

🌱 instacart

How Instacart Leveraged ModernLoop to Triple Interview Volume Without Hiring Additional Coordinators

200%+

Interviews scheduled without an increase in team size



Instacart, a leading online grocery delivery service, faced significant challenges in scaling its recruitment process. With a team structure comprising three recruiting coordinators, sixteen recruiters (including upskilled sourcers performing full-cycle recruiting), and five recruiting leaders, Instacart needed a solution to increase its interview volume without expanding the team. Enter ModernLoop, a comprehensive interview scheduling and automation tool. Check out a video clip from the webinar below!

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ModernLoop allowed us to triple our interview volume - without adding more recruiting coordinators.

Jess Dunn, Manager of People Technology, Instacart

Instacart's team faced many challenges



Market volatility

The recruitment landscape for Instacart is highly volatile, requiring the team to adapt quickly and meet fluctuating demands.



Instacart had no way to increase hiring capacity quickly

The primary challenge for Instacart was increasing hiring capacity without adding new personnel.



Time Consuming Scheduling

Manual scheduling and coordination efforts were labor-intensive, prone to errors, and negatively impacted the candidate experience.



Inefficient Interviewer Onboarding

The process for approving new interviewers was slow and cumbersome, creating bottlenecks that impeded scaling efforts.

How ModernLoop became the solution that drove efficiency



Seamless Integration

ModernLoop seamlessly connected with Instacart's existing tools, including Greenhouse, SeekOut, LinkedIn Recruiter, and CodeSignal. This integration allowed for efficient data flow and centralized candidate management.



Automated Interview Scheduling

ModernLoop automated the scheduling process, reducing manual effort and errors by automating administrative tasks. This included self-scheduling for recruiter screens via a Chrome Plugin, which drastically reduced manual effort and streamlined the interview scheduling process.



Enhanced Interviewer Training

ModernLoop facilitated shadowing and reverse shadowing, ensuring interviewers were well-prepared and available when needed.



Integration with Slack and Chrome Plugin

These integrations allowed recruiters to schedule and manage interviews directly from Greenhouse and Slack, streamlining the workflow.

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We were up and running with ModernLoop in five days, which blew me away... it was so painless!

Jess Dunn, Manager of People Technology, Instacart

Results

ModernLoop has been instrumental in helping Instacart scale its recruitment efforts efficiently. By automating key processes and integrating seamlessly with existing tools, Instacart was able to handle a significantly higher volume of interviews while maintaining a strong candidate experience and operational efficiency. By leveraging ModernLoop, Instacart has exceeded its recruitment goals in a challenging market environment. Want to hear the whole story from Jess Dunn, Instacart's Manager of People Technology? [Listen to the recording of a webinar where we interviewed Jess about her ModernLoop experience!](#)

Results

200%+ More Interview Capacity

Instacart tripled its weekly interview volume from 168 to 377 interviews without increasing the size of the recruitment team.

Recruiting Coordinator to Recruiter Ratio

Maintained while increasing interview volume.

Time Savings

Each recruiter saved approximately 1.5 hours per week.

Reschedule Rate

Decreased due to better scheduling and visibility.

Industry

Grocery Delivery

Company size

10,000

Solutions used

ModernLoop, Greenhouse

Website

[instacart.com](https://www.instacart.com)

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