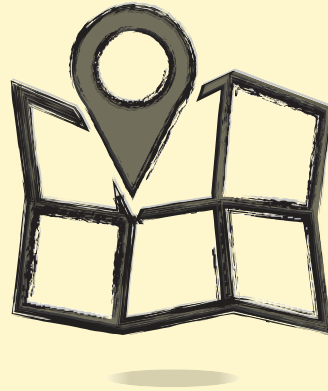


Time to Hit the Road

**7 QUESTIONS TO ASK TO FIND THE RIGHT
ON-DEMAND STAFFING PLATFORM**





You're now ready to venture out and start weeding through the many on-demand staffing platforms available. Of course, when trying to conceptualize any new model and how it might mesh with your business, you're probably wondering, **"How do I know that I've found the right provider?"**

To make sure you're on the right track (and that you're avoiding any unnecessary detours), the following are 7 key questions to ask to determine the best partner for your business.



1. Are the workers qualified?

One of the biggest concerns companies have when turning to on-demand talent instead of building up a traditional base of full-time employees is whether those workers will be qualified and able to perform the job at hand. **The right system should offer complete transparency into the skills and abilities of its workers via detailed worker ratings and provide a clear way to distinguish the specific skills and areas of expertise of all workers.** This way, the company can identify and leverage the individuals with the right experience for the specific job. **The platform should also have a process for performing background checks, further ensuring the quality of the individuals presented.**





2. Where do on-demand workers come from?

On-demand staffing platforms access talent from a wide range of venues; **they can be found on sources like job boards, job fairs and targeted ad campaigns. Word of mouth is also an important method in finding on-demand talent;** with more individuals seeking independent work, workers already on a platform will be eager to share their positive experiences with their peers.





3. *Who do I talk to if a problem arises?*

As many platforms rely on apps to connect companies with workers automatically, a major concern is often what happens if an issue crops up. Although technology serves as the main broker in the relationship, **the right platform will have a 24-7 customer support program**, enabling users to connect with a real person who can address the problem.





4. *How do I pay people?*

As with so many aspects of the on-demand economy, payments to the on-demand workforce should be swift and streamlined.

The on-demand staffing solution should offer a simple interface whereby the company inputs payment information and can submit payment once the work is approved with the click of a button.

A credible on-demand staffing platform won't charge any sort of upfront fee for posting a job and accessing the talent pool.

Instead, the company should only be responsible for paying workers once the job has been completed.





5. Does it cost money to post jobs?

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6. What types of jobs are good for posting to an on-demand staffing platform? Are they just for last-minute requests?

The on-demand model has proven successful for filling a wide range of jobs, including warehousing, delivery drivers, event staffing, administrative tasks and merchandising, as well as more high-level roles.

But on-demand staffing isn't just for filling positions with little notice; the platform is also a strategic solution to help fill job openings far in advance or for a series of positions that need to be filled over the course of several days or weeks. Consider, for example, the case of an e-commerce business anticipating a spike in customer orders following a marketing promotion. By leveraging an on-demand staffing solution, the company can begin to ramp up the support that it needs well in advance to ensure that the increased volume of customer orders can continue to be filled in a timely manner.



7. How is the business protected from an insurance standpoint?

Another common concern is about insurance and whether the company would be at risk in regard to its on-demand talent. **The right platform should have a variety of protections in place for the business and its workers alike.** This should include general liability insurance to cover any potential damage to company equipment and facilities caused by workers during their service engagement. Workers themselves should have protection, such as Occupational Accident Insurance (OAI), to cover for medical-related benefits for accidental injuries that occur while on the job.





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