STAFF SMARTER | CHAPTER 02

What Are Unfilled Shifts Actually Costing You?

When staffing coverage breaks down, the cost is bigger than the open shift. It affects manager time, service quality, overtime, productivity, and customer experience.

Speed | Visibility | Readiness | Accountability

For operations leaders managing recurring coverage gaps

Open the online resource

CHAPTER 02

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- An open shift affects more than payroll or the staffing invoice.
- Manager time, overtime, productivity loss, service quality, and turnover compound the impact.
- A faster and more accountable staffing response protects the operation, not just the recruiting budget.

THE PRACTICAL QUESTION
Move beyond bill rate and estimate how coverage gaps affect manager time, overtime, productivity, and service.

What An Open Role Really Costs

When staffing coverage breaks down, the cost is bigger than the open shift. It affects manager time, overtime, production, service quality, compliance follow-up, and the customer or guest experience.

Those costs are often distributed across departments and schedules, which makes an unreliable staffing model look less expensive than it really is.

Where The Operational Costs Hide

- Manager time spent calling, rescheduling, interviewing, or personally covering work.
- Overtime pressure on the employees who remain.
- Delayed production, slower throughput, or reduced service capacity.
- Guest, resident, patient, or customer experience problems.
- Compliance and onboarding follow-up that has to be restarted.
- Turnover cycles that reopen the same need.

How VeloStaff Reduces Friction

Faster Candidate Matching

Cleaner requests and AI-assisted matching reduce preventable back-and-forth before qualified candidates are contacted.

Mobile Workforce Access

Applicants and employees can respond, complete steps, and receive assignment communication from their phones.

Better Communication

Managers receive clearer updates instead of chasing multiple disconnected channels for status.

Human Accountability

A real staffing team remains responsible for follow-through when the order, candidate, or assignment changes.

TAKEAWAY

The right comparison is not staffing invoice versus no invoice. It is the cost of dependable coverage versus the full operational cost of the gap.

Research source

SHRM, 2025 Recruiting Benchmarking

Nonexecutive cost-per-hire averaged $5,475; screening and interviewing each averaged 8-9 days; 20% tracked quality of hire.

PUT IT TO WORK

Staffing Gap Cost Worksheet

Use this worksheet to frame the full operating exposure of a recurring staffing gap. It is a planning estimate, not an accounting statement.

Uncovered hours per week		Open shifts, vacant roles, or reduced operating hours
Loaded hourly cost	$	Wage plus payroll burden and normal labor cost
Overtime premium	$	Incremental weekly overtime caused by the gap
Manager recovery hours		Calling, rescheduling, interviewing, or covering work
Manager hourly value	$	Approximate loaded value of management time
Service or output impact	$	Weekly revenue, throughput, quality, or service exposure

Estimated weekly exposure	**$**
Estimated monthly exposure (weekly x 4.33)	**$**
Estimated annual exposure (weekly x 52)	**$**

Operational consequences that matter most in this location

NEXT STEP

Turn This Chapter Into A Focused Comparison

Use the worksheet with the manager closest to the staffing need. Bring the two most important gaps into a short conversation with VeloStaff, then decide whether one role, market, or recurring need is worth comparing.

Talk through one staffing gap.

Give us one role or shift pattern and we will help frame the operating cost and a practical coverage comparison.

See Where Gaps Get Expensive at velostaff.com

Important note

The examples and worksheets in this chapter are planning tools. Results, requirements, and program design vary by role, assignment, customer, location, and applicable law. This material is not legal advice.

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