

Resource Residential maximizes return on investment in human capital, training, and quality of service with Infor Talent Science

About the company

Resource Residential is a real estate property management company focused on providing quality property management services. Resource Residential transforms properties into communities with attractive outdoor spaces, well-maintained fitness facilities, and up-to-date amenities. Based in Philadelphia, the company employs over 400 professionals to manage over 15,000 apartment homes in more than 50 communities across the United States. To learn more, visit www.resourceresidential.com.

Facts at-a-glance



COMPANY

Resource Residential



HEADQUARTERS

Philadelphia, PA



INFOR PRODUCT

Infor® Talent Science



INDUSTRY

Services industry



EMPLOYEES

500



WEB SITE

www.resourceresidential.com

Business goals

- Improve employee retention and reduce turnover costs.
- Select candidates who are the best cultural and behavioral fit.
- Invest in a robust, user-friendly Applicant Tracking System which enables Hiring Managers to attract and attain top talent.

“ The Infor team went above and beyond to ensure our Hiring Managers were fully equipped and empowered to navigate the new system and interpret our performance profiles making for a timely and seamless transition.”

Lindsay Grettner, Talent Acquisition Manager, Resource Residential

Reducing employee turnover to drive efficiency

Attracting and retaining top talent

Resource Residential had a highly mobile workforce, due to the nature of its industry and desires of the employees. Individuals in the property management industry change employers frequently because they have many employment opportunities available. In the years prior to deploying Infor Talent Science, Resource Residential had experienced high turnover among employees working in their five key property positions: leasing associate, maintenance supervisor, maintenance technician, community manager, and assistant community manager. Employee turnover represents a significant loss of investment in human capital, training, and quality of service to residents. The company aimed to improve its operating efficiency and reduce turnover costs by hiring and retaining employees who are most likely have a successful career with Resource Residential.

Finding the best fit

Resource Residential needed a way to recruit people who are the best fit for the organization and most likely be successful in their positions. The company sought to hire candidates with long-term potential by more accurately predicting high performance based on a close fit between organizational roles and the behavioral and cultural preferences of prospective job candidates. Also, the company aimed to engage with candidates from the initial contact and ensure all communications with them hits the mark in terms of attracting the right talent.

“

Our Customer Success Manager has always been very responsive and was integral in the success of our profile creation and deployment. By partnering with our Behavioral Scientist and leadership team, he helped us arrive at a customized solution allowing us to acquire the right talent for our organization.”

Stephen DiPardo, Director of Talent Acquisition,
Resource Residential

Reducing employee turnover by leveraging talent analytics

Keeping pace with a dynamic organization

Infor Talent Science's predictive talent analytics capabilities help Resource Residential to attract and hire people who are a good fit to the company culture and are most likely to stay with the organization for the long haul. After candidates complete an online pre-employment assessment, the Infor software identifies each one's cognitive processes, and behavioral and cultural preferences. The system then allows the talent acquisition team to compare the candidate's traits against a performance profile built upon the characteristics of the strongest performers currently in the position to which they've applied.

Like all organizations that work to continuously improve, Resource Residential made changes over time in the responsibilities of the five property positions, and also in how performance and success were measured. The Infor team worked closely with Resource Residential to recalibrate the performance profiles and ensure that every new hire was again closely aligned with both the role and the company.

Reducing attrition rate

Resource Residential has been successful in lowering turnover by about half in its highest volume position, and realized significant reductions in other key property positions. The company reduced its attrition rates and the costs associated with high turnover across departments by using predictive models based on performance profiles drawn from its top performers. This hiring methodology allows recruiters to identify personality traits required for success in respective roles, which helps ensure their engagement with the right talent from the start. It also enables the talent team to bring character traits required for top performance into its workforce. Furthermore, it helps the team develop a strategy for career path planning by showing how candidates might fit and perform in succeeding positions.

Business outcomes



49% reduction in leasing associate turnover, and 65.5% lower turnover for top hires.



42% lower turnover of maintenance supervisors, and 30% lower for community managers.