

Our client, [Medium](#), combines humans and technology to create a new model for digital publishing. Medium recruits dynamic talent to build their online publishing platform where anyone can share their ideas — currently, they have over 170 million readers. We spoke with Lauren Newton, Head of Recruiting at Medium, to get her insights on how Hired has helped employ Medium's hiring needs and scale their team during a pandemic.



Lauren Newton
Head of Recruiting

Why do people like to work at Medium?

People like to work at Medium for quite a few reasons, but the reasons that stick out the most to me are: the people, and the impact we can have on the world. Medians are an incredibly thoughtful, talented group of people. We value learning from each other, we push each other to do our best work, and we care deeply about what we put out into the world. As an employer, the same is true: we care about our people, and we pride ourselves on fostering a supportive, challenging, inclusive, and fun environment.

What hiring challenges were you looking to solve?

Our Recruiting team is relatively new, and at the beginning of our relationship with Hired, there were no Recruiters! Our Hiring Managers have always been very involved in building our teams, and continue to be hands-on with our hiring process. We needed a solution that would support our hiring goals in a way that allowed for lots of collaboration, efficiency, and fit well with our hiring process.

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Who uses Hired at your company, and what has their feedback been?

The main users of Hired at our company are our recruiting team and the Engineering Hiring Managers. We've received feedback that reinforces our own experience of the platform: that it is easy to use, works seamlessly with our hiring process and ATS system, and yields positive results.

What about Hired delivers the most value to Medium?

There are quite a few things that we find particularly valuable about Hired. For one, it's so helpful to be able to dive right into a talent pool we know has been pre-vetted, and are on the job market. It saves us a lot of the guesswork we run into on other platforms. We're able to get an idea of a candidate's background, salary expectations, and what they're looking for in their next opportunity - all of that helps our initial conversations move much faster.

How do you measure the ROI of Hired?

We measure the ROI of Hired by how many successful hires we make from the platform, and by how much time we save as we search. The biggest impact we've seen is the improvement of cost-to-hire. Since we've signed on to an Unlimited [hiring plan] with Hired, we're able to focus our sourcing efforts on the Hired talent pool, in order to bring the cost-to-hire down significantly lower than we'd spend with outside agencies.

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What has your experience been like working with our team?

Our experience has been lovely. Our Account Manager and Customer Success Manager are always quick and thorough in their responses, incredibly supportive and encouraging to our team, and truly there to make sure we're successful.

If you were going to recommend Hired to a friend, what would you say about the product?

If I were to recommend Hired to a friend, I'd highlight the overall success we've had on the platform. Using Hired allows us to dive into curated talent pools, search easily for qualified candidates, pre-vet the type of roles and compensation they're looking for, and more. We've been able to use the platform in place of using multiple agencies, which has lowered our cost-to-hire spend by a significant amount. The Hired team is also incredibly supportive and helpful, which always makes such a difference when it comes to the products we choose to invest in.