

Customer Journey

Consult



Initial Meeting to discuss **essential skills and responsibilities** of the candidate

Recruit



Vivaro posts across multiple online platforms and uses in-house referrals to generate candidates. From there, **each individual candidate is screened for skills, traits, and accent** (if needed)

Interview



The recruitment team **joins you in interviews with 2-3 candidates per round**. Each interview takes roughly 20-30 minutes.

Onboard



Define KPI's, work to ensure equipment and software is working properly, **client training of candidate**

Manage



Vivaro to manage **payroll, onsite IT support, benefits**. **Performance reviews with Client, Vivaro HR, and agent at 30 AND 90 days to ensure KPI's are hit** and client continues to see improvement

