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# Unleashing the Power of AI for Staffing/Recruiting

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- Hello friends and colleagues
- How many in the room are users of Chat GPT?
- What if your HR clients could implement AI tools like it to automate nearly every aspect of their internal recruiting functions? What would that mean to you?
- Earlier this year I asked myself the same question and quickly took action to implement AI enabled tools both for the sales and recruiting areas of Artizen.
- HR Tech Conference in Las Vegas – It drew technology professionals at Sr. levels specific to HR. The best attended sessions were those related to AI.
- Sharing data from the HR Tech Conference



## Applicants

3 times  
number of  
applicants  
completing  
application

## Time

2500  
hours  
saved  
weekly on  
recruiting  
tasks

## Spend

Millions  
saved in  
marketing  
and  
advertising  
costs

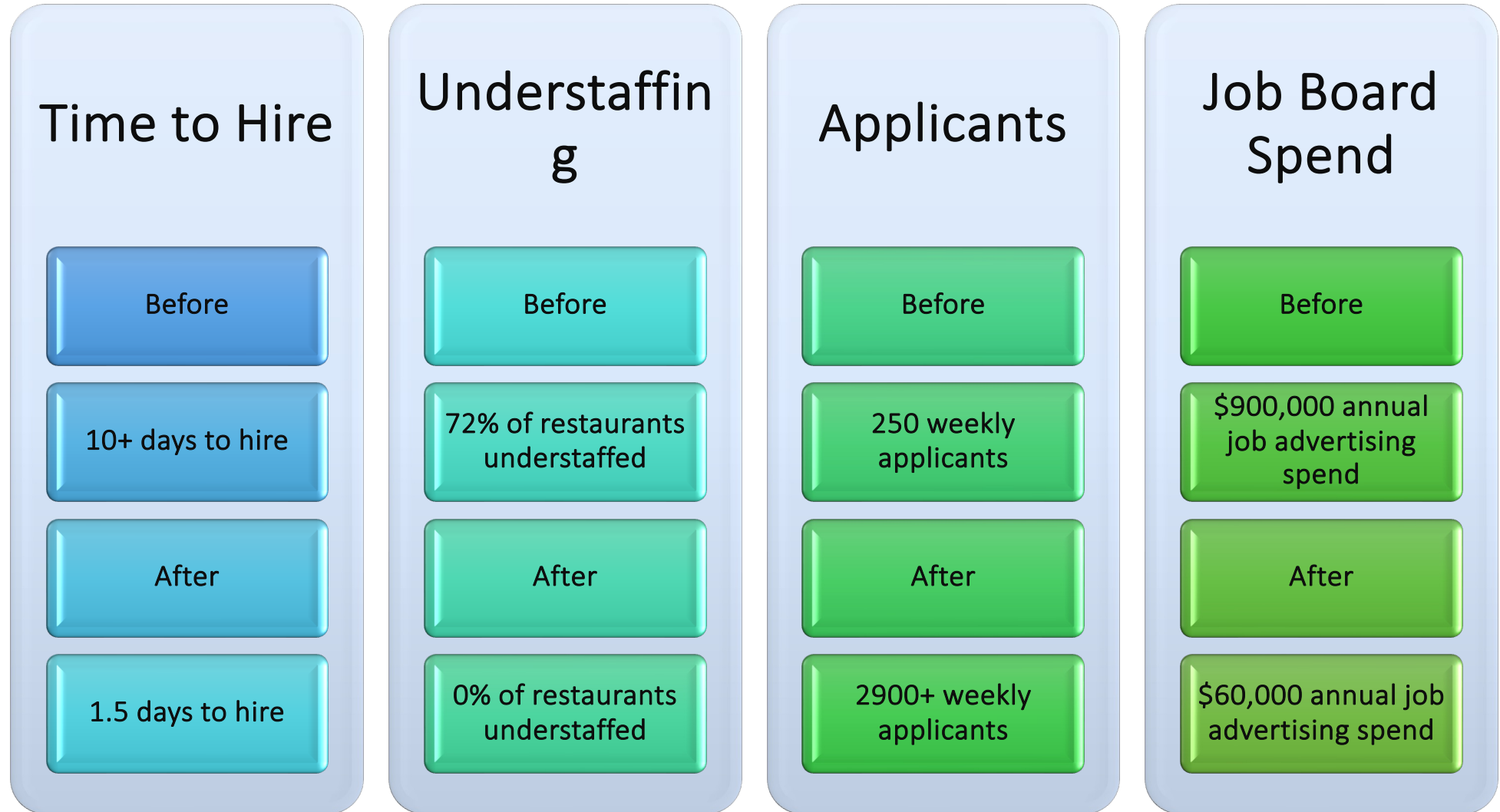
# Results of AI Implementation – 10/23 HR Tech Conference



