

# Made in the Mid-Willamette Valley: Express Employment Professionals

October 16, 2011

Company name: Express Employment Professionals

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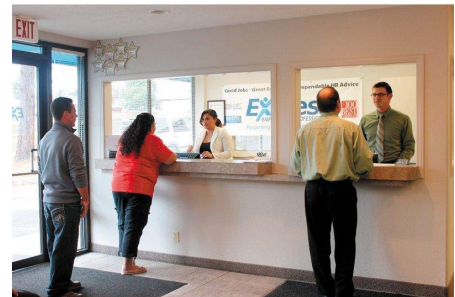
**Business description:** Full-service staffing agency specializing in talent procurement including evaluation and direct hire, temporary and contract staffing as well as on-site human resource services.

**Number of employees:** Seven internal employees.

**Business specialties:** As a full-service staffing agency, Express provides employment services and human resource solutions to help meet employers' needs and production goals. We are in the unique position of being locally owned with the support of a large international organization. Simply put, Express is large enough to meet your employment needs, yet small enough to really care.

**Business history:** Our Salem office has been successfully serving hundreds of clients in the Mid-Willamette Valley since it opened in 1987. After working at the corporate level in Express for 10 years, Patricia Callihan-Bowman bought the Salem Express Professionals office in 2000. Since then we have consistently ranked in the top 20 offices for quality and client satisfaction out of more than 500 Express offices worldwide. The Salem office has more than 60 years of combined staffing experience among its internal team. The recruiters in our Salem Express office provide expertise in sourcing and placing top level accounting, administrative, legal, call center, customer service, skilled light industrial, manufacturing and production workers.

**What is the biggest advantage of doing business in the Mid-Willamette Valley:** The Mid-Willamette Valley is a big enough market to provide opportunity and small enough to allow a business like ours to prove our value and thrive. The business community here believes in supporting local businesses to help the areas economy grow and prosper. For companies like ours that believe in investing our money time and talent in this community, it is a win for both us and the community.



**Special to the Statesman Journal**  
Express Employment Professionals is a full service staffing agency.

SEDCOR, the lead economic development agency for Marion and Polk counties, is pleased to offer you a glimpse of the multitude of products and services being manufactured and provided by local area companies. SEDCOR's membership is composed of more than 500 business and community leaders who support our mission to enhance and diversify the economy of the Mid-Willamette Valley.

Essential business philosophy: Our vision is to help as many people as possible find good jobs by helping as many clients as possible find good people. In this way we are doing our part in helping the economy of this area grow and prosper.

Best way to stay competitive: To provide the human resource expertise and the quality talent procurement to satisfy our clients, we stay on top of the latest hiring trends, legal issues sourcing techniques and human resource information. We do this through continually training our internal team using unique resources such as our Express On-Line University, monthly Express sponsored webinars and live presentations so that we can provide the best most accurate service and advice to our clients. We also share the webinars and learning events with our client companies to help them stay at the top of their games as well.

What is most challenging in work: Our biggest challenge is finding the skilled qualified candidates that our clients deserve. Even with extremely high unemployment, there is still a lack of people with the right skill sets and availability to go to work. One of the advantages of using our staffing services is to allow us to spend the time to find the right candidates for your business and only present the qualified candidates for your selection.

Best business decision: My best business decision was buying the Salem Express office. At the time this office became available, we had several Portland area offices that also were available. I had worked with all of the local offices as vice president of operations and new the markets. I firmly believed that Salem was the right market for me to be successful in, and it has proved to be absolutely true.

Toughest business decision: Staffing companies tend to go into any recession first and, thankfully, usually lead the way out at the end of the recession. When we first began to see the decline in business, I had to decide how to cut my overhead to remain viable. I have a very valuable and tenured team of internal recruiters in my office and every one of them played an important role in our company success. After much consideration, we used the program offered by the Oregon Employment Department that allowed us to offer our team two days per week on unemployment and three days per week in the office. This maintained our team and allowed them to experience a smaller decrease in their income. After only a few months we were able to restore everyone to full-time status.

What trends do you see happening in your industry: A recent survey conducted by the American Staffing Association showed that the staffing industry is now leading the way in job growth. In 2010, temporary/contract employment was up 18 percent over 2009. Search and placement sales were up 23 percent over 2009. Forty-six percent of U.S. clients surveyed indicate they worked with a staffing company to find candidates for openings. With 64 percent of companies reporting they are having difficulty recruiting talent, the staffing industry can continue to grow by focusing on talent advocacy according to the ASA.

Company affiliations and honors: Named to Inavero's 2011 Best of Staffing Client list. Best of staffing, presented by CareerBuilder, is the nations' only satisfaction award that recognizes exceptional service in the staffing industry. We were also named as one of the 2011 "100 Best Companies to Work In Oregon".

Our company strongly believes in giving back to the community we work in. The Salem Express office supports and is actively involved in SEDCOR, Salem Area Chamber of Commerce, Job Growers Inc., SHRMA and Rotary through financial contributions, board memberships and committee participation.

Everyday I am so thankful to come to work and know that I made a difference in the lives of

those around me. I really love what I do. I am delighted that we are able to contribute to the improvement in the economy of the Mid-Willamette Valley through putting great people to work at great local companies

For additional information contact SEDCOR at (503) 584-7303 or email [sappleby@sedcor.com](mailto:sappleby@sedcor.com).