



When Real Time Updates Lead to Real Time Results

When recruiters are handed aggressive hiring goals they need a platform like Model Match that can keep up.

Sarah Harley is one of several full time recruiters assigned to the West Coast team at Movement Mortgage. Although she's based in Phoenix, Arizona, Sarah recruits for branch managers and loan officers throughout Northern California and Hawaii.

Part of a rapidly growing recruiting team, Sarah had only been on the job for little over a month when Model Match was rolled out to her entire team.

According to Sarah, the timing worked out perfectly since Movement had set "aggressive goals for hiring this year."

Never Enough Time to Communicate

Sarah provides recruiting support for 10 market leaders, a role which she described as a cross between regional directors and branch managers.

She makes time to talk with every member of her leadership team on a weekly basis, exchanging status updates about potential recruiting candidates, identifying new prospects, and discussing strategy. Each conversation lasts at least 30 minutes per person.

With her team often on the road, Sarah admitted that "finding time to communicate" to coordinate their efforts and "stay on the same page" presented a significant challenge.

CUSTOMER SPOTLIGHT

Sarah Harley
Northern California
Regional Recruiter,
Movement Mortgage
Phoenix, Arizona





Movement Mortgage

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A Timesaver That Provides Tangible Dividends

Being able to access a platform that offers “updates in real time” has proven to be a game changer. She can tell at a glance what tasks her team has accomplished and where they need her to step in and provide additional support.

“If someone schedules a meeting with a candidate they can mark that they attended the meeting. And if they want me to have a follow up call the next day to get their thoughts, that’s something I can see in the system rather than always calling after every meeting to get the full details.”

Sarah finds that Model Match provides a “big picture overview” that is very helpful. “I compare it to having a set checklist.”

“It’s been a huge timesaver . . . giving me more time for recruiting. It’s really wiped out a whole layer of communication that can just seem redundant, which I’ve found very important. Everyone’s time is so valuable. So long as we keep going with it, I think in the long run it’s going to make a big difference.”

The entire recruiting team has participated in Model Match Success Coaching, which Sarah credits with instilling “best practices” and helping everyone become “fully aware of the capabilities that Model Match can provide and all the benefits that it offers.”

The results speak for themselves. Just a few months in, Sarah was able to name several recruiting successes.

“We actually hired three people . . . who just came on board the first week of January, two leadership individuals and one producing loan officer.”