

Faster Hiring with the Concierge Service

A More Personal Approach to Screening



Elevate Your Candidate's Screening Experience

Designed for organisations who want to make the screening process even more convenient for certain high-priority candidates or employees, Sterling's Concierge Service provides an efficient and effective option. Our service simplifies the data capture process and can mitigate potential delays in completing the background check.

How It Works

The candidate is assigned a dedicated Sterling screening expert who personally guides them through the process of providing all required information via a conveniently scheduled call. This means all required information is captured quickly and correctly, and the individual can get back to what they do best, happy in the knowledge they've submitted everything required for their checks to proceed.



Our Concierge Service is designed to cater to the needs of high-level candidates undergoing the screening process. With the aim of providing a personalised and efficient experience, candidates are walked through the necessary stages of background screening by a Sterling subject matter expert.

Key Features

Capturing All Required Information

All necessary information is collected by a dedicated member of our Concierge team, helping to ensure the most efficient start to the screening process and reducing the need to request missing information.

Personal Screening Expert

The candidate will have a single, trusted point of contact who will provide a personalised, expertly-managed experience fitting around the candidate or employee's schedule.

Flexible and Convenient

We respond to your candidate and employee's needs throughout the screening process by ensuring they have all the information required to complete the process as quickly and easily as possible: all at their convenience.

How Our Concierge Service Works



Email Candidate details and screening requirements to Sterling



Sterling contacts the candidate to schedule a convenient time to call



A bespoke email invitation is sent detailing time of meeting and what will be needed



Dedicated Sterling Concierge Team member conducts call with candidate and gathers all required information



Dedicated Sterling Concierge Team member confirms call has been completed successfully

Sterling will complete the application forms on behalf of the candidate during a recorded Zoom call, ensuring to capture as much information as possible upfront. All Concierge meetings are recorded for auditing purposes.

Our dedicated concierge team member will act as a single point of contact for your candidate throughout their screening lifecycle, readily available to provide clarification or advice for any part of the screening process.

How the Concierge Service Benefits Your Hiring Program



Simplified Candidate Experience

Your candidate or employee can schedule a call with a member of the Concierge team at a time that suits them to share all necessary information. Sterling's Concierge will then complete the forms on the candidate's behalf, saving your organisation valuable time.



Accelerate the Screening Process

We proactively engage with your candidate or employee so that their input can be captured as soon as possible after we receive your order, ensuring the time taken to receive the information is significantly reduced and the background checks can be completed sooner.



Keep Accessibility in Mind

For those needing extra assistance or support when providing the information required to complete a background check, the Concierge Service ensures that help is at hand to respond swiftly to their needs and provide dedicated support throughout the process.

ABOUT STERLING

Sterling (NASDAQ: STER) is a leading global provider of background and identity services, offering background and identity verification services to help our clients create people-first cultures built on a foundation of trust and safety. With operations around the world, Sterling's tech-enabled services help organizations across all industries establish great environments for their workers, partners, and customers.



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