

CASE STUDY

A PARTNERSHIP BUILT ON TRUST AND RESULTS

"When you're working to create positive change in the world, every minute counts."

That's what Andrea Leonard, Senior Director, HR and Operations, at [Metropolitan Group](#), knows all too well. As a creative marketing agency and B Corp working with foundations, federal government agencies, and [nonprofits](#), Metropolitan Group needed a staffing partner who could understand their unique needs and culture.

"I was a little hesitant to reach out to staffing firms," Andrea admits, reflecting on past experiences. **"A lot of times you do that and maybe don't get quite the person you're looking for. Then you get bombarded by sales calls forever."**

But when she gave Contact 1 a try, everything changed.

A DIFFERENT KIND OF STAFFING PARTNERSHIP

What sets Contact 1 apart? According to Andrea, it's our ability to listen and truly understand our clients' needs.


CONTACT 1 INC



Metropolitan Group
the power of voice

"Contact 1 really listens to your needs, and they're really open and honest about the people they're bringing forward," she explains. **"They're not taking you down some primrose path or trying to have you think everything's going to be sunshine and rainbows when it might not be."**

Our honest, transparent approach has led to exceptional results. When Metropolitan Group needed to fill critical positions in their DC office, Contact 1 delivered candidates who exceeded expectations.

MAKING AN IMPACT FROM DAY ONE

One standout placement was an executive assistant role—a position that at Metropolitan Group comes with unique challenges.

"Being an executive assistant at Metropolitan Group is different than being an executive assistant anywhere else," Andrea notes. Their executives work with an incredibly diverse range of contacts, from White House officials to environmental researchers, requiring someone who can adapt quickly and maintain the highest level of professionalism.

The impact was so significant that executives began reporting something Andrea had never heard before:

"This person has made me more billable."

"I've never heard any executive say that," Andrea shares, still impressed by the feedback. "When you've gone without a good deal of executive support, and suddenly you get some—to hear someone say **'Wow, they've made me more billable, Andrea. I can do my job better'—that is amazing.**"

BEYOND INDIVIDUAL PLACEMENTS: CREATING ORGANIZATIONAL CHANGE

Contact 1's impact extended beyond individual roles. When Metropolitan Group needed operational support in their DC office, Contact 1 found someone who totally transformed the position. The new hire took initiative to reorganize the office space, creating a more welcoming environment that encourages collaboration and teamwork.

"I anticipate this person's going to make the office a more welcoming location for the staff, so they'll want to come in more," Andrea shares. **"That will increase our ability to collaborate internally, which is always a great thing."**

A TRUE PARTNERSHIP BUILT ON TRUST

What makes the relationship between Metropolitan Group and Contact 1 special is the ongoing support and attention to detail.

"With Contact 1, it's not like you bring a new hire on and then they forget about you,"

Andrea explains. "They even ask you how much you want them to check in. It's really tailored to what you need."

In summary, Andrea reflects: **"Contact 1 made finding our temporary support easy. They listened to what we needed, and the results have been that they are allowing our team to do their job better, more effectively, and have allowed us to collaborate internally in a better way as well."**

What started as a solution for temporary staffing needs has evolved into a trusted relationship that continues to strengthen the Metropolitan Group's team and enhance their ability to serve clients across the public and nonprofit sectors. The results speak for themselves: more efficient executives, a more collaborative office environment, and a stronger foundation for continued growth and impact.



We're proud to support Metropolitan Group's vision of building a more just, free, and sustainable democracy through the power of strategic communication.

Ready to Transform Your Team?

Like Metropolitan Group, you deserve a staffing partner who truly understands your needs and culture. Let Contact 1 help you find the perfect additions to your team, so you can focus on what matters most—making an impact in your field.

**Get the Support Your
Team Needs Now**