# Southern Rock Results of AI Implementation – 10/23 HR Tech Conference



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# Agenda: Unleashing the Power of AI for Recruiting

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- Speaker Introduction
- Current Staffing/Recruiting Business Landscape and Challenges
- Overview of AI in the Staffing Industry and Benefits
- AI - A Little More Technical Perspective
- AI Use Cases for Staffing and Recruiting
- Modern AI Tools for Recruiters
- AI Considerations and Risks
- Case Study - HireAssist
- HireAssist Live Demo
- Q & A

# Your Speaker Today

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## **Analytics Executive and Management Consultant, Bay Area**

- 25 years experience in technology innovation and digital transformation
- Management Consulting expertise in Hi-Tech, Supply Chain, Services, and Operations
- Deployed novel big data analytics and AI solutions for Hi-Tech, Finance, eCommerce, Retail, and Cloud
- Coremetrics (IBM), eBay, Cisco, E2E Analytics (Accenture), Genpact, Artizen
- Managed Consulting business development for F500 firms and technology clients
- Education: Ph.D. in Physics, AI certificate from Stanford, Generative AI credential, AWS and Azure Cloud certifications



# Business Landscape and Challenges



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The current job recruiting and staffing industry has various challenges, among which are:

- **Time-to-hire**

- ❖ Reduce time-to-hire from receipt to submittal (placement)
- ❖ It takes [an average of 44 days](#) to fill an open position at US companies
- ❖ 2023 cost of recruiting and hiring a US SW engineer [ranges from \\$4-5K/hire](#)



Would like  
to REDUCE

- **% of job order fill rate**

- ❖ Industry avg is 24% and 29-39% for larger companies (Tech Serve Alliance)



Would like  
to INCREASE

- **Personnel productivity ratio (% gross profit committed to payroll)**

- ❖ ASA quotes 40% for high profit company and 55.8% for a typical firm.
- ❖ People will work more efficiently



Would like  
to REDUCE

- **Staff readiness and satisfaction**

- ❖ Billable staff turnover avg. 47%
- ❖ AI can help training, faster learning (eg. Boolean)
- ❖ Lower cost resources can do better job



