



JOBSTACK SUCCESS STORY:

Milwaukee Bucks

The 2021 NBA champions use PeopleReady's app, JobStack, to manage their cleaning and janitorial staff, which proved especially important during the COVID-19 pandemic.



CHALLENGES

For the 2020–21 NBA season, the Milwaukee Bucks needed approximately 60 cleaning and janitorial workers for each of their games at Fiserv Forum. Some of these roles required specialized skills or stricter requirements. For example, between three and six supervisors would work each game overseeing the cleaning crew. Meanwhile, crew members who took care of locker rooms and team benches had to pass a more rigorous set of qualifications and submit to regular testing for COVID-19.

To ensure maximum safety, the venue's housekeeping department preferred to staff the same crew members for each game. They also wanted a more convenient way to manage their workforce and to communicate with security personnel regarding entry approval for workers. Having extra transparency became even more critical once the venue began hosting fans again at reduced capacity. If unscheduled workers arrived on site, the venue faced higher labor costs and would potentially be violating health and safety standards.

SOLUTION

Having served as the Bucks' staffing partner for many years, PeopleReady fully understood their situation and recommended that they join PeopleReady's 24/7 staffing app, JobStack. With JobStack, they could easily access a list of workers that were expected on-site for each shift. In case of a last-minute staffing change, department supervisors would see it in real time and be able to send security personnel updated information. They also had the capability of extending workers for multiple shifts throughout the season or placing orders for more workers outside of normal business hours. As a result, they were always in control of their staffing levels, even for night, weekend and holiday games.

RESULTS

The Milwaukee Bucks defeated the Phoenix Suns for their first NBA championship win in 50 years — getting a valuable assist from PeopleReady as their primary staffing agency. About 75% of the cleaning workers who started the season were still working during the playoffs. This made the housekeeping department more confident that they had gone above and beyond to eliminate risks associated with COVID-19.

Even during the Bucks offseason, Fiserv Forum continues to request workers via JobStack. The venue hosts a variety of events throughout the year, including Marquette Golden Eagles home games plus WWE matches and concerts by national touring acts. With JobStack plus the support of their trusted staffing partner, meeting their staffing needs is a slam dunk.