



Meeting the Workforce Needs of

DELL



Anything is Possible

- 09/2004 - OKC Temporary Dell Sales Center
- 08/2005 - OKC Permanent Dell Sales Center
- 900 new hires to date
- 1,000's more planned



Oklahoma Site Selection

- OESC is a regular partner
- Dell assumed financial incentives
- Dell's workforce needs critical

Initial Recruitment Process

- Lots of meetings
- Dell said test the market
- OESC/Higher Ed/Career Tech
 - Blind ad
 - Website
 - OklahomaJobLink Search

OESC Standard Employer Commitment

- Recruit and refer qualified applicants
- Provide a Project Coordinator
- Access to OklahomaJobLink and AJB
- Provide up-to-date Labor Market Information
- Serve as liaison for all workforce programs

OESC's Dell Commitment

- OESC offered to visit Round Rock, Texas
- 12 staff for three days
- Dell culture
- Dell sales positions
- Interface with Dell recruitment staff

Dell said "Yes"

- State and OKC financial incentives
- Career Tech free training
- OESC recruitment

OESC Recruitment Process

- “Beat the Bushes”
- Conduct phone interviews
- Schedule and proctor sales aptitude test
- Notify applicants of results
- Assist with Dell new hire orientation



“Partnering Isn’t Always Pretty”

- OESC still wasn’t satisfying Dell
- “Bait and Switch”
- Secret MOU

Dell Targets

- Small-Medium Business
- American Transitional Group
- Live Voice Response
- Consumer Group
- Support Functions

OESC Accomplishments to Date

- Applications/resumes reviewed – 26,434
- Candidates phone screened – 5,348
- Candidates tested – 3,106
- Candidates interviewed – 2,775
- Candidates hired – 900
- Candidates awaiting sales interviews - 359



Dell Hiring Plans Still Growing

- Two additional new buildings
- 1,500 per building
- Additional community

Dell isn't all OESB has been doing

- Wal-Mart
- Cibersite
- Quadgraphics
- Nomaco