Would like  
to INCREASE



# Expected Use of AI in the Staffing Industry



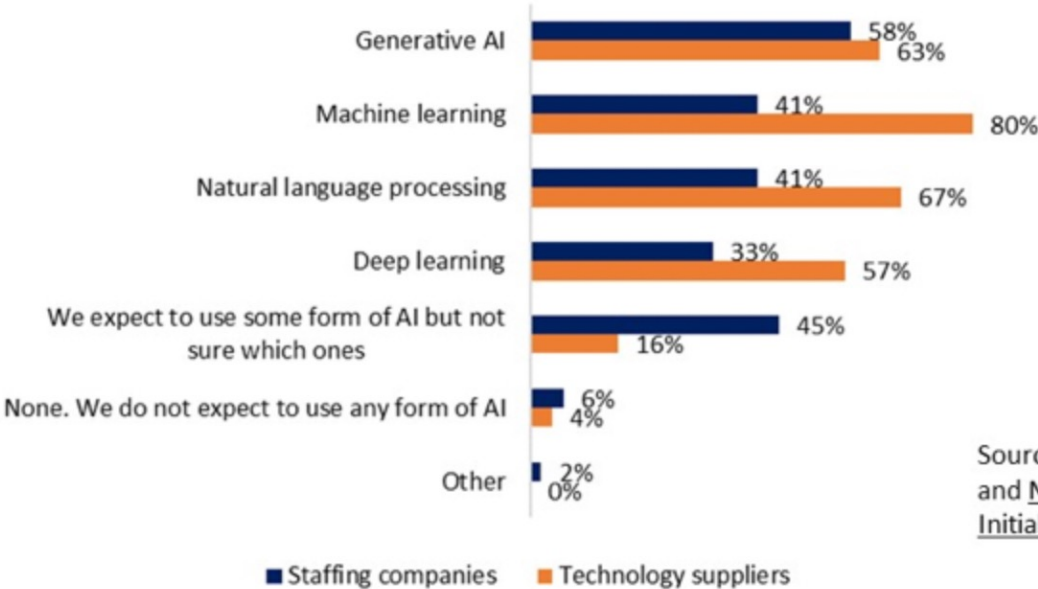
## Expected use of AI amongst tech suppliers vs. staffing companies

Share of staffing companies and technology suppliers citing expected use of selected types of AI over next five years (N=375, 51)

