



# What is an Employment Agency?

DISPELLING 5 COMMON MYTHS  
ABOUT EMPLOYMENT AGENCIES

**BEST**  
of  
**Staffing**<sup>®</sup>  
powered by inavero

# What is an employment agency?

So what exactly is an employment agency? Employment agencies work on behalf of their clients (companies looking to hire permanent or temporary employees) to find people with the proper skills and experience to fill a position.

You can find employment agencies working in nearly all industries, hiring people at all stages of their career from entry level to senior executive positions. The jobs can vary in length, from temporary to permanent.

While employment agencies continue to grow in popularity, there are still many misconceptions. Leveraging over a million survey responses from the last decade, Inavero has identified and dispelled the 5 most common myths of working with an employment agency.



# Dispelling 5 common myths about employment agencies



Myth 1 I will be charged money to work with an employment agency.



Myth 2 Employment agencies don't care about my satisfaction or personal growth.



Myth 3 Employment agencies don't have positions I would be interested in.



Myth 4 Employment agencies can't find me a permanent job.



Myth 5 If I use an employment agency, I don't need to use other resources.

MYTH

# 1. I will be charged money to work with an employment agency.

Employment agencies are hired by companies to help them fill open positions. These companies pay the agency to help them find and recruit top talent for permanent and temporary positions. There is no cost to you when you register with, work with, or are hired by an employment agency. Period.

Companies pay employment agencies because the best ones have access to top talent, additional resources, expertise, and the flexibility that a company may not have when hiring positions on their own.



**NO COST**  
TO WORK WITH  
AN EMPLOYMENT AGENCY

## MYTH 2 • Employment agencies don't care about my satisfaction or personal growth.

While this may seem true with some agencies, there are many that do care about your happiness and personal growth. One of the best ways to know if an employment agency will care about you is to ask if they measure the satisfaction of the permanent and temporary employees that they find positions for. If they don't, look elsewhere. If they do, ask them what their most recent satisfaction scores are and what they learned. The 2015 Best of Staffing® Talent Award winners have all achieved a minimum Net Promoter® Score of 50%, more than double the industry average score (22%) for staffing agencies.<sup>2</sup>

You should expect an employment agency to help you develop the skills, training, and certifications necessary to get the job you are looking for. Additionally, an agency should review your resume and provide career coaching.



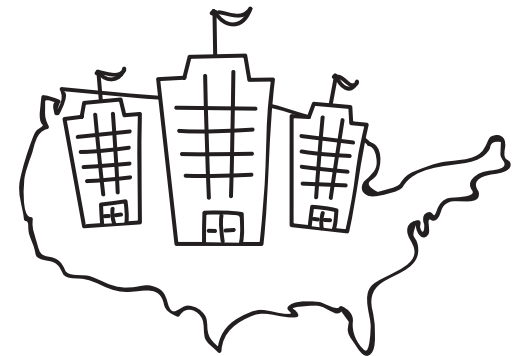
**IF THEY DON'T CARE,  
LOOK ELSEWHERE!**

# 3 • Employment agencies don't have positions that I would be interested in.

Employment agencies find jobs for people in nearly every industry, job, and type of company. According to recent Inavero and CareerBuilder research, more than one-third of all companies in the United States have used an employment agency at some point in the past 12 months,<sup>2</sup> and within the Fortune 500, usage of employment agencies is even higher.

An agency's knowledge of your industry and the type of position you are looking for are the most important indicators in finding a firm that can help you. You can find the right agencies at industry specific functions by asking them what companies they work with, and by searching online for agencies that post jobs you are interested in.

MORE **1/3**  
THAN  
OF U.S. COMPANIES  
USED A STAFFING AGENCY  
— IN THE PAST YEAR<sup>2</sup> —



MYTH

## 4 • Employment agencies can't find me a permanent job.

While many of the positions employment agencies fill are temporary, a significant portion of those positions turn into full-time, permanent employment. Inavero and CareerBuilder joint research found that roughly 3 in 10 people who were offered a job through an employment agency received a permanent position.<sup>3</sup>



# MYTH 5 • If I use an employment agency, I don't need to use other resources.

Employment agencies are a valuable resource throughout your job search and your career. However, they are just one aspect of your approach when finding a job. You should continue to search using other available resources such as your personal and professional network, local and national online job boards, and industry associations. If an employment agency discourages you from these other resources, use caution. Top agencies will want to help you find a job regardless if it's through them or not, and will help you find additional resources.

