Sheet for Staffing Needs Assessment

Step 1: Finding your Weekly Hourly Capacity (WHC)

Number of calling stations _____

X Number of shifts per week _____= _____

X Number of hours in each shift _____= _____ (Weekly Hourly Capacity)

Step 2: How many hours does each caller fill in your center?

Number of shift you require callers to work per week _____

X Number of hours in each shift _____ = _____ (Total weekly hours each caller fills)

Step 3: Finding your minimum number of callers to staff your center

Divide your WHC _____ by the total weekly hours each caller fills _____

= _____ (This is the minimum number of callers required to staff your center.)

Step 4: Finding your overall target number of callers

Take this minimum number of callers _____ X 1.15 (Padding 15% for overstaffing)

= _____ (No decimals or fractions round UP) (Target number of callers)

Step 5: Adjusting your overall target to find the number of new hires needed

How many veteran callers do you think are coming back? _____

Multiple that number times 0.85 = _____ (No decimals or fractions round DOWN)

Subtract the number above (your adjusted number of returning callers) from your target number of callers =_____

This number is your number of new hires needed.

Step 6: How many applications need to be generated to hit your new hire goal?

Multiply your number of new hires needed by 2.5 =_____

That's the number of applications you need to generate to hit your new hire goal.