From

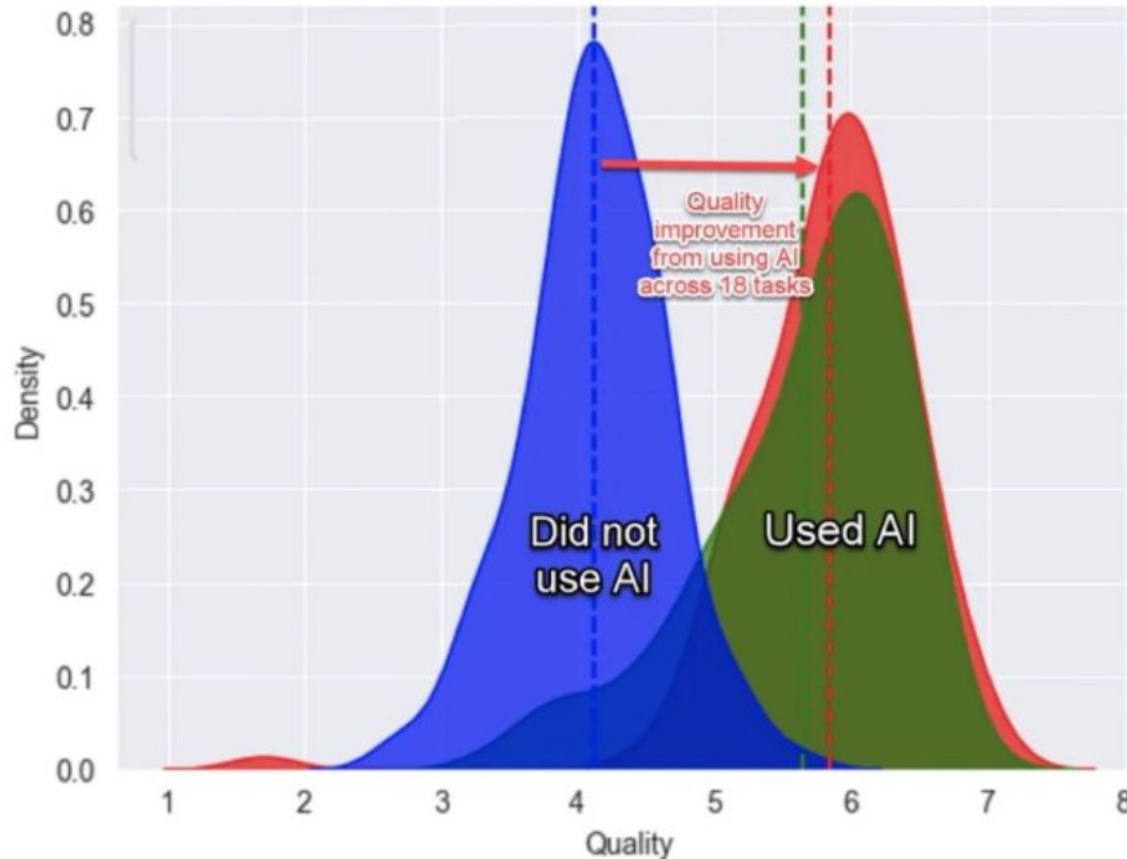


October 2023



Source: [Global Staffing Technology Supplier Survey](#) and [North America Staffing Company Survey 2023: Initial Findings](#)

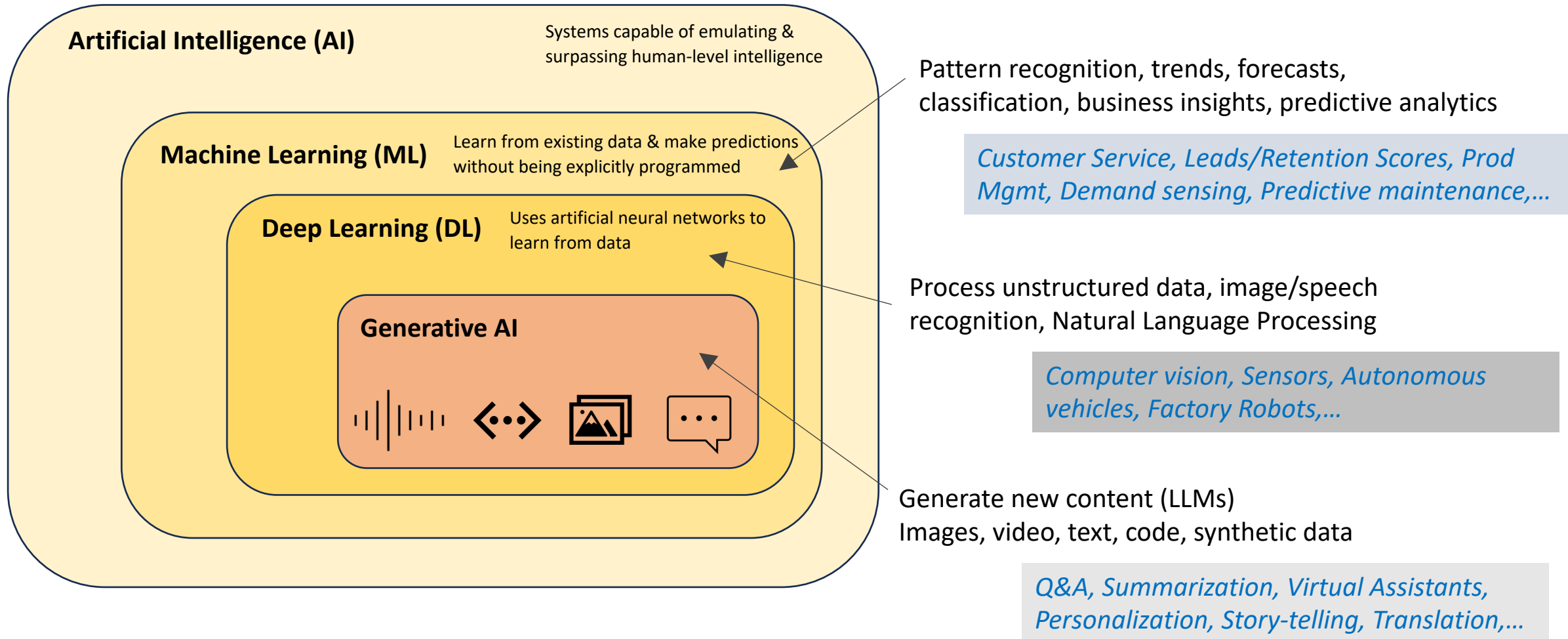
# AI - Inflection Point for Worker Productivity



Consultants using GPT-4 finished 12.2% more tasks, completed tasks 25.1% more quickly, and produced 40% higher quality results ([BCG](#), Sept. 2023).

