



# Retail Recruitment Guide

Retail success starts with the right team. Hire professionals who elevate service, increase efficiency, and keep customers coming back.

# Our Retail Clients

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Click here to view a comprehensive list of  
our clients

# About Our Retail Division



## Overview

Search Solution Group is a full-service recruiting, staffing, and executive search firm with over 20 years of experience connecting retail businesses with top-tier talent. From national chains and specialty stores to e-commerce brands and flagship locations, we understand the fast-moving nature of retail and the importance of delivering exceptional customer experiences. Our specialized recruiters, industry expertise, and extensive talent pipeline allow us to identify professionals who thrive in sales, leadership, and operations. With a proven track record and award-winning search process, we help clients build high-performing teams that drive revenue, retention, and brand loyalty.

## Our Mission

We are committed to assisting our clients in building world-class organizations by providing top talent, continual support, consultation, and innovation.

Click the icon to  
schedule a meeting



# Retail Areas of Expertise

Our expertise spans all retail functions, ensuring we can address every hiring need within the department.



Executive  
Search



Store  
Operations



Customer  
Experience



E-Commerce &  
Omnichannel



Merchandising  
& Buying



Supply Chain &  
Inventory



Marketing &  
Brand Strategy



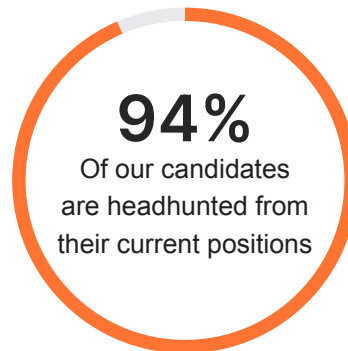
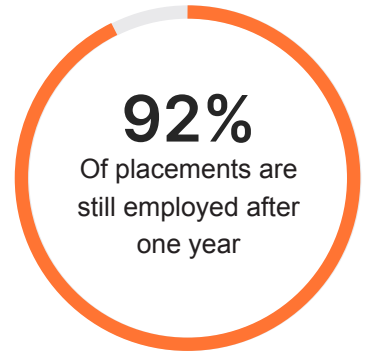
HR & Talent  
Acquisition



Finance &  
Accounting

Click here to view all of our **areas of expertise**

# Client Success is our #1 Priority



## Awards and Recognitions



The Charlotte Observer's Best  
Staffing Agency  
2024



CBJ's List of Largest Temporary  
Staffing Companies  
2020, 2021, 2022, 2023, 2024



Forbes List of America's Best  
Professional Recruiting Firms  
2022, 2023



Best & Brightest Award  
2019, 2021, 2022, 2023, 2024



CBJ's #1 Executive Search Firm  
2023, 2024



LinkedIn Top 10  
Most Engaging Staffing Brands

# Retail Recruitment Services

## Executive Search

Securing top retail leadership is critical to driving revenue, scaling operations, and delivering standout customer experiences in an increasingly competitive market. Our Executive Search division specializes in identifying and placing elite C-suite and VP-level talent for national retailers, specialty chains, e-commerce brands, and multi-location businesses. With over 20 years of experience and trusted partnerships across the industry, we know that great leaders do more than manage; they set the vision, inspire teams, and push brands forward with measurable impact.

## Direct Hire

Successful retail operations rely on strong mid-level talent to manage stores, lead teams, and create exceptional shopping experiences. But finding professionals with the right mix of leadership, service, and operational skills isn't always easy. Our Direct Hire division connects retailers with qualified candidates who align with your culture, brand values, and business goals. Whether you're hiring for store management, merchandising, customer service, or inventory control, we simplify the process so you can focus on driving performance and customer loyalty. With our proven recruitment expertise, we reduce time-to-hire and deliver long-term talent solutions that keep your retail business thriving.

## Staffing

Retail demand can shift quickly, especially during peak seasons, promotional campaigns, and product launches. Our Staffing division offers flexible hiring solutions to help retailers stay fully staffed, agile, and customer-ready. Whether you need temporary associates for holiday surges, contract professionals to support key initiatives, or interim leaders to guide teams through transitions, we deliver well-vetted talent ready to contribute from day one. Fast, efficient, and quality-driven—our staffing solutions help you meet demand without missing a beat.

	Executive Search	Direct Hire	Staffing
Employment Duration	Full-Time	Full-Time	Temporary/Project-Based
Seniority Level	VP, SVP, EVP, C-Suite	Entry-Level, Middle Management, Director	Entry-Level, Intermediate, Mid-Level, Fractional Leadership

# Our Search Plans



## Retained Search

For retail businesses seeking top-tier executives and specialized leadership, our retained search service offers a fully dedicated and strategic recruitment approach. This solution is best for filling senior roles that shape company strategy, enhance customer experience, and drive long-term success. Payment is structured in three phases: an initial deposit at contract signing, a second installment after 30 days, and the final balance upon successful placement.

## Priority Search

Exclusive to Search Solution Group, our priority search plan is built for high-impact retail hires and combines the strengths of retained and contingent search. A modest engagement fee is paid upfront to start the search, with the balance due after placement. This option is best for securing experienced retail talent in key operational, merchandising, and leadership roles quickly and effectively.

