fountain

The Modern Hiring Guide for Professional Services

Recruitment Strategies and Solutions for Today's Professional Services Workforce



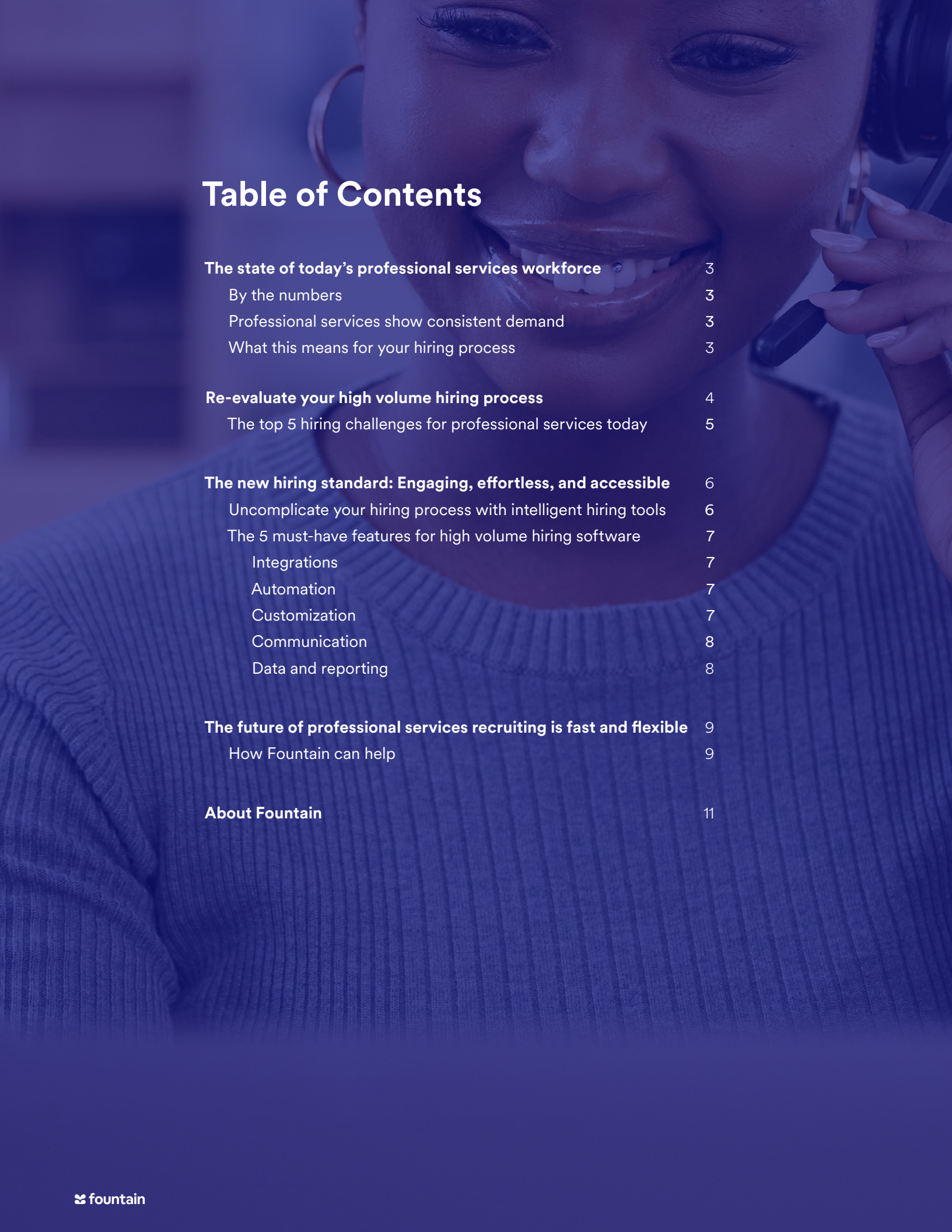


Table of Contents

The state of today's professional services workforce 3

- By the numbers 3
- Professional services show consistent demand 3
- What this means for your hiring process 3

Re-evaluate your high volume hiring process 4

- The top 5 hiring challenges for professional services today 5

The new hiring standard: Engaging, effortless, and accessible 6

- Uncomplicate your hiring process with intelligent hiring tools 6
- The 5 must-have features for high volume hiring software 7
  - Integrations 7
  - Automation 7
  - Customization 7
  - Communication 8
  - Data and reporting 8

The future of professional services recruiting is fast and flexible 9

- How Fountain can help 9

About Fountain 11

The state of today's professional services workforce

By the numbers

23 million

Number of workers in the professional and business services sector as of October 2023[1]

47 days

The average time-to-hire for professional services workers[3]

63%

Turnover rate in the professional services industry in 2022[2]

Professional services show consistent demand

The professional services sector has seen dramatic highs and lows in the past three years. The pandemic caused a lot of workers to either go remote (e.g., call center agents, customer service representatives, etc.) or take an indefinite pause (e.g., security guards, cleaning staff, etc.). But as society has returned to its new normal, these workers have once again become indispensable to the global economy.

The value these workers bring to the daily operations of our world cannot be understated, and recent years have shown how much they do behind the scenes to make our lives easier.

Revenue for the professional services industry reached $64.77 billion in 2023 and is expected to grow at a CAGR of 6.33% between 2023 and 2028. By 2028, revenue is projected to reach a market volume of $88 billion.[4]

What this means for your hiring process

Companies that hire professional and business services workers face similar challenges to recruiters of other hourly roles: high turnover[2], competition for talent, and the need for specialized skills for certain roles can be major obstacles to filling open positions.