Distribution of output productivity across all the tasks. The blue group did not use AI, the green and red groups used AI, the red group got some additional training on how to use AI.

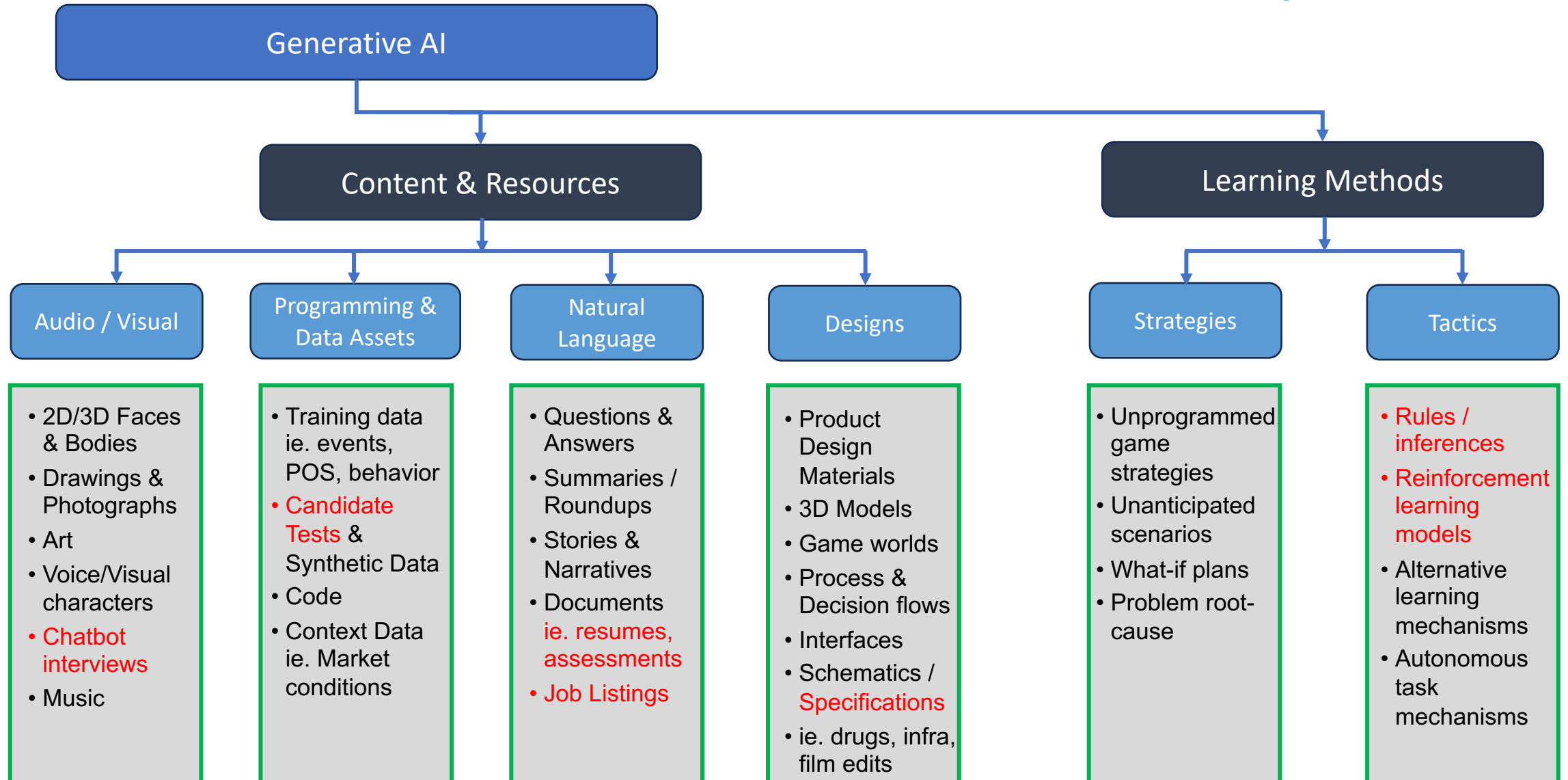
# AI & Data Science - Technical Perspective & Usage



