

EMPLOYER SPOTLIGHT: Muskegon County

How a diverse county in Michigan used JOFI[®] to pilot an evidence-based selection process for court positions, leading to expanded use to improve job fit for more departments.



THE EMPLOYER

Muskegon County, with 175,000 residents in a mix of urban and rural areas, employs about 1,100 people across 29 departments.

THE CHALLENGE: IMPROVE SELECTION PROCESS

Facing hiring competition from the private sector, the county sought an evidence-based process to meet the strict requirements of public-sector hiring while also expanding its hiring pool and improving retention.

THE SOLUTION

Muskegon County enrolled in HireReach¹ in 2021 and launched an evidence-based selection process using JOFI in 2022, starting with its district court. After several successful hires, the HR team was instructed to move forward with continued implementation. Supervisors in other departments are being trained for expansion of the JOFI process.

THE RESULTS

- Better data collected on applicants
- Improved evaluation of candidates
- More thorough review of requirements with hiring manager
- Better preparation for interviews of candidates

¹The integrated selection, career navigation and team-building technologies of JOFI power the evidence-based process promoted by HireReach, an initiative that West Michigan employers have been using to meet their talent demands since 2019. HireReach grew out of a 10-year collaboration of Trinity Health and Metrics Reporting Inc., the creator of JOFI, to redesign and optimize their hiring process. The success of this pilot created the framework for HireReach to extend the evidence-based process for other employers to emulate, with JOFI as a key component.

“With JOFI, we’re going a little bit deeper to really help our departments feel like they can trust our recruitment process, that we care enough about who they ultimately end up selecting, that we want to make sure it’s the best fit for them. ... These tools can be used to give us a better look at the person before they even come through the door.”

— CRYSTAL G. BROWN
Human Resources supervisor
county of Muskegon

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Data-driven accuracy in hiring,
career navigation, and team building.

Discover how JOFI’s proven tool set can help you accurately match the right people to the right job and career paths where they can thrive.

