

**MUNCHERY**

MAKING DATA-DRIVEN DECISIONS AT MUNCHERY

ABOUT:

Munchery is an on-demand food shipping & delivery service

INDUSTRY: E-commerce

SIZE: 100+ Corporate Employees

DID YOU KNOW:

At Munchery, 5% of San Francisco field workers come from partnerships with local community organizations

"We are very data-driven at Munchery. We send out detailed reports from Greenhouse to the team to gain context on each role. The reports include all pipeline metrics such as: number of candidates, on-site interviews, and close rates."



JEFF UMSCHIED,
People and Talent Operations

CHALLENGES

Prior to Greenhouse, Munchery's recruiting metrics were unknown, making it difficult to allocate recruiting efforts and budget. The recruiting team lacked data to track performance.

- Lack of insight into recruiting process and timelines
- Inconsistent interview process
- Poor communications between recruiters and hiring managers
- Slow source-to-close time

SOLUTION

Munchery needed a platform centered around structure and data. With Greenhouse, Munchery is now able to:

- Track KPIs such as hiring speed, cost-per-hire, recruiter-cost-ratio, pipeline efficiency to showcase recruiting efforts and gain recognition companywide
- Ensure alignment between recruiters and hiring managers with visibility into candidate status
- Streamline the interview process with scorecards to receive consistent and structured feedback
- Leverage DocuSign integration to receive offer letters back faster, enabling top-choice talent to come on board

RESULTS WITH GREENHOUSE

25 days reduction in source-to-close

32% decrease in cost-per-hire

400x pipeline efficiency versus industry standard