

SKY

ADVERTISING
BRANDING
MARKETING

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New York, NY 10016
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Philadelphia, PA 19103
215-365-4040

SKYAD.COM

SKY SOLUTIONS — SOURCING STRATEGIES QUEST DIAGNOSTICS

PROBLEM: STAFFING START UP CALL CENTERS

Quest Diagnostics is the nation's leading provider of diagnostic testing, performing tests for approximately 150 million patients each year that impact over 70% of all healthcare treatment decisions. So when they built state of the art call center facilities they needed to hire hundreds of customer service representatives to help customers with their questions.

SOLUTION: AN INTEGRATED, MULTI-MEDIA SOURCING STRATEGY

Enter Sky Advertising. Our research team developed a strategy that focused on reaching a wide demographic: experienced call center reps, entry level, and those wanting part time work. The campaign consisted of a number of components centered on a Job Fair and included print, niche and general interest job sites, pay per click sites, email alerts, job networking, radio, flyers posted at nearby colleges and community outreach as well as resume database searches.

RESULT: SUCCESS

The campaign brought in a steady stream of applicants and positions were filled within two months. The call centers remain staffed and customer satisfaction levels are high.

The Results Are
INspiring



If you need to hire a number of employees within a short amount of time or have ongoing needs in any discipline, contact us at info@skyad.com for a strategy that will accomplish your goals.

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Call Center Interviewers

There's quite a distance between wondering and knowing. And for patients waiting for answers to important health questions, it's a road they want to travel as quickly as possible. At **Quest Diagnostics** Incorporated, we understand. As the nation's leading provider of diagnostic testing, performing tests for approximately 150 million patients each year that impact over 70% of all healthcare treatment decisions, we've built a state of the art Exam One call center facility in **Lee's Summit** to answer their questions. The result of our efforts? Nothing less than inspiring.

We are currently ramping up staffing in our best-in-class operation and have several key full time & part time Interviewer positions available offering flexible hours. You will place outbound calls to insurance applicants to gather medical, financial, occupational, and avocation histories. There is no selling involved. Prior experience in a Health Care environment, Insurance Industry, or prior Call Center experience is a plus; excellent accuracy, organizational and community skills required.

Consider a career with Quest Diagnostics, and get personal satisfaction knowing the role you play makes the services that we provide possible. You'll experience an engaging and inspiring team atmosphere you will have the opportunity to grow and develop your career. Please apply online at:

<http://www.questdiagnostics.com/careers>
Job ID # 3740873



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Web Banners



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Kansas City Area Job Fairs

NATIONAL
Career Fairs

JobNews
Kansas City.com

Women's
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NETWORK

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JOB FAIRS

RECRUIT MILITARY

Community Groups

LS DOWNTOWN
LEE'S SUMMIT

LS SS
LEE'S SUMMIT CARES
making community connections

Radio Spot

Announcer: looking for a full or part time job with a major company? Quest diagnostics is seeking high energy customer service reps for our lenexa facility. These positions involve no selling and are ideal for those with experience in healthcare, a call center, customer service, banking, retail or hospitality. Salaries range from 13 - 18 dollars per hour. Full time positions come with a 2000 dollar sign on bonus and excellent benefits like medical, dental, vision, and 401(k). Quest diagnostics is a great company to develop your career! Apply at questdiagnostics.com/careers.

Job Boards

indeed

snagajob

NA
CC

CALL CENTER JOBS .COM

ZipRecruiter

CustomerServiceJobs.com

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