# Generative AI - What Can We Generate?



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# Recruiters Will Evolve with AI & Automation



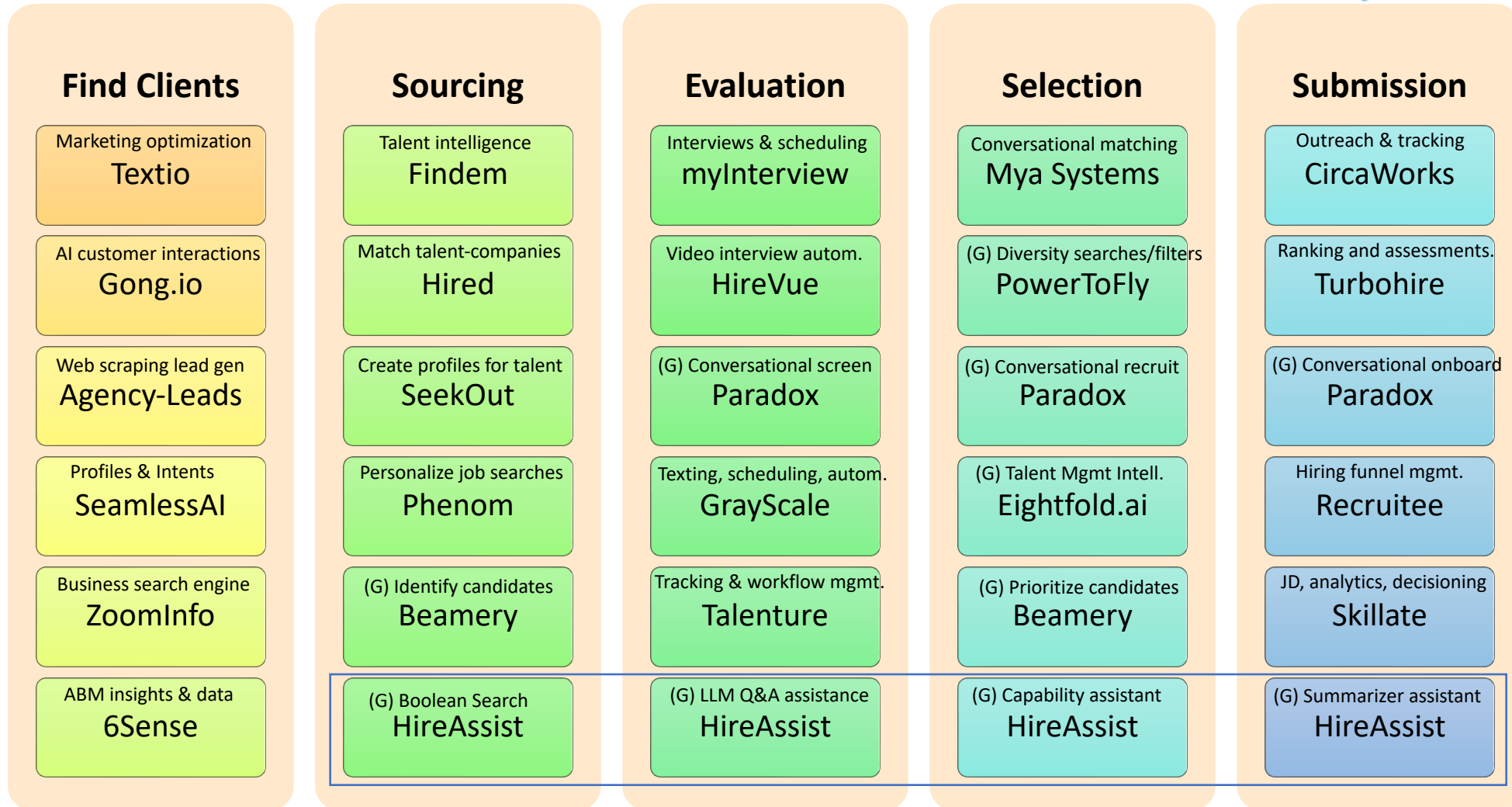
# AI Use Cases in Staffing and Recruiting



