

# Follett Corporation Retail Bookstore Hiring

## Executive Summary

Follett, a 140-year-old Educational products company historically hires 3-5000 staff per year-end and between 10-12,000 seasonal temporary employees for fall and spring rush. Follett had previously handled all hiring internally. As a result of Covid, Follett chose to partner with NXTThing to handle their seasonal hiring. NXTThing immediately deployed a team and within 8 weeks had sourced, screened, hired, on-boarded, and payrolled nearly 6000 seasonal employees. Additionally, NXTThing administered the on-line pre-hire training, managed the rehire process, and provided managers instant mobile portals and analytics. As a result of the operational and financial success of the program, NXTThing is currently handling all store hiring, warehouse, and some corporate hiring.

## In-scope positions:

- > All Exempt store personnel (MGR, ASM, Course Material, etc.)
- > All Non-Exempt part-time and seasonal roles
- > All Warehouse positions
- > Online
- > Some corporate positions

## Locations:

- > 1300 stores throughout the United States and Canada

## Seasonal Hiring:

- > 5000 part-time seasonal in fall and spring for school rush seasons



### Client:

Follett Corporation

### Industry:

Retail Bookstore

### About:

Trusted partner for Pre-K, K-12, college campuses for more than 140 years. Follett provides educational products, textbooks and technology, and various learning services.

<https://www.follett.com/>

# Follett Corporation Retail Bookstore Hiring

## Challenges

Quick deployment of team, technology and process to start filling positions within 2 weeks. These positions are entry-level, many minimum wage, and with Covid-19 finding enough candidates to fill our 5000 positions quickly would be challenging. Every store had unique needs from 1-150 seasonal employees. Each store had different roles, parking, hours, etc. Needs were changing daily as stores were reopening, adjusting start dates, numbers, and criteria NXTThing had to develop quick local sourcing and relationships to start filling roles.

## Solution

NXTThing deployed over 60 team members and formed regional teams of sourcers, recruiters, phone interviews and admin support to execute the process. Urgent needs were prioritized on a daily basis and activity was managed by provide real-time reports through online portals of store hours, employees hired, remaining positions, escalations, etc.

## Have a recruitment challenge?

### Contact:

Terry Terhark, CEO

NXTThing RPO

[terry.terhark@nxtthingrpo.com](mailto:terry.terhark@nxtthingrpo.com)

419.378.1975

## Results



Stores total:  
**1161**



Stores with Needs:  
**946**



Applicants/Sourced Candidates:  
**92,341**



Phone Interviews:  
**30,642**



Hires:  
**10,562**



Started:  
**8,839**