



# Pinnacle Recruiting and HR Solutions

Rose Miller - President

## Success Magazine: What services does Pinnacle offer?

Rose Miller: Pinnacle Recruiting and HR Solutions is comprised of two companies, Pinnacle HR and Pinnacle Staffing. I had been given the opportunity to start my own firm with The DR Group. Offering ownership is a fantastic way to attract talent. After I purchased the firm from the CPAs, we decided to create two companies and my recruiting staff was given the opportunity to run the recruiting and staffing company. They could expand staffing services to include executive, permanent placement, and contract placement services. It allowed me to focus and expand HR support to include the on-site HR support model, handbooks, training, HR risk analysis, comp/benefits analysis, and performance management systems.

## SM: How does that differ from a basic staffing company?

RM: I believe we are the only firm that offers world-class recruiting capability and true human resource consulting under the same roof. There are staffing firms that dabble with HR support and vice versa. We offer clients a high level of expertise in both areas. Plus the Pinnacle team strongly believes that both staffing and HR best practices are delivered optimally when working in unison. We are sourcing candidates with culture and company strategy in mind—not just filling the order. HR support analyzes work flow and people alignment. The HR consultant guides the organization to where the people gaps are, removing the marginal players and replacing them with talent.

## SM: What are your goals for developing Pinnacle in the near future?

RM: We have been very pleased with the impact we have had on our clients' companies. Many of them are advocates for our company

model and we are extremely grateful for their referrals. We want to grow and spread the good news. Many companies still don't know us. We are working very hard building capital to spend toward marketing our unique delivery of staffing and HR services.

We are interested in seeking new strategic partnerships with ancillary companies. We also frequently partner with competitors to increase bandwidth. We are great partners.

## SM: What are your keys to success?

RM: We don't just sit on our past best practices. We are learning everything, all the time. We are using some new technologies that others haven't even heard of. We are always seeking newer, better ways of delivering what we do. We try to assess what we have delivered. We want to hear the good and bad news. As we grow, we work hard to keep quality consistent.

## SM: How do you employ those principles in your life?

RM: We are in the people business, so fundamentally, we love people. Knowing and understanding a diverse number of people can enrich your life. We help companies select only the best to join their team. HR best practices will help a department work toward a common goal. We teach to value diverse opinions and how those opinions strengthen their mission.

We are a global community. If we value every person we meet for their differences, we become better people. We need to all get along to survive.

**Pinnacle**  
Recruiting and HR Solutions

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Pinnacle Recruiting and HR Solutions provides a value proposition that no other staffing firm in the Capital Region can offer; world-class recruiting capability and true human resource consulting under the same roof. This combination of talent and perspective has allowed us to provide scalable solutions to clients large and small in both upstate New York and the New York City metropolitan area.

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