


Taco Comfort Solutions saves over \$100K in recruitment costs by partnering with Greenhouse

Discover how to make your hiring process more efficient with the right recruiting platform



greenhouse +  Taco Comfort Solutions
A Taco Family Company

About Taco Comfort Solutions

Rhode Island-based Taco Comfort Solutions is a 103-year-old, third-generation family-owned global company that engineers and manufactures high-efficiency indoor heating, cooling and plumbing comfort systems in addition to fabrication and vertical turbines.

The challenge

Talent Acquisition functions were antiquated, creating unnecessarily complex steps in the hiring process

Before leveraging Greenhouse, the hiring team at Taco Comfort Solutions relied on another ATS. Kristen Rao, Talent Acquisition Specialist at Taco Comfort Solutions explained that before joining Taco and in her previous life, “I used to do everything manually – printing out resumes, texting hiring managers on the plant floor about an interview – so there wasn’t anything we could track.” When Kristen joined Taco, she knew that she needed to master Greenhouse and ensure the hiring team knew how to navigate and use it in the most efficient way.

Not having a centralized source for all things hiring made it difficult to find the right candidates for roles, ensure they have a good experience throughout and engage unhired qualified candidates further. For Kristen, it’s really important that Taco Comfort Solutions has structured hiring practices to support its diverse workforce. “We have everything ranging from plant roles to office roles, engineering to HR. It’s not just a cookie-cutter person for a cookie-cutter mold. Hiring for diversity in the workplace is just so important to our culture and our continued growth,” she says.

Fast facts

1920

year founded

3rd

generation family-owned company

500+

employees



After implementing Greenhouse, the team still faced an uphill challenge in getting buy-in from stakeholders and hiring managers on their journey to shift the process into more modern, centralized practices. Amr Elfass, Senior Manager for Talent Management, set out to raise awareness about the benefits of Greenhouse, knowing that “after stakeholders are convinced, they convince others, and this is how change happens.” said Amr.

“Having Greenhouse to be able to track communications and approvals centrally is inherent to how we run our business. I can’t live without it and don’t know how we did it before.”

Kristen Rao

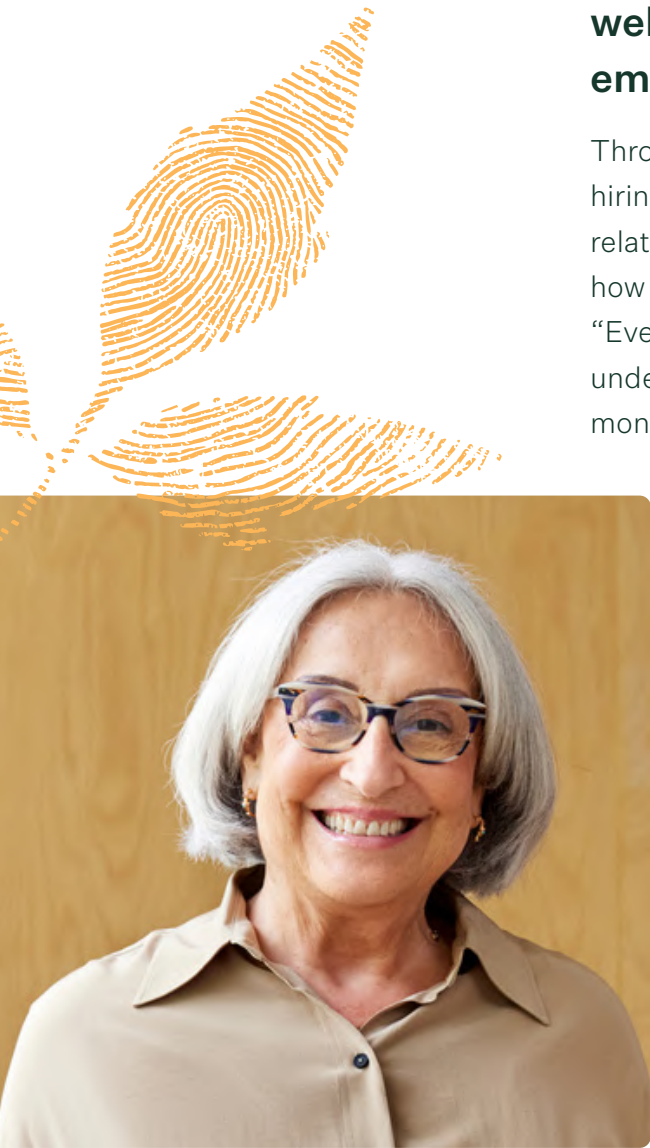
Talent Acquisition Specialist, Taco Comfort Solutions



