

Case Study: Enabling Scalable Growth: VCM's Partnership with Gordian Staffing

Background

VCM is a growing organization that relies on strong operational support to deliver consistent, high-quality service to its communities.

As the business expanded, leadership recognized the need for a scalable staffing approach and partnered with **Gordian Staffing** to support growth without disrupting service or overburdening internal teams.

RESULTS

The partnership with Gordian Staffing produced transformative outcomes:

- **Scalable Team Growth:**
 - Through Gordian Staffing, VCM expanded from **2 to 19 remote team members** across multiple departments.
- **Operational Efficiency:**
 - The partnership allowed VCM to grow significantly **without increasing domestic CAM headcount**.
 - Stronger workflows, improved consistency, and higher overall efficiency.
- **Reduced Hiring Burden:**
 - Gordian Staffing eliminated the constant cycle of recruiting and training, giving time back to internal teams.
- **Long-Term Stability:**
 - VCM maintained a stable client base while scaling—supported by a reliable and consistent remote workforce.

The Challenge

VCM faced ongoing difficulty hiring qualified, long-term employees locally. The constant cycle of recruiting, hiring, and training slowed momentum and pulled leadership away from core business priorities—making it clear a strategic staffing partner was needed.

The Solution

A scalable remote workforce through Gordian Staffing.

VCM partnered with Gordian Staffing to build a reliable, high-performing remote team. The partnership began with Assistant Community Association Managers (ACAMs) to support Community Association Managers (CAMs) with high-volume administrative tasks such as architectural change requests, invoices, and homeowner inquiries. As trust and results grew, the remote team **expanded** across Administrative, ACAM, and Customer Service roles—supported by designated lead remote team members.

Key Benefits

1. Access to High-Quality Talent

Gordian Staffing provided access to a broader, highly qualified talent pool beyond local markets, delivering stronger candidates than those previously available.

2. Faster, More Efficient Hiring

Positions were filled within weeks, significantly reducing the time and effort spent on recruiting, interviewing, and onboarding.

3. Scalable Support with Leadership Structure

The remote team model allowed VCM to scale seamlessly, supported by designated lead team members who helped manage, train, and support ongoing growth.

4. Improved Productivity

Gordian's remote professionals elevated workflow efficiency, accuracy, and overall work quality.

Conclusion

By partnering with Gordian Staffing, VCM created a stable, scalable workforce that supports sustainable growth. The remote team model has strengthened operations, improved productivity, and allowed leadership to focus on the business—resulting in a smoother, more efficient path forward.

Partner with Gordian Staffing

Learn how Gordian Staffing can help your business achieve similar results with dedicated remote professionals.