Recruiters are constantly pressed to do more with less. AI-powered tools can streamline many of the administrative tasks that consume big slices of time.

- **Sourcing:** Identify best-fit candidates through job-matching and scoring capabilities.
- **Screening:** Score and rank candidates based on defined criteria. Narrow large candidate pool down to most-qualified. Personalization
- **Job descriptions:** Generating JD from email, text, or voice
- **Scheduling:** Use chatbots and calendar integrations to automatically coordinate interviews and other meetings.
- **Interviews:** Ask questions and evaluate candidate responses
- **Summarizing** - results back to clients/hiring
- **KPI and Metrics** - Recruiting analytics, How are we performing, source/placements, time/productivity, insights

# AI Staffing and Recruiting Tools



And .. Job boards and ATS systems are putting AI functionality into their toolsets

# AI Tools - Considerations and Risks



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## **Bias and Discrimination:**

AI is only as good as the data it is trained on. Important to know the data inputs.

## **Lack of Transparency:**

Explainability of the models - why did AI come up with a certain decision? How was the score determined?

## **Ethics:**

Moral and ethical values in AI systems, especially in decision-making contexts with significant consequences

## **Data Privacy:**

Maintaining compliance with CCPA, GDPR, ISO 27001, etc. Note: using public generative AI tools can allow your data to be used by the tool provider

## **Hallucinations:**

Being large statistical models, LLMs can give you wrong or made-up answers.

## **Security:**

Such as malware, fraudulent injection (training), misuse.





# AI - A Few Best Practices

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- Be purpose-built and practical
- Align with a clear business case
- Start small and grow; Right size system
- Look for transparency in technology
- Bake in security and privacy, ask about bias and explainability
- Not all tools are right for all companies; depends on your data and needs
- Audience/Users: Need adoption and buy-in from many different people

