

Clear Choice Staffing Solutions  
takes event staffing to new  
heights with WhenIWork.



WhenIWork

## Take the Pain out of Event Staffing

*"WhenIWork allows us to communicate with our employees in real time. This ability gives us an edge over our competition, getting our staff more and better opportunities."*

### Executive Summary

Joining Aramark as a staffing partner promised to bring new revenue to Clear Choice Staffing Solutions. The challenge: to manage the 100-person part-time on-call workforce staffing concessions and retail stores at concerts, games, and other occasions at local stadiums and concert venues. The solution: WhenIWork software.

### Challenges

As a traditional staffing firm, Clear Choice Staffing specializes in warehouse and other light industrial workers. Many of these positions are temp-to-perm, traditional 40-hour weeks.

When the Aramark contract was signed, suddenly the processes that supported a traditional workforce didn't work any longer. The staffing for concessions at each baseball game at Coors

Field changed with the date, time, and team. With Aramark and Clear Choice staffing multiple event venues, keeping track of who was working where and when became a logistical nightmare.

Clear Choice needed a solution that was easy to use for any worker. There needed to be a way to notify about 100 workers of the shifts available, the qualifications to work a shift, the location of the shift, the time to report for work and any special instructions.

The original solution of using large self-stick notes on the wall and having workers call in to the office for shifts was not the answer.

## How WhenIWork Helped

The implementation of WhenIWork went smoothly. Clear Choice partnered with a contractor to load all the Aramark employees into WhenIWork in a couple of hours. Then a message went out to the employees to load the app to their phones and create a profile.

While the employees were getting their profiles set up, Clear Choice loaded the shifts into the tool for the next few months. There are several venues needing similar workers at different times depending on the event.

Workers started to sign up for shifts right away. Suddenly, Clear Choice could see how many workers were slated for which event. If more workers were needed, the recruiter

put out a quick message to everyone encouraging them to sign up for a shift.

Since there is a certification needed in order to serve alcohol in Colorado, training is held to certify workers, enabling them to earn more per hour and have more shift choices. When I Work was used to manage attendance at those classes as well.

Clear Choice uses WhenIWork primarily as a scheduling tool, though there is the option to allow workers to trace their time as well.

## Results, Return on Investment and Future Plans

As a small staffing company, Clear Choice has few actual staff members. The WhenIWork tool allows one primary recruiter to manage about 100 employees over at least four venues, for multiple events across the city. Without this tool, Clear Choice had projected needing a dedicated staff member for each location, at least through the busiest months of May, June, July, August, and September.

With the perpetually thin margins that staffing companies tolerate, Clear Choice would not have been able to profit from its contract with Aramark without WhenIWork.

*“Revenues are up and expenses are down. WhenIWork has been a great addition to our toolbox, allowing us to provide great part-time jobs for the community.”*

