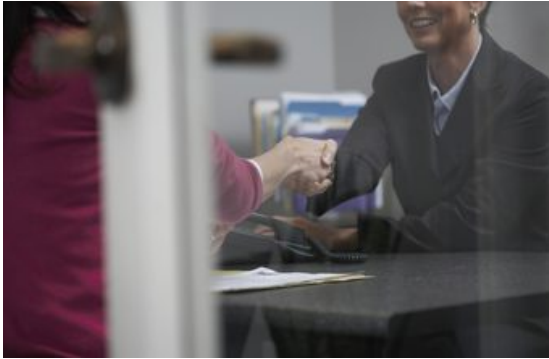


# A Recruitment Agency's Organizational Structure

by Gerald Hanks



Recruiting agencies offer a vital service to their clients by giving them the tools they need to entice and employ the most talented prospects in their respective industries. The agency's organizational structure defines both the hierarchy of responsibilities within the company and the division of tasks for each worker. The hierarchy determines who develops the company's vision and who carries out the missions to achieve those goals, while the division of tasks casts each employee into the most productive role.

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## Agency Director

The agency director acts as the primary supervisor for the entire company. The primary duties of the agency director are to oversee the company's daily operations, coordinate its financial management tasks and develop plans to achieve its overall vision. The director may also go under the title of "president" or "general manager," depending on the structure of the company. The director may be an owner-operator or act on behalf of the owner.

## Business Development Manager

The business development manager works with the company's sales staff to bring in clients. The business development manager's tasks often include the creation of sales and lead generation strategies for the sales staff and networking with both clients and job candidates to build relationships. The business development manager also determines which potential clients are best suited for the company's purpose. For instance, an agency that specializes in construction recruiting would not recruit clients that specialize in computer programming.

## Recruitment Manager

While the business development manager works to bring in clients, the recruitment manager works to bring in potential candidates. The recruitment manager develops and refines the company's recruitment processes. The manager also oversees the implementation of these processes by the recruiters. The manager sets recruitment goals and assigns the job openings to each recruiter. The recruitment manager also works with clients to learn what qualifications they seek and how the agency's candidates can fill those vacancies.

## Support Staff

Although the focus of a recruitment agency is to bring clients and candidates together, the company needs support staff to keep its operations running smoothly. Legal staffers make sure that recruitment contracts comply with accepted practices. Information technology workers ensure that computers, networks and printers are operational. Accounting staff members keep up with tasks such as invoicing clients, covering operational expenses and cutting payroll checks. All of these staffers handle the specialized tasks that a company needs to keep its doors open.

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