# Case Study - HireAssist

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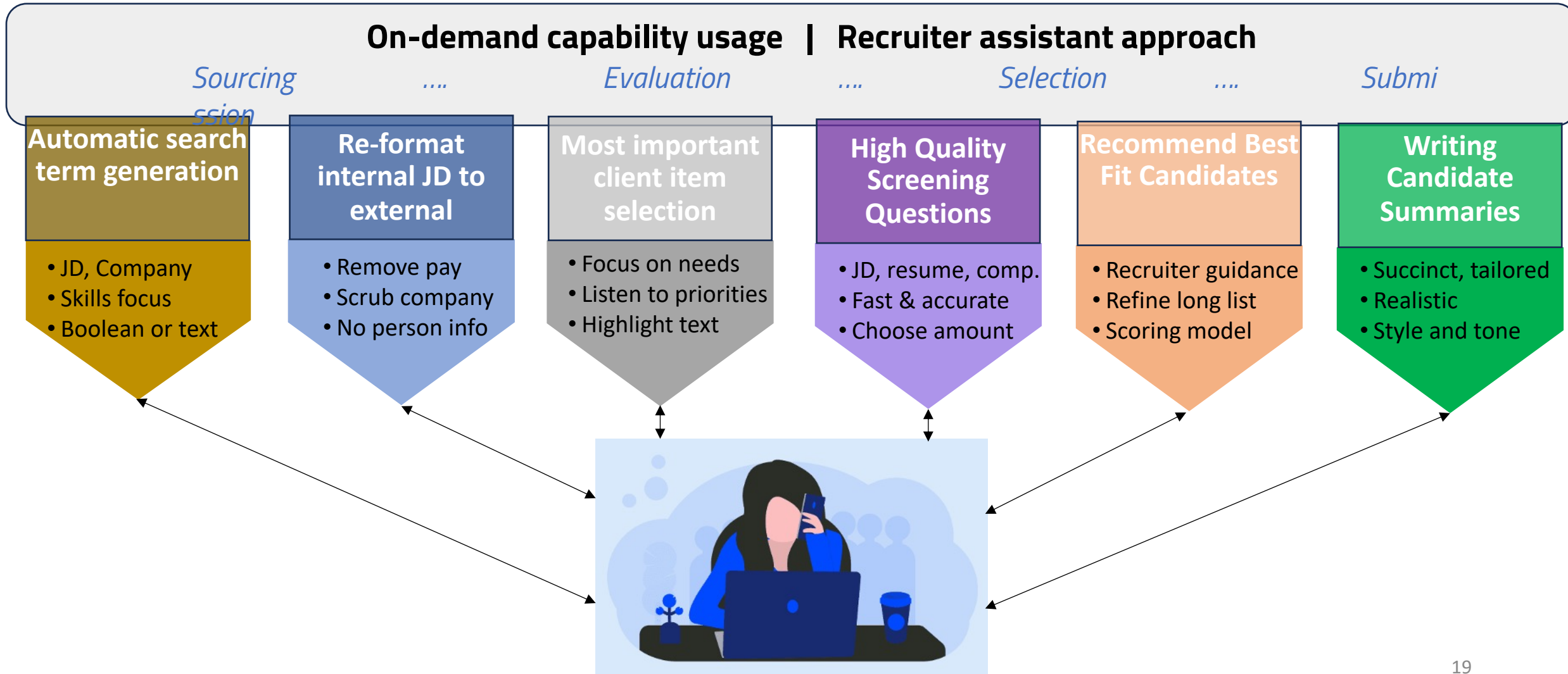


A generative AI software system to assist HR/Recruiters with the job hire process:

- Sourcing and talent identification
- Candidate interviews and evaluations
- Candidate job fit assessment
- Write Candidate summaries

Based on a Large Language Model (LLM) and capability-driven

# Some HireAssist Task-Oriented Use Cases



# HireAssist Sample Screenshot Demo (Redacted)



**HireAssist** Home Products Company Alan

Select Company  
[Redacted]

Select Job  
[Redacted]

Select operation  
Skill Boolean Search

Clear Submit

Result

("Accounting Principles" OR "Financial Statement Preparation")  
AND  
("Balance Sheet Reconciliation" OR "Journal Entry Preparation")  
AND  
("Fixed Asset Management OR Ledger Maintenance" OR "Corporate Overhead Spending" OR "Audit Schedules")

*LLM AI Boolean search*

*LLM AI Screener questions*

**HireAssist** Home Products Company Alan

Select Company  
[Redacted]

Select Job  
[Redacted]

Select operation  
10 Screener Questions

Clear Submit

Result

1. Have you worked in an accounting role before?
2. Do you have experience with full-cycle accrual accounting using a subledger/general ledger accounting system?
3. Can you demonstrate in-depth knowledge of accounting principles?
4. Are you able to work independently, multi-task and prioritize tasks to accomplish goals?
5. Have you ever assisted in the month-end close process or journal entry preparations?
6. Can you review corporate overhead spending for coding accuracy, including following up, reconciling and resolving discrepancies?
7. Do you have intermediate Excel skills?
8. Have you ever worked in a fast-paced environment with multiple deadlines to meet?
9. Can you start immediately?
10. Have you dealt with confidential information?

For a CA construction company : candidate for the GL Accountant position in the Corporate Finance & Accounting Dept.



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# Q & A

# Thank you!!

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