



Big 5 Sporting Goods takes a game-changing approach to tax credits

Quick facts



Name: Big 5 Sporting Goods



Industry: Sporting Goods Retailer



Established: 1955



Employees: 9,000



Headquarters: El Segundo, California



Product: XXX

Website: XXX

Business challenge: Work Opportunity Tax Credit (“WOTC”) screening was a time-consuming, manual process that often wasn’t completed before a candidate received a job offer — a requirement to receive the tax credit.

How XXX helped: After implementing the XXX Tax Credit Solution, the WOTC screening process now takes place when a candidate applies for a job. It is fully automated, saving time and helping Big 5 achieve close to a 100% WOTC screening rate.

Big 5 Sporting Goods is one of America’s top retailers of name-brand sporting goods and accessories. Big 5 has 400+ locations spread throughout 10 western states, and the company employs 9,000 workers throughout its retail stores, corporate office and distribution centers.

Johnny Mirador has worked for Big 5 for more than 20 years, starting his career at the store level and working his way up to HR Processes and Practices Manager. In this role, Johnny is responsible for compliance, timekeeping management and administration, and applicant tracking administration, which includes WOTC screening of job applicants. WOTC is a federal tax credit available to employers who hire individuals who have historically faced barriers to employment.

We recently spoke with Johnny about how the XXX Tax Credits solution helped Big 5 to automate the WOTC screening process and Big 5’s 10+ year relationship with XXX.

Paper WOTC forms left tax credits short of the goal

Before we automated WOTC screening in 2013, we were using paper 8850 forms for WOTC screening. New hires completed this form along with 10-15 other forms as part of their onboarding at the store level.

Oftentimes, store managers didn’t know what the 8850 form was for, so they didn’t have new hires to fill them out. Other times, the managers didn’t mail them to the corporate office in time, so we would lose tax credit eligibility. It was a very haphazard and manual process.

“The biggest impact of having WOTC automated with XXX is on-time form completion, which drives what we are eligible to receive in terms of tax credits. With 20-30 hires each week and even more during seasonal hiring, it’s important that we can receive every tax credit for which we’re eligible.”



Our long-term partnership with XXX is built on trust. We always get what we need from XXX and the support they give us is phenomenal. We have never had any complaints because the relationship is stress-free, responsive and proactive — characteristics that make a relationship thrive.

Johnny Mirador
HR Processes and
Practices Manager

Automating WOTC screening was a slam dunk

We automated the WOTC screening process with XXX for Tax Credits in 2013, and it made a huge difference. Applicants complete WOTC screening prior to receiving an offer letter. This complies with the requirements for WOTC screening.

Now, we have close to 100% of job applicants completing the questions because the screening is included in the application process. We no longer have to look back to see if forms were completed, and we're compliant in terms of meeting the required dates for WOTC screening.

The biggest impact of having WOTC automated with XXX is on-time applicant screening, which drives what we are eligible to receive in terms of tax credits. With 20-30 hires each week and even more during seasonal hiring, it's important that we can receive every tax credit for which we're eligible.

An account manager who's on the ball

Our account manager is phenomenal. We receive 100% of the answers to our questions immediately. She always follows up or lets us know if we have anything to do on our part. Her responsiveness lets us know that she cares about us as a client and that we matter.

Game on with more time in the day

Having XXX take on the burden of tax credits frees me up to better support our store locations. I'm able to help them with their timekeeping, general HR and applicant tracking system questions. I'm no longer a form collector, which would be a full-time job with the number of new hires we have each week.

A 10-year winning relationship with XXX

Our long-term partnership with XXX is built on trust. We always get what we need from XXX and the support they give us is phenomenal. We have never had any complaints because the relationship is stress-free, responsive and proactive — characteristics that make a relationship thrive. That's what we have with XXX.