

JOBSTACK SUCCESS STORY:

Spokane Public Facilities District Solves Event Staffing Shortage with JobStack

When a government facilities department needed event workers for several major event venues, JobStack helped them fill key roles and streamline management of their supplemental workforce.

CHALLENGE

Available workers can be hard to find across a wide variety of hospitality and service industry businesses. To support and optimize their hiring efforts, Spokane Public Facilities Department (SPFD), a government facilities department in Spokane, Washington, enlisted the help of PeopleReady. The department manages several venues including Spokane Veterans Memorial Arena, Spokane Convention Center and the First Interstate Center for the Arts. These venues host hundreds of events throughout the year, including professional sporting games, concerts, business conferences and more.

During their biggest events, SPFD requires anywhere from 25 to 50 workers for a variety of setup and teardown duties. The department also needs three to five workers for long-term projects. Additionally, the cleaning contractor they hire to service events needs another 30 to 40 workers to be provided by PeopleReady who can support cleaning requirements and ensure the venues are event-ready.

SOLUTION

SPFD uses JobStack to place daily orders across all five venues they support. The app makes managing their supplemental workforce across multiple venues faster and easier. Since they began using JobStack, venue managers have seen great value in using the app to rate associates on their performance and invite their favorites back to work future events. They can also approve worker hours directly through the app, which means PeopleReady associates are paid quickly, encouraging further loyalty among their supplemental workforce.

RESULTS

SPFD now requests all their PeopleReady associates through JobStack — 144 on average each quarter. Using the app helps their team reduce time spent on administrative tasks. The department has hired five PeopleReady associates into full-time roles.

Operations and maintenance specialist Shannon Hopfinger, who began working full-time with the department after starting out as a PeopleReady associate, manages recruiting and scheduling responsibilities for SPFD. “JobStack gives us control of sourcing and managing our temporary workforce,” she says. Overall, having the right staffing partner in place gives them greater support as they continue to help deliver great events.