## Contingent Search

For retail organizations needing speed and flexibility, our contingent search is a cost-effective, low-risk hiring solution. With no upfront fees, payment is due only when the right candidate is hired. Whether scaling for the holidays or backfilling a key role, this model helps retail teams grow quickly without sacrificing talent quality.

	Retained	Priority	Contingent
Search Difficulty	High	High/Medium	Medium
Recruitment Team	Large	Large/Medium	Medium
Payment Structure	3 Installments	2 Installments	1 Installment
Upfront Fee	✓	✓	✗
Replacement Guarantee	✓	✓	✓



# Our Search Methodology

Over the years, Search Solution Group has created a four-step search methodology to ensure that all of our client's needs are delivered in a timely fashion and that their expectations are met.

01

## Source

We begin each search with a tailored sourcing strategy. Our recruiters employ a blend of traditional recruitment methods, targeted **headhunting**, and the use of our extensive talent network of 1.6 million professionals to find top candidates nationwide.

02

## Screen

We thoroughly evaluate candidates through pre-screening, interviews, and assessments. After careful review and team interviews, only the top 7% are presented to our clients.

03

## Evaluate

We collaborate with your team to review and discuss detailed profiles of our selected candidates. These profiles can include assessments of the candidate's skills, background, behavior, and compatibility with your team and company.

04

## Deliver

Once a candidate is selected, we arrange all closing details, such as the start date, onboarding, and the facilitation of any last-minute questions or concerns.

# The SSG Advantage

## Better Talent

Access an exclusive network of top-tier passive and active candidates carefully selected to meet your specific requirements. Our expert headhunting techniques and a dynamic talent pipeline ensure you find the ideal match for urgent and specialized positions.

- 92% of our placements are still employed after one year

## Superior Vetting

Experience the advantage of our rigorous pre-screening by expert recruiters. We guarantee you engage only with candidates who align with the role's demands, enhancing your time management and focusing on the most suitable candidates.

- On average, 1 in 14 candidates pass our screening process

## Faster Hiring

Streamline your hiring with our refined recruitment process, allowing your internal team to concentrate on core business objectives. This method expedites the placement of candidates in urgent, niche, and senior-level roles, optimizing both time and resources.

- Cut down your time-to-hire to an average of 36 days

## Trained Experts

Capitalize on our 22+ years of recruitment expertise, gaining access to critical market insights, competitive salary guidelines, and skill trends. Our recruitment services are designed to effectively cater to the varied needs of our clients in multiple sectors.

- Our average recruiter tenure is over 5 years, more than twice the national average



# Hear From Our Clients

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“Working with the team at Search Solution Group was better than I could have ever hoped for. The team is responsive, accommodating, and highly efficient. Every candidate presented to us was of high quality, and we were able to quickly find the best fit for our needs. The candidates we selected are doing awesome, and I will always reach out if we need anything.”

- Sr. Director of HR, Training & Development 



“The team at Search Solution Group understood our needs and worked diligently to deliver candidates that fit our criteria. They were extremely collaborative, excellent listeners, and really thought outside the box. For us, what set the Search Solution team apart from other search agencies was the level of dedication and responsiveness we experienced. They were able to find the needle in the haystack with the speed that we needed. I recommend them highly and will absolutely work with them in the future.”

- Chief People Officer  SHAKE SHACK



“Over the last year I have partnered with SSG to fill several critical leadership talent gaps within the Memorial Health HR division. My partnership with the SSG team has been incredible, as their recruiters work extensively to truly understand my organization’s needs along with the attributes, experiences and capabilities a candidate needs to lead to future success. I have been impressed with all the candidates SSG has sourced and screened, who have been of utmost quality and have a clear understanding of the role and organization. It is without hesitation that I would suggest SSG as a valued partner to any organization – the entire team will work tirelessly to ensure the needs of their clients are met.”

- SVP & Chief Human Resources Officer 



“I’ve worked in HR for over a decade, and Search Solution Group is hands down the best firm I have ever worked with. The candidates were of excellent quality, and the communication and responsiveness of the team enabled us to fill the positions quickly. They continued to reach out to us to offer assistance with other roles and have truly made our lives easier.”

- Sr. Manager of Talent and Operations 

# A Superior Hiring Experience

Achieve seamless recruitment from strategy to placement with Search Solution Group.

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1

## Schedule Meeting

Set up a time to speak with our team and take the first step toward finding the right talent for your organization.

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2

## Personalize Your Hiring Plan

Meet your recruitment team for an in-depth consultation to outline goals, define expectations, and answer any questions you may have.

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3

## Receive Pre-Vetted Resumes

Our team takes it from here, leveraging 20+ years of headhunting and recruiting experience to find the best talent for your business.

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4

## Hire With Confidence

Hire a qualified candidate that you can be completely confident in.



## Scan to Schedule a Meeting

Whether you're seeking top talent, exploring new opportunities, or staying informed on recruitment trends, scan the QR code to get started.



## Learn More About Search Solution Group



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