The solution

Greenhouse Recruiting streamlines talent acquisition for recruiters and candidates, as well as strengthening Taco Comfort Solutions' employer brand in-market

Through Greenhouse Recruiting, Taco Comfort Solutions streamlined hiring practices by introducing a one-stop shop for all things talent-related. Kristen worked with hiring managers to demonstrate firsthand how using Greenhouse would not only be better but it would be easier. “Everyone always asks what’s in it for me. It’s simple, I get them to understand that this is going to save them time, save the business money and help me hire better for them,” explains Kristen.



To address knowledge gaps in attracting the right candidates, Kristen coached hiring managers to deeply read through resumes and job descriptions. Once there is alignment on key skills and attributes for the role, “we utilize job boards through Greenhouse to proactively source candidates, not just waiting to get them through our website,” she said.

Embracing a centralized platform, each individual on the recruiting team can access the right tools to deliver a unique experience for all candidates. For Amr, this was a pivotal shift within the team. “We use the Greenhouse interview plan and focus attributes and assign them to the hiring team so there’s no redundancy across stages,” said Amr. The hiring team then reviews scorecards in an interview debrief before making an offer to ensure they consistently hire quality candidates.

For unhired qualified candidates, Kristen continues to nurture them with Greenhouse email templates, building a lasting relationship with them for future opportunities. “I try to show that value to our hiring managers – that’s how we build our pipeline and make hiring for future roles easier because it’ll reduce our time to hire. It’s a win-win for everybody,” said Kristen.

“I look at the candidate survey results and do an analysis. We realized some potential opportunities that would positively impact the candidate experience. That’s why we instituted interview training and learning sessions for everyone who may be on a hiring team. Informed by the output coming from the survey, we are not only able to improve the candidate experience and more consistent hiring practices – we can build our employer brand as well.”

Amr Elfass

Senior Manager, Talent Management,
Taco Comfort Solutions



The results

By streamlining sourcing, hiring practices and buy-in from hiring managers with Greenhouse, Taco Comfort Solutions has transformed its candidate experience, creating a central source of truth for documentation and saving the company over \$100,000 in recruitment costs.

“The team is very engaged in daily operations,” said Amr. “We review and move candidates along quickly thanks to our hiring manager enablement and practices. The data shows how each small action impacts hiring metrics.” These metrics are seen by Amr’s team through daily reports and dashboards, so they can easily identify any stakeholders needing guidance or the hiring manager to follow up with. “The visibility to proactively follow up is key,” explained Amr. “That’s why data-driven hiring will be the theme for next year, and beyond.”



With added structure, the hiring team has seen a reduction in time-to-hire by 20% while maintaining an 87% scorecard submission rate across HQ and plant-based interview teams. Plus their offer acceptance rate saw a 5% increase year-over-year to 83% for 2023. “I want Taco Comfort Solutions to be the employer of choice for candidates,” said Kristen. “Our new structured hiring process helps create an employer brand with the right timing, cadence and word of mouth to achieve this goal.”

“Time-to-hire is one of the biggest pieces that I can control – keeping candidates engaged, getting scorecards and getting feedback. With Greenhouse, our entire hiring process was completely streamlined, which brought the time-to-hire down and was a win for everybody. It really was like a one-click button.”

Kristen Rao
Talent Acquisition Specialist, Taco Comfort Solutions



greenhouse

Greenhouse is the hiring software for people-first companies. Our industry-leading platform brings a structured hiring approach to any company's process, helping to promote more fair and equitable hiring practices and more data-driven decisions so companies can continuously get better at hiring.

To learn more, visit
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