filling positions.

The Solution:

With the challenges that they faced, it was integral to find a solution. The City of St. Albert was looking for a customizable solution that would make the hiring process much quicker and efficient. Njoyn was able to implement a system that did just that.

Some of the ATS benefits that the City of St. Albert uses every day include:

Cloud Based Tracking. Paperless requests can travel through the approval chain within an hour via Njoyn. This huge jump in efficiency shortens the job requisition portion of the applicant tracking process. This also allows recruiters to work remotely.

Building Applicant Profiles Automatically. Building Applicant profiles and populating them with useful information required to qualify applicants based on a five-star ranking system.

Pre-Screening Applicants. The ability to create and distribute pre-screening questionnaires put an end to this practice. “If, in a pre-screening question, an important operational need is not met, we don’t need to read the resume,” Rankin says, “We only read the resumes of candidates who meet our operational needs.”

Speeding up the Hiring Process. Njoyn simplified the processes by eliminating unnecessary steps and integrating old processes that worked for the City of St. Albert prior to using Njoyn.

Effectively using Job Boards. The City of St. Albert regularly posts jobs to their own websites from Njoyn. To increase the reach of their online recruitment efforts, they can also publish to over 30 third-party media properties, including: LinkedIn; Municipal World; and AUMA (Alberta Urban Municipalities Association). This allowed the City to track which job boards gave the most qualified hires, without asking the applicant where they found the job posting. With this process, they were able to determine whether or not their external advertising efforts were working.

Customer Service for Applicants: Applicants can also upload documents – as many as they need, in many formats – to Njoyn. This helps them reuse resumes, certificates and other documents for multiple job postings. Njoyn saves them from the time-wasting tedium of uploading (and re-uploading) the same documents time and time again.

Diana Rankin City Recruitment Coordinator at The City of St. Albert

“Njoyn is willing to listen to our issues and brainstorm, then we create solutions. Njoyn’s Applicant Tracking System makes the whole process easier, from screening applicants to requesting a recruit. It’s so much easier, especially in really large competitions with 200 or 300 people, ranking is a godsend for us!”

Conclusion

Hiring needs within the City of St. Albert grow as the city prospers. Recruiters rely on Njoyn to help them keep pace, and Njoyn online recruitment system experts are there to help them deal with issues as they arise. "They're willing to listen to our issues and brainstorm, then we create solutions," Rankin says.

Recruiters may be the only people who grasp the full power of Njoyn, but its advantages are felt far and wide. City hiring managers can see improved quality in the candidates they hire. Applicants suffer less paperwork and enjoy an easier, more transparent relationship with the city. The efficient hiring process can help new employees view the city favourably. Efficient work processes help recruiters simultaneously reduce busywork and increase the potential for successful hires.

Make the Right Choice!

Njoyn is a leader in Recruitment Management and Applicant Tracking Solutions; request a demo and let one of our solution experts show you why. Discover today how Njoyn can help you improve the productivity of your recruitment activities and select the best candidates.



About Us

To learn more visit:
www.njoyn.com

Sales: +1 905 762 4620

Help Desk: +1 877 427 7717

General Inquiries: +1 905 695 6560

150 Commerce Valley Drive West
Markham, Ontario
Canada, L3T 7Z3



CGI Njoyn is a veteran leader in the Recruitment Management and Applicant Tracking space with over 12 years of experience in innovating and enhancing ATS technology and solutions for leading organizations across Canada. CGI enables organizations to streamline their recruitment process by implementing a cutting-edge recruitment solution tailored to our client's requirements. CGI is committed to helping all of our stakeholders succeed. Our business approach puts clients and their results first.

CGI's continuous growth is a testament to the confidence clients place in us and to the dedication of our professionals. At CGI, employees are called members because we feel a powerful sense of ownership and accountability. That's why the vast majority of us are CGI shareholders. The result for our clients: We are the full-service provider with the global resources, industry expertise, stability and dedicated professionals needed to achieve results.