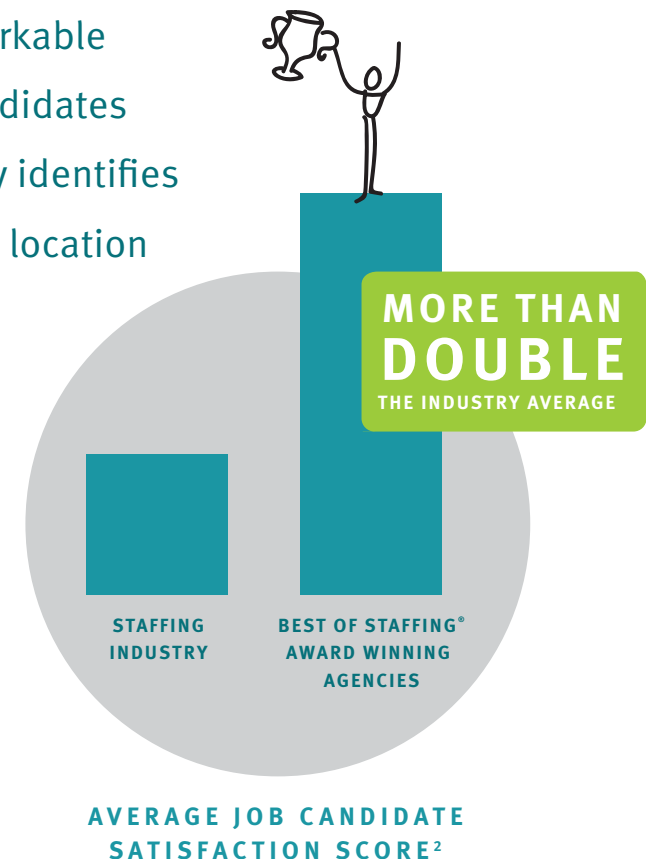




## What's next? Select an employment agency.

Inavero's Best of Staffing® is the nation's only award that recognizes employment agencies that receive remarkable reviews from the permanent and temporary job candidates that they work with. The online searchable directory identifies the best employment agencies in your industry and location within the U.S. and Canada.

Visit [www.bestofstaffing.com](http://www.bestofstaffing.com) to view the winners.





Inavero administers more employment agency client and talent satisfaction surveys than any other firm in the world. Inavero's team reports on satisfaction surveys from more than 500,000 employment agency clients and talent each year and the company serves as the American Staffing Association's exclusive satisfaction survey partner.

Inavero's Best of Staffing® is the nation's only award that leverages third party validated survey responses from staffing firm clients and placed talent. Best of Staffing winners are featured on BestofStaffing.com - the central online hub for businesses and job seekers to search by location and industry to find the best staffing firms to call when they are in need.

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Agencies that won the 2015 Best of Staffing® Talent Award earned the distinction based on the strength of more than 180,000 survey responses. Participating staffing agencies were required to survey all job candidates they placed into a position during a recent consecutive 3 month period, using the Net Promoter® Score (NPS) methodology. Net Promoter Score is calculated by taking the percentage of talent who rate their likelihood to recommend the staffing agency with a score of 9 or 10 (promoters) and subtracting the percentage who rate the staffing agency a 6 or lower (detractors). A minimum response rate of 20% (with at least 40 responses), or 1000 responses per brand were required to ensure the score's validity.

### Sources

1 American Staffing Association: Staffing Industry Statistics

(<https://americanstaffing.net/staffing-research-data/fact-sheets-analysis-staffing-industry-trends/staffing-industry-statistics/>)

2 Inavero and CareerBuilder Research: 2014 Opportunities in Staffing (<http://opportunitiesinstaffing.com/>)

3 Inavero and CareerBuilder Research: 2013 Opportunities in Staffing

(This report is no longer available online. Email [info@inavero.com](mailto:info@inavero.com) for more info.)