

The Recruitment Challenge

Reduce Administration Time

Human Communications frequently utilise print media to advertise their client's vacancies. A large number of applications came through in the form of emails, faxes or by post which created huge volumes of paperwork resulting in increased time spent on administration.

Improve Filtering Process

The most time-consuming task during response handling is filtering out unsuitable candidates. This was a manual process of reading through CV's and scoring requirements matching the client's needs on a checklist. For Human Communications it became a priority to reduce time spent on processing applications.

Streamline Application Management

Precious recruitment time was lost in trying to keep candidates informed on the progress of the recruitment cycle, as manual emails were being sent out to regret unsuitable applicants. Due to the large contingent of Government recruitment that Human Communications does, an official record of regretted candidates is required.

Enhance Relationship with Clients

Human Communications wanted to focus on ensuring that their clients are 100% up to date on the recruitment process, while including them in the process as much as possible. Some clients prefer to receive all applications for their own records which ultimately added to administration time.

The Recruitment Solution

Human Communications wanted to find a solution to address these issues and decided the best way forward was to take advantage of technology by moving their processes online. They approached Jobs.co.za as they believed the online Job Portal could assist them in streamlining their recruitment processes by developing a customised solution to meet their ever growing needs.

Jobs.co.za undertook the challenge and, together with Human Communications, designed a job board (HumanJobs) for the newly launched Human Communications website. This job board is powered by a customised Recruitment Management System (RMS) - with a unique client interaction module – that automatically posts vacancies onto both HumanJobs and the main Jobs.co.za job portal.

The system enables Human Communications to load Jobs and assign weighted filtering questions per job which results in auto-filtering and scoring of each application based on the answers provided by the applicants during the application process. Applications are stored online - and can be copied to the client – where the response handlers can easily view, shortlist and regret applications in bulk.

The Result

Since utilising the web-based system, Human Communications has seen a decrease in time taken to shortlist candidates and have seen an improvement in the way in which they manage the relationship with both their clients and applicants. By adding their job board link to their print advertising they have managed to steer more applicants to apply online rather than through email or fax, thus streamlining the entire recruitment process and decreasing the amount on unnecessary paperwork. The end result is a more qualified candidate delivered to their client's desks at a much faster rate than ever before.



Human Communications is a leading provider of recruitment solutions in SA and is the largest independent recruitment and tender advertiser in the country.

We've done more than a few print runs in our time, teaching us everything we need to know about solving our client's most pressing recruitment issues. So we tailor solutions around great recruitment and tender advertising, choice employer branding, slick response handling, on-target headhunting and timeous flexible staffing.

Our clients read like a Who's Who of the business pages – from blue chip corporates and international NGOs to SA government departments.

We have built our business on solving the challenges of recruitment – and in SA, these challenges are complex. We work with you to attract scarce skills to your organisation, to streamline your recruitment times and transform your organisation into the one place in the country where everyone wants to work.

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