Identifying Candidates Who Can Sell, Serve, and Lead:
Modern Hire Transforms Hiring for Leading Retail Organizations
Retail recruiters have seen turbulent times with online purchasing trends and pandemic-related changes in customer service delivery over the last several years. Quickly and accurately identifying candidates who can lead, who can sell, and who will stay has never been more essential - or more difficult, especially in the hyper-competitive retail talent market.

Modern Hire is transforming retail hiring with trusted science and proven technology. Our intelligent hiring platform can meet the needs of every step of your talent acquisition process with predictive hiring and candidate experiences that are personal. With Modern Hire, retail recruiters identify best-fit candidates and hire faster than ever.
WHY RETAIL ORGANIZATIONS PARTNER WITH MODERN HIRE

AUTOMATION
Modern Hire’s automated workflows drive speed and efficiency without yielding on quality of hire or candidate experience. Recruiting teams that need to make thousands of hires can reach deeper into their talent pool to quickly engage hundreds of thousands of candidates with less effort and time.

CANDIDATE ENGAGEMENT
Retail recruiters will never give up on the personal touch in hiring. With Modern Hire, you create branded, personal hiring experiences for every candidate, every role, with every workflow. Use Modern Hire advanced technology to handle the routine while you handle the relationships.

ADVANCED SELECTION SCIENCE.
Modern Hire’s science-based hiring platform offers the deepest and broadest talent intelligence available, developed for fair, ethical hiring. Our advanced hiring tools are the best in the business at predicting performance and job fit. Use Modern Hire to build your most diverse, engaged, and qualified workforce.

ALL-IN-ONE HIRING SOLUTION
Our platform is made for configurable, seamless, end-to-end workflows across all positions in all industries, and Modern Hire’s Hiring Blueprints can be your starting point. Hiring Blueprints are recommended, ready-to-go hiring templates built around scientifically validated, job-specific assessment and interview content to engage and screen, assess and interview, and evaluate and hire your top talent faster.

Retail Hiring Blueprints offer a combined assessment and interview experience that measures the competencies we have identified as predictive of success in the following retail roles:

- Store Associate
- Sales Associate
- Clerk/Cashier
- Supervisor
- Store Manager
- Restaurant Manager
- District Manager

SEE WHAT RETAIL RECRUITING LEADERS SAY ABOUT MODERN HIRE
Whether the need is store associates, district managers, or field consultants, leading organizations across retail categories have partnered with Modern Hire to transform hiring. Hear from practitioners like you - the challenges they face and the innovative solutions they’ve found in these client stories.

WALMART
400,000
associates hired in 4 months

CONVENIENCE STORE
14%
increase in Store Manager performance

FAST FOOD RESTAURANT
Hiring District Managers
78%
more likely to be ranked as a top performer

PREMIUM RETAILER
300%
increase in District Managers’ transaction count
As the world’s largest retailer, it only makes sense that Walmart would build the world’s largest high-volume hiring engine. At the core is its Retail Associate Assessment, built by Modern Hire. Walmart’s recruiters use it to efficiently find candidates who will learn the job faster and remain on the job. With Modern Hire, Walmart’s annual applicant pool of three million becomes 300,000 new hourly associates each year, 80% of whom will rise to store manager.

Walmart’s high-volume hiring has to be personal because of the significant overlap between its applicants and customers. Together, Walmart and Modern Hire created a hiring experience to uphold applicants’ loyalty regardless of a job offer.

What do candidates say? Nearly 100% would recommend applying at Walmart to others.

This was key in 2020 when the global pandemic put Walmart’s hiring operations and resources to the test. Walmart responded to unprecedented customer demand by hiring 400,000 new employees in four months.

“Our top priority in creating the Retail Associate Assessment was that it be firmly grounded in science. Our team worked with Modern Hire throughout the design and validation process and made every effort to follow established principles of rigorous and objective test validation.”

Josh Allen, Director, Global Selection and Assessment Strategy, Walmart
CONVENIENCE STORE

Store managers and field consultants are the leadership backbone for a convenience store chain with 50,000 employees worldwide. The organization had clear talent goals: Improve job performance and increase retention in these roles. The chain also aimed to improve candidate experiences and completion rates by offering mobile hiring.

Modern Hire built a Virtual Job Tryout® that predicted candidates’ future performance in these roles. The interactive, mobile-optimized experience showed candidates real job situations while also measuring important retention characteristics. Candidates completed activities that demonstrated how they would manage a team and prioritize throughout their day.

With Modern Hire the retailer advanced its goals:
- 14% increase in Store Manager performance
- 6% increase in Field Consulting performance

With Modern Hire’s mobile-optimized, candidate-friendly experiences, candidate completion rates increased by:
- 22% for Store Managers
- 13% for Field Consultants
At the world’s third-largest hamburger chain, District Managers manage overall quality, food safety, cleanliness, and operations for eight to ten locations. With 6,500 restaurants worldwide, District Manager is one of the restaurant chain’s most critical roles.

To deliver an accurate, scientifically proven way to identify the characteristics essential to District Manager success, Modern Hire built a Virtual Job Tryout®. The job-specific interactive assessment enables candidates to learn about the role while measuring core competencies that drive District Manager job performance like problem-solving and situational judgment.

With Modern Hire, the restaurant chain boosted its hiring and business performance. Top-scoring candidates on the Virtual Job Tryout were:

- 101% more likely to be promotable
- 95% more likely to be rated as one of the best District Managers
- 78% more likely to be ranked as a top performer

Top-scoring candidates were **95% more likely to be rated as one of the best District Managers.**
PREMIUM RETAILER

To improve business outcomes, a premium retailer needed to improve quality of hire for its District Manager role. Its District Managers oversee financial, operational, and customer service goals in the retailer’s 30,000 locations worldwide.

The retailer partnered with Modern Hire to enhance the candidate experience, reliably predict candidates’ future job success, and increase fairness in hiring. Modern Hire built a Virtual Job Tryout® that gave candidates insights into the role’s opportunities and challenges while assessing them on core competencies linked to job performance such as problem-solving skills, situational judgment, and work style.

With Modern Hire, the retailer’s hiring team could expertly identify best-fit candidates and improve quality of hire. Top-scoring candidates on the Virtual Job Tryout:

- Improved district sales at a 104% higher rate than those who scored lowest
- Saved $150K more per year in expenses
- Were 2X more likely to be categorized as a top performing District Manager

Top-scoring candidates on the Virtual Job Tryout showed more than

20% year-over-year improvement in sales per transaction and increased their transaction count by more than 300%
Seriously better hiring through better prediction of job performance and fit.

Modern Hire’s intelligent hiring platform transforms each step of the process with screening, assessment, interview, and workflow automation tools that make hiring more effective, efficient, ethical, and engaging. Modern Hire is differentiated by its advanced selection science and is trusted by more than 700 leading global enterprises and nearly half the Fortune 100.

Find out more about Modern Hire’s commitment to seriously better hiring